

CENTER FOR HEALTH INFORMATION AND ANALYSIS

Performance of the Massachusetts Health Care System

TECHNICAL APPENDIX

MARCH
26
Annual Report

Quality of Care



Publication Number 25-071-CHIA-04D

Quality of Care in the Commonwealth

TECHNICAL APPENDIX

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Metrics: Clinical Performance Measures: Healthcare Effectiveness Data and Information Set (HEDIS®)

Steward: National Committee for Quality Assurance (NCQA)

CHIA Data Source: Massachusetts Health Quality Partners (MHQP)

Populations: Measures for commercially insured enrollees in HMO and Point of Service (excluding Marketplace) products in participating health plans (Mass General Brigham Health Plan, Blue Cross Blue Shield of Massachusetts, Point32Health [Harvard Pilgrim Health Care and Tufts Health Plan], and Health New England) are included in this report.

The HEDIS® measures reported cover the health plan population that was enrolled as of December 31st of the measurement year (2024) and met the enrollment, demographic, and clinical specifications required for each measure.

TABLE 1. HEDIS MEASURES AND CARE DOMAINS

Measure Category	Measure Name	Description	Data Source
Behavioral Health	Mental Illness 7-Day ED Follow-Up	Follow-Up After Emergency Department Visit for Mental Illness (7-Day)	Administrative Data Method
Behavioral Health	Mental Illness 7-Day Hospitalization Follow-Up	Follow-Up After Hospitalization for Mental Illness (7-Day)	Administrative Data Method
Behavioral Health	Pharmacotherapy for Opioid Use Disorder	Pharmacotherapy for Opioid Use Disorder	Administrative Data Method
Behavioral Health	IET: SUD Treatment-Engagement Phase	Initiation and Engagement of Substance Use Disorder Treatment - Engagement	Administrative Data Method
Chronic Condition Care	Asthma Medication Ratio	Asthma Medication Ratio	Administrative Data Method
Chronic Condition Care	Controlling High Blood Pressure	Controlling High Blood Pressure	Hybrid Method
Chronic Condition Care	Diabetes – Eye Exams	Eye Exam for Patients with Diabetes	Hybrid Method
Chronic Condition Care	Diabetes – Kidney Health Evaluation	Kidney Evaluation for Patients with Diabetes	Hybrid Method
Chronic Condition Care	Diabetes – Glycemic Status Assessment	Hemoglobin A1c control of Patients with Diabetes HbA1c Poor Control (> 9.0%)	Hybrid Method
Pediatric/Adolescent Care	Well-Child Visits – First 15 Months	Well-Child Visits in the first 30 Months of Life: 0 - 15 Months	Administrative Data Method
Pediatric/Adolescent Care	Well-Child Visits – 15-30 Months	Well-Child Visits in the first 30 Months of Life: 15 - 30 Months	Administrative Data Method

Measure Category	Measure Name	Description	Data Source
Pediatric/Adolescent Care	Well-Care Visits – 3-11 Years	Child and Adolescent Well Care Visits, 3 - 11 years.	Administrative Data Method
Pediatric/Adolescent Care	Well-Care Visits – 12-17 Years	Child and Adolescent Well Care Visits, 12 - 17 years	Administrative Data Method
Pediatric/Adolescent Care	Well-Care Visits – 18-21 Years	Child and Adolescent Well Care Visits, 18 - 21 years	Administrative Data Method
Pediatric/Adolescent Care	Adolescent Immunizations – Combo 2	Immunizations for Adolescents (Combo 2)	Hybrid Method
Screening and Prevention	Postpartum Care	Prenatal and Postpartum Care – Postpartum Care	Hybrid Method
Screening and Prevention	Breast Cancer Screening	Breast Cancer Screening	Hybrid Method
Screening and Prevention	Timeliness of Prenatal Care	Prenatal and Postpartum Care – Timeliness of Prenatal Care	Hybrid Method
Screening and Prevention	Colorectal Cancer Screening	Colorectal Cancer Screening	Hybrid Method

Definition:

The Healthcare Effectiveness Data and Information Set (HEDIS®) Measure Set was created by the National Committee for Quality Assurance (NCQA). The health plans that are NCQA accredited for any product line submit their HEDIS® measures to NCQA based on their health plan enrollee population and are required to use standard technical measurement specifications defined by the NCQA. MHQP's CQ HEDIS® 2024 corresponds to HEDIS® Measurement Year (MY) 2024 and MHQP's CQ HEDIS® corresponds to HEDIS® MY 2024, and all measures have undergone the NCQA-mandated audits for the measurement year.

