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
Key Themes

services education parent
accessibility family CSHCN
outpatient coordination school
community

behavioral

oral primary

inpatient specialty

mental provider

home language minority

disparities discharge

communicate support patient

discharge

behavioral

oral primary

inpatient specialty

mental provider

home language minority

disparities discharge
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**
A Framework for Discussion

Issues/Gaps in Child Health Care Quality in MA

The Coalition “Sweet Spot”

Areas where this Coalition can have the most impact

Priority areas for MA Child Health Stakeholders