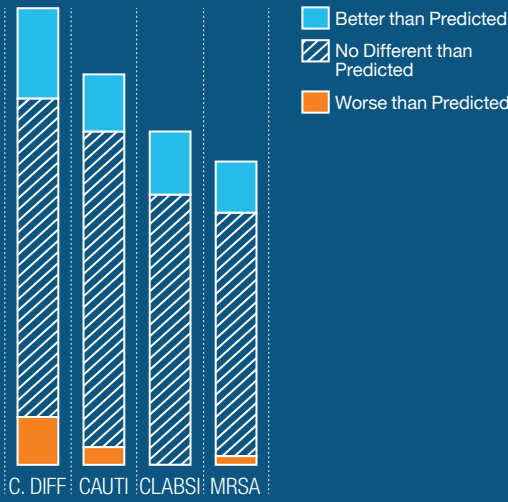


# A FOCUS ON PROVIDER QUALITY IN THE COMMONWEALTH OF MASSACHUSETTS



## Safe Care

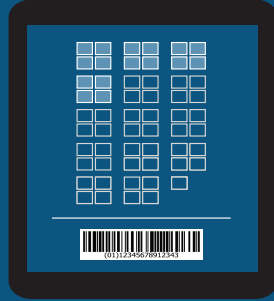
HOW DO HOSPITALS PERFORM RELATIVE TO PREDICTIONS FOR COMMON HEALTH CARE-ASSOCIATED INFECTIONS?



HOW DO HOSPITALS USE SUPPORTIVE TECHNOLOGIES TO REDUCE ERROR?

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REPORTING MA HOSPITALS HAD FULLY IMPLEMENTED SYSTEMS FOR DOCTORS TO ENTER MEDICATION ORDERS ELECTRONICALLY IN 2017.



16 OF 57 HOSPITALS FULLY IMPLEMENTED BAR CODE CHECKS DURING MEDICATION ADMINISTRATION THAT HAVE BEEN SHOWN TO REDUCE MEDICAL ERRORS, AN IMPROVEMENT FROM 2016.

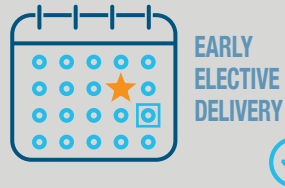
16 OF 57 ACUTE CARE HOSPITALS REPORTED LOWER HEART FAILURE MORTALITY RATES THAN THE NATIONAL MEDIAN.



## Effective & Efficient Care

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REPORTING HOSPITALS FULLY MET LEAPFROG'S HEALTH QUALITY TARGETS FOR THREE MATERNITY MEASURES.



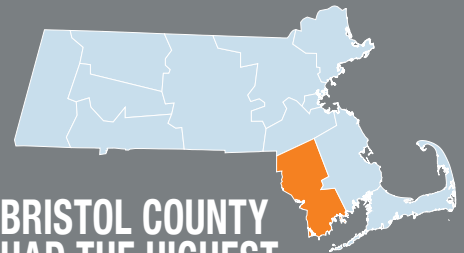
EARLY ELECTIVE DELIVERY



CESAREAN SECTION



EPISIOTOMY



BRISTOL COUNTY HAD THE HIGHEST RATE OF POTENTIALLY PREVENTABLE ADMISSIONS FOR THREE OF THE FOUR CONDITIONS REPORTED.

## Patient-Centered Care



PATIENTS RATED THEIR COMMUNICATIONS WITH DOCTORS & NURSES HIGHLY, BUT GAVE POORER RATINGS ON MEASURES OF COMMUNICATION ABOUT MEDICINES AND CARE TRANSITION.



STATEWIDE PERFORMANCE OF PATIENT-REPORTED EXPERIENCE IN PRIMARY CARE OFFICES IMPROVED FROM 2015 TO 2016 ON ALL ADULT AND PEDIATRIC DOMAINS FOR WHICH DATA WAS AVAILABLE.