Performance Measures:

The above measures are reported at the statewide level, including statewide scores stratified by race or ethnicity. The clinical performance measures included in this report are drawn from the [2024 Aligned Measure Set](#). Please visit the [EOHHS Quality Measure Alignment Taskforce \(“Taskforce”\) website](#) for more information about the multi-stakeholder Taskforce initiative intended to focus provider quality improvement efforts, while reducing administrative burden on provider organizations to measure and improve quality.

Measure specifications for all measures in the 2024 Aligned Measure Set, including all HEDIS® measures presented in this report, are available at: <https://www.mass.gov/doc/2024-aligned-measure-set-0/download>

Data Sources:

Five Massachusetts health plans provided the HEDIS® data used to compile the measures in these reports. Four of these plans provided de-identified data at the individual member level, and one health plan aggregated to the individual provider level prior to submission to MHQP. All measures were attributed to the enrollee's assigned primary care provider (PCP) as of December 31st of the measurement year (2024). A numerator event delivered by any eligible health care provider was credited to the assigned PCP, even if the event was delivered by a different eligible health care provider. The providers included in the reports were those listed as PCPs by at least one of the five participating health plans. These providers included internists, family practitioners, geriatricians, pediatricians, and nurse practitioners with patient panels as a PCP, and specialists who served as PCPs for some patients and had dual status according to at least one of the health plans.

Measurement Methods:

For each of the measures, NCQA specified whether results should be calculated using administrative (claims/encounter) data only (Administrative Data Method) or whether health plans could opt to draw a random sample of the HEDIS®-eligible population and use data obtained through medical record reviews to supplement the data derived from their claims and encounter records (Hybrid Method). Medical record data could be used to identify patients who should be dropped from the denominator population, based on the exclusion criteria for a given measure, and to identify eligible numerator events that were not captured in the plans' administrative data. The table above identifies measures that may be calculated using the Hybrid Method. Please note that, for some health plans, access to on-site medical records and at practice sites in 2020 and 2021 was limited due to the ongoing Covid-19 pandemic and remained limited in 2022 and 2023 due to workforce constraints. In some cases, provider organizations have contracted with medical records vendors, who coordinate medical records requests from health plans.

Reporting Methods

New to CHIA's Annual report is statewide HEDIS measure performance results stratified by race and ethnicity for 17 NCQA measures that are found on the 2024 Aligned Measure Set: Colorectal Cancer Screening, Controlling High Blood Pressure, Hemoglobin A1c Control for Patients with Diabetes, Prenatal and Postpartum Care, Child and Adolescent Well Care Visits, Breast Cancer Screening, Well-Child Visits in the First 30 Months of Life, Initiation and Engagement of Substance Use Disorder Treatment, Pharmacotherapy for Opioid Use Disorder, Asthma Medication Ratio, and Immunization for Adolescents.

Race and ethnicity classifications aligned with those defined by NCQA, as shown in **Table 2** and **Table 3** below. Only results with sufficient sample sizes ($N \geq 30$) will be released publicly. Within this interactive dashboard, reported race categories were limited to Asian, Black or African American, White and reported ethnicity categories were limited to Hispanic/Latino and Not Hispanic/Latino; however, results for all other NCQA-endorsed race and ethnicity classifications (with sufficient sample size) are provided in the accompanying [dataset](#). Patients' race and ethnicity classifications

are a combination of directly (patient self-identified) and indirectly sourced race and ethnicity in accordance with NCQA reporting specifications.

