



Massachusetts Child Health Care Quality Coalition

Pre-Meeting Survey

Survey Objectives

- ▶ Obtain a baseline understanding of Coalition members' perspectives
- ▶ Gain information to facilitate
 - Shared understanding of the state of child health care quality in Massachusetts
 - Discussion from which to set Coalition priorities



About the Survey

- ▶ Respondents were asked to:
 - Identify highest priority issues for availability and quality of health care services for children in MA
 - Indicate top issues in existing quality measures for evaluating children's health care
 - Identify potential short- and long-term Coalition goals
- ▶ Survey Analysis
 - 59 surveys mailed, 49% response rate
 - Responses were coded according to key issues
 - Key issues and themes raised by multiple respondents that cut across availability, quality and measurement

Measurement Gaps Mirrored Service Gaps

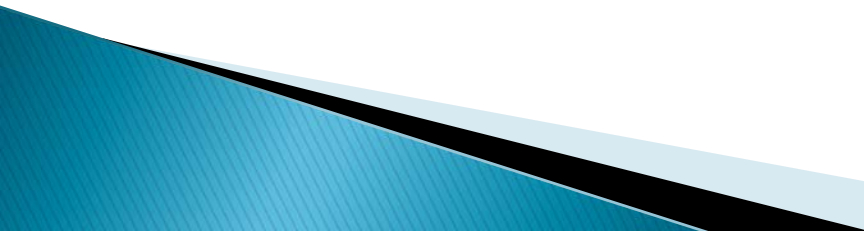
- ▶ Identified Measurement Gaps:
 1. Care coordination and transitions
 2. Behavioral health
 3. Outcome and functional status
 4. Parent/family engagement
 5. Disparities

Where Can the Coalition be Most Influential?

▶ Short Term (1–2 Years)

- **Improving Care Coordination:**
 - Within the context of the medical home, CSHCNs
 - Links to community services and supports
 - Between behavioral health and medical health care
- **Improving Patient/Family Experience and Engagement:**
 - Understanding of medical home concept and relevance for patients/families
 - Focus on in-patient care settings
 - Parents as partners in care
- **Improving Measurement:**
 - Patient experience, comprehensiveness of care for specific conditions, quality, and outcomes

Where Can the Coalition be Most Influential?

- ▶ Long Term (2–4 years)
 - **Caring for the Whole Child:** Work toward the integration of behavioral, oral and physical health
 - **Creating a Culture of Patient/Family Engagement:** Integrate the patient/family into all aspects of care across all settings where children receive care and services
 - **Sustaining Focus/Resources/ Measurement for Care Transitions and Care Coordination**
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A Framework for Discussion