TABLE 2. NCQA RACE CLASSIFICATIONS

Race Classifications	
1	White
2	Black or African American
3	American Indian and Alaska Native
4	Asian
5	Native Hawaiian and Other Pacific Islander
6	Some Other Race
7	Two or More Races
8	Asked But No Answer
9	Unknown

TABLE 3. NCQA ETHNICITY CLASSIFICATIONS

ETHNICITY CLASSIFICATIONS	
1	Hispanic / Latino
2	Not Hispanic/Latino
3	Asked But No Answer
4	Unknown

Calculation of the State Rate

The Massachusetts Statewide Performance rate is calculated by dividing the number of eligible managed care members from the five health plans who received the required test or intervention by the total number of members eligible to have received the test or intervention. This is a population-based rate, not the average of all the rates achieved by all the physician groups involved.

Metrics: Consumer Assessment of Healthcare Providers and Systems Clinician and Group Patient Centered Medical Home Survey (CG CAHPS, 4.0 (beta) Survey) – Primary Care (Adult and Pediatrics)

Steward: Agency for Healthcare Research and Quality (AHRQ), modified by Massachusetts Health Quality Partners (MHQP)

CHIA Data Source: Massachusetts Health Quality Partners, Patient Experience Survey (PES)
Stratified by Race and Ethnicity

Population:

1. Commercial – Sample of commercially insured members of three health plans in Massachusetts (Blue Cross Blue Shield of Massachusetts, Point32Health/Harvard Pilgrim Health Care, and Health New England), in an HMO, PPO, or POS health plan product. Adult patients' ages 18+, pediatric patients ages 0 to 17. Statewide scores were stratified by race and ethnicity.
2. MassHealth – Sample of members from all 17 MassHealth ACOs. Adult patients' ages 18+, pediatric patients ages 0 to 17.

Adult Primary Care Patient Experience Survey Measures

Measure Name	Description	Primary Data Source
Organizational Access	Survey respondents' scoring of satisfaction with their ability to get timely appointments, care, and information: <ol style="list-style-type: none">1. When you called this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?2. When you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?3. When you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	Patient Reported Data/Survey
Office Staff	Survey respondents' scoring of their interactions with office staff. <ol style="list-style-type: none">1. Thinking about your most recent visit, was the staff from this provider's office as helpful as you thought they should be?2. Thinking about your most recent visit, did the staff from this provider's office treat you with courtesy and respect?	Patient Reported Data/Survey

Measure Name	Description	Primary Data Source
Integration of Care	<p>Survey respondents' scoring of their satisfaction with their providers' integration of their care.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did the provider seem informed and up-to-date about the care you got from specialists? 2. Did someone from this provider's office follow up to give you those results? 3. During your most recent visit, did you and someone from this provider's office talk about all the prescription medicines you were taking, whether they were prescribed by this office or another provider? 	Patient Reported Data/Survey
Communication	<p>Survey respondents' scoring of their satisfaction with their patient-providers' communication.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did this provider explain things in a way that was easy to understand? 2. During your most recent visit, did this provider listen carefully to you? 3. During your most recent visit, did this provider show respect for what you had to say? 4. During your most recent visit, did this provider spend enough time with you? 	Patient Reported Data/Survey
Knowledge of Patient	<p>Survey respondents' scoring of their satisfaction with how well doctors know them.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did this provider have the medical information they needed about you? 2. How would you rate this provider's knowledge of you as a person, including values and beliefs that are important to you? 	Patient Reported Data/Survey
Adult Behavioral Health	<p>Survey respondents' scoring of whether doctors talked to them about their mental health.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed? 2. During your most recent visit, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress? 	Patient Reported Data/Survey
Self-Management Support	<p>Survey respondents' scoring of whether healthcare provider(s) talked with them and their family about goals for good health and ways to meet these goals.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did you and anyone in this provider's office talk about specific goals for your health? 2. During your most recent visit, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health? 	Patient Reported Data/Survey
Willingness to Recommend	<p>Survey respondents reported YES, they would definitely recommend their doctor to family and friends.</p>	Patient Reported Data/Survey

Measure Name	Description	Primary Data Source
Trust	<p>Survey respondents' scoring of their trust in their provider(s).</p> <ol style="list-style-type: none"> 1. Sometimes your provider cares more about what is convenient for them than about your medical needs. 2. Your provider is extremely thorough and careful. 3. You completely trust your provider's decisions about which medical treatments are best for you. 4. Your provider is totally honest in telling you about all of the different treatment options available for your condition. 5. All in all, you have complete trust in your provider. 	Patient Reported Data/Survey
Overall Provider Rating	<p>Survey respondents' scoring of their overall experience with their provider(s).</p> <ol style="list-style-type: none"> 1. Using any number from 0 to 10, where 0 is the worst visit possible and 10 is the best visit possible, what number would you use to rate your most recent visit? 	Patient Reported Data/Survey

Pediatric Primary Care Patient Experience Survey Measures

Measure Name	Description	Primary Data Source
Organizational Access	<p>Survey respondents' scoring of satisfaction with their ability to get timely appointments, care, and information:</p> <ol style="list-style-type: none"> 1. When you called this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed? 2. When you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed? 3. When you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day? 	Patient Reported Data/Survey
Office Staff	<p>Survey respondents' scoring of their interactions with office staff.</p> <ol style="list-style-type: none"> 1. Thinking about your child's most recent visit, was the staff from this provider's office as helpful as you thought they should be? 2. Thinking about your child's most recent visit, did the staff from this provider's office treat you with courtesy and respect? 	Patient Reported Data/Survey

Measure Name	Description	Primary Data Source
Integration of Care	<p>Survey respondents' scoring of their satisfaction with their providers' integration of their care.</p> <ol style="list-style-type: none"> 1. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did your child see a specialist for a particular health problem? 2. During your most recent visit, did the provider seem informed and up-to-date about the care your child got from specialists? 3. Did someone from this provider's office follow up to give you those results? 	Patient Reported Data/Survey
Communication	<p>Survey respondents' scoring of their satisfaction with their patient-providers' communication.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did this provider explain things in a way that was easy for your child to understand? 2. During your most recent visit, did this provider listen carefully to your child? 3. Did this provider give you enough information about what you needed to do to follow up on your child's care? 4. During your child's most recent visit, did this provider explain things about your child's health in a way that was easy to understand? 5. During your child's most recent visit, did this provider listen carefully to you? 6. During your most recent visit, did this provider show respect for what you had to say? 7. During your most recent visit, did this provider spend enough time with your child? 	Patient Reported Data/Survey
Knowledge of Patient	<p>Survey respondents' scoring of their satisfaction with how well doctors know them.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did this provider seem to know the important information about your child's medical history? 2. How would you rate this provider's knowledge of your child as a person – special abilities, concerns, fears? 	Patient Reported Data/Survey
Self-Management Support	<p>Survey respondents' scoring of whether healthcare providers talked with them and their family about goals for good health and ways to meet these goals.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did you and anyone in this provider's office talk about specific goals for your child's health? 2. During your child's most recent visit, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health? 	Patient Reported Data/Survey
Willingness to Recommend	<p>Survey respondents reported YES, they would definitely recommend their doctor to family and friends.</p>	Patient Reported Data/Survey

Measure Name	Description	Primary Data Source
Child Development	<p>Survey respondents' scoring of whether doctors talked to them about how well their child was growing, moving, speaking, learning, and getting along with others.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did you and anyone in this provider's office talk about your child's learning ability? 2. During your child's most recent visit, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age? 3. During your child's most recent visit, did you and anyone in this provider's office talk about how your child's body is growing? 4. During your child's most recent visit, did you and anyone in this provider's office talk about your child's moods and emotions? 	Patient Reported Data/Survey
Pediatric Preventive Care	<p>Survey respondents' scoring of whether doctors gave advice about keeping their child safe and healthy.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured? 2. During your child's most recent visit, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV? 3. During your child's most recent visit, did you and anyone in this provider's office talk about how much or what kind of food your child eats? 4. During your child's most recent visit, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets? 5. During your child's most recent visit, did you and anyone in this provider's office talk about how your child gets along with others? 6. During your child's most recent visit, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child? 	Patient Reported Data/Survey
Trust	<p>Survey respondents' scoring of their trust in their child's providers.</p> <ol style="list-style-type: none"> 1. Sometimes your child's provider cares more about what is convenient for them than about your child's medical needs. 2. Your provider is extremely thorough and careful. 3. You completely trust your child's provider's decisions about which medical treatments are best for your child. 4. Your child's provider is totally honest in telling you about all of the different treatment options available for your child's condition. 5. All in all, you have complete trust in your child's provider. 	Patient Reported Data/Survey

Measure Name	Description	Primary Data Source
Child Provider Communication	<p>Survey respondents' scoring of the efficacy of communication between provider(s) and patient/patient's caregiver.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did this provider explain things in a way that was easy for your child to understand? 2. During your child's most recent visit, did this provider listen carefully to your child? 3. Did this provider give you enough information about what you needed to do to follow up on your child's care? 	Patient Reported Data/Survey
Overall Provider Rating	<p>Survey respondents' scoring of their overall experience with their child's provider(s).</p> <ol style="list-style-type: none"> 1. Using any number from 0 to 10, where 0 is the worst visit possible and 10 is the best visit possible, what number would you use to rate your child's most recent visit? 2. How likely is it that you would recommend this provider to your family and friends, using a number from 0 to 10 where 0 is not at all likely and 10 is very likely? 	Patient Reported Data/Survey

Methodology

All scores for measures of patient experience in medical groups were pre-calculated by and received from the Massachusetts Health Quality Partners (MHQP).

All Survey responses are coded to a 0 to 100 scale so that questions with different response options may be easily combined. Higher values indicate more positive responses.

For example, a question with four response options would be assigned the following values:

Response	Value
Always	100.00
Usually	66.67
Sometimes	33.33
Never	0.00

A question with two response options would be assigned the following values:

Response	value
Yes	100.00
No	0.00

As part of [MHQP's Measured Equity Initiative](#) in CY2022, statewide measure results are stratified by federal Office of Management and Budget (OMB) standard race and ethnicity categories including White, Native Hawaiian or Other Pacific Islander, Black or African American, Asian, and American Indian or Alaska Native. Respondents to the Patient Experience Survey (PES) can select as many race and ethnicity categories as appropriate. Reporting is based on member self-reported responses and only those categories with sufficient volume to ensure valid and reliable results are included in this publication. Therefore, reported race categories were limited to Asian, Black or African American, and White. Direct questions from the survey are included below for reference:

Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino

What is your race? *Check all that apply.*

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ My race is not listed

Metrics: Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Steward: Agency for Healthcare Research and Quality

CHIA Data Source: CMS Hospital Compare

Populations: All Payers, Ages 18+

Measure Name and ID	Description	Primary Data Source
Cleanliness of Hospital Environment	Patient response to the individual HCAHPS survey question about the cleanliness of their hospital room during their stay.	Patient Reported Data/Survey
Communication about Medicines	A composite of responses to HCAHPS survey questions about how providers communicated about medications during the hospital stay.	Patient Reported Data/Survey
Communication with Doctors	A composite of responses to HCAHPS survey questions about how doctors communicated during the hospital stay.	Patient Reported Data/Survey

Measure Name and ID	Description	Primary Data Source
Communication with Nurses	A composite of responses to HCAHPS survey questions about how nurses communicated during the hospital stay.	Patient Reported Data/Survey
Discharge Information	A composite of responses to HCAHPS survey questions about the care instructions given to them by a provider at discharge.	Patient Reported Data/Survey
Overall Hospital Rating	Overall patient rating of the hospital, based on the recent admission, on a scale from 0 (lowest) to 10 (highest).	Patient Reported Data/Survey
Recommend the Hospital	Would the patient recommend the hospital, based on the recent admission.	Patient Reported Data/Survey
Quietness of Hospital Environment	Patient response to the individual HCAHPS survey question about the quietness of their hospital room at night.	Patient Reported Data/Survey
Responsiveness of Hospital Staff	A composite of responses to HCAHPS survey questions about if help was provided when it was needed during the hospital stay.	Patient Reported Data/Survey
Care Transition	A composite of responses to HCAHPS survey questions about how patients understood the care instructions they received at discharge.	Patient Reported Data/Survey

Definition:

All HCAHPS scores were retrieved from CMS Care Compare as pre-calculated percentages. Where a hospital's performance is not included on Care Compare because of small numbers, missing data, or because the measure does not apply, the measure is also not included in the report. For more information on CMS's methods, see: https://hcahpsonline.org/globalassets/hcahps/star-ratings/tech-notes/october-2024_star-ratings_tech-notes.pdf

The accompanying databook also includes HCAHPS "top-box" scores. These scores reflect the percentage of respondents that gave the most positive response to HCAHPS survey items. Higher scores indicate better patient-reported experiences. For more information on CMS's methods, see: <https://hcahpsonline.org/en/summary-analyses/>

Metrics: The Leapfrog Group

Steward: Varied

CHIA Data Source: The Leapfrog Group Hospital Survey

Population: All Payers, All Ages

Measure Name	Description	Primary Data Source
NTSV Cesarean Section	Percent of cesarean sections for first-time pregnancy (nulliparous) that has reached 37th week or later (term) and consists of one fetus (singleton) in the head-down position (vertex). Achieved the Standard ≤ 23.6% Considerable Achievement > 23.6% and ≤ 25.2% Some Achievement > 25.2% and ≤ 29.5% Limited Achievement > 29.5%	Hospital Survey derived from health records
Rate of Episiotomy	Percent of vaginal deliveries (excluding those coded with shoulder dystocia) during which an episiotomy is performed. Achieved the Standard ≤ 5% Considerable Achievement > 5% and ≤ 10% Some Achievement > 10% and ≤ 15% Limited Achievement > 15%	Hospital Survey derived from health records
Total Nursing Care Hours per Patient Day Score (Performance Category)	Total productive hours worked by employee or contract nursing staff with direct patient care responsibilities (RN, LPN/LVN, and UAP) by each unit type for each month or quarter during the reporting period. Achieved the Standard ≥ 50 th percentile Considerable Achievement ≥ 25 th percentile and < 50 th percentile Some Achievement ≥ 10 th percentile and < 25 th percentile Some Achievement (Alternative) < 10 th percentile AND meets additional criteria measure scoring documentation linked below) Limited Achievement < 10 th percentile OR the hospital did not measu	Hospital Survey

Measure Name	Description	Primary Data Source
RN Hours per Patient Day Score (Performance Category)	<p>Total number of productive hours worked by RN nursing staff with direct patient care responsibilities by each unit type for each month or quarter during the reporting period</p> <p>Achieved the Standard $\geq 50^{\text{th}}$ percentile</p> <p>Considerable Achievement $\geq 25^{\text{th}}$ percentile and $< 50^{\text{th}}$ percentile</p> <p>Some Achievement $\geq 10^{\text{th}}$ percentile and $< 25^{\text{th}}$ percentile</p> <p>Some Achievement (Alternative) $< 10^{\text{th}}$ percentile AND meets additional criteria measure scoring documentation linked below)</p> <p>Limited Achievement $< 10^{\text{th}}$ percentile OR the hospital did not measu</p>	Hospital Survey
Hand Hygiene	<ul style="list-style-type: none"> The Hand Hygiene measures processes and protocols that hospitals have in place regarding monitoring hand hygiene practices, fostering a culture of good hand hygiene, offering training and education, and providing equipment. For complete description of measure scoring, see: https://www.leapfroggroup.org/sites/default/files/Files/2024_HospitalSurveyScoringAlgorithm_20240401_v9.1%28version%201%29.pdf 	Hospital Survey

Definition:

Quality performance data were received from The Leapfrog Group as pre-calculated scores, including comparisons to standards defined by The Leapfrog Group. Participation in the Leapfrog Hospital Survey is voluntary; where a hospital does not complete the survey or report on certain items in the survey, the data for that entity is also not included in the report.

For more information on Leapfrog's scoring methods, see:

https://www.leapfroggroup.org/sites/default/files/Files/2024_HospitalSurveyScoringAlgorithm_20240401_v9.1%28version%201%29.pdf.

For more information on measure specifications and calculations, see:

https://www.leapfroggroup.org/sites/default/files/Files/2024HospitalSurvey_20240514_v9.1%20%28version%202%29.pdf

Hospital System Affiliations

Current as of publication date: March 12, 2026

Hospital names are reported to Leapfrog as listed and reflect the names of hospitals as of December 31, 2024. Some hospitals may have changed names or rebranded since submitting data to the 2024 Leapfrog Hospital Survey.

Hospital Name	Affiliation
Addison Gilbert Hospital, part of Beth Israel Lahey Health	Beth Israel Lahey Health
Anna Jaques Hospital	Beth Israel Lahey Health
Athol Memorial Hospital	Heywood Healthcare
Baystate Franklin Medical Center	Baystate Health
Baystate Medical Center	Baystate Health
Baystate Noble Hospital	Baystate Health
Baystate Wing Hospital	Baystate Health
Berkshire Medical Center	Berkshire Health Systems
Beth Israel Deaconess Hospital Plymouth	Beth Israel Lahey Health
Beth Israel Deaconess Hospital-Milton	Beth Israel Lahey Health
Beth Israel Deaconess Medical Center	Beth Israel Lahey Health
Beth Israel Hospital - Needham	Beth Israel Lahey Health
Beverly Hospital	Beth Israel Lahey Health
Boston Children's Hospital	Independent
Boston Medical Center	Independent
Boston Medical Center - Brighton	Boston Medical Center Health System
Boston Medical Center South	Boston Medical Center Health System
Brigham and Women's Faulkner Hospital	Mass General Brigham
Brigham And Women's Hospital	Mass General Brigham
Cape Cod Hospital	Cape Cod Healthcare
CHA Cambridge Hospital	Independent
CHA Everett Hospital	Independent
Charlton Memorial Hospital	Southcoast Health System
Cooley Dickinson Hospital	Mass General Brigham
Dana-Farber Cancer Institute	Independent
Emerson Hospital	Independent
Fairview Hospital	Berkshire Health Systems
Falmouth Hospital	Cape Cod Healthcare
Harrington Memorial Hospital	UMass Memorial Health Care

Hospital Name	Affiliation
HealthAlliance-Clinton Hospital Clinton Campus	UMass Memorial Health Care
HealthAlliance-Clinton Hospital Leominster Campus	UMass Memorial Health Care
Heywood Hospital	Heywood Healthcare
Holy Family Hospital – Methuen	Lawrence General
Holyoke Medical Center	Independent
Lahey Hospital and Medical Center	Beth Israel Lahey Health
Lawrence General Hospital	Independent
Lowell General Hospital - Main Campus	Tufts Medicine
Lowell General Hospital - Saints Campus	Tufts Medicine
Martha's Vineyard Hospital	Mass General Brigham
Massachusetts Eye And Ear	Mass General Brigham
Massachusetts General Hospital	Mass General Brigham
Melrose-Wakefield Hospital	Tufts Medicine
Mercy Medical Center	Trinity Health
MetroWest Medical Center	Tenet Healthcare
Morton Hospital	Brown University Health
Mount Auburn Hospital	Beth Israel Lahey Health
Nantucket Cottage Hospital	Mass General Brigham
New England Baptist Hospital	Beth Israel Lahey Health
Newton-Wellesley Hospital	Mass General Brigham
North Adams Regional Hospital	Berkshire Health Systems
Saint Anne's Hospital	Brown University Health
Salem Hospital	Mass General Brigham
Shriners Hospitals for Children - Boston	Independent
Signature Healthcare Brockton Hospital	Independent
South Shore Hospital	Independent
St Vincent Hospital	Tenet Healthcare
St. Luke's Hospital	Southcoast Health System
Sturdy Memorial Hospital	Independent
Tobey Hospital	Southcoast Health System
Tufts Medical Center	Tufts Medicine
UMass Memorial Medical Center - Memorial Campus	UMass Memorial Health Care
UMass Memorial Medical Center - University Campus	UMass Memorial Health Care
UMass Memorial Health Marlborough Hospital	UMass Memorial Health Care
UMass Memorial Health Milford Regional Medical Center	UMass Memorial Health Care
Winchester Hospital	Beth Israel Lahey Health