

# MNCM Multiple Responses Analysis

## Feb 17 2015

[DataSet1] S:\Projects\MNCM\MNCM Feb 16 2015 FINI.sav

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q1 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q1 Frequencies

		Responses		Percent of Cases
		N	Percent	
1. What is your role at your organization? <sup>a</sup>	11 Quality manager/coordinator	9	18.4%	20.0%
	12 Director of quality	7	14.3%	15.6%
	13 Quality specialist	3	6.1%	6.7%
	14 Quality advisor	3	6.1%	6.7%
	21 Clinic administrator/manager	11	22.4%	24.4%
	22 Director of operations	1	2.0%	2.2%
	23 Director of health information management	3	6.1%	6.7%
	24 Director of care innovation	1	2.0%	2.2%
	25 President, CEO, COO, CFO, Chief Medical Officer	4	8.2%	8.9%
	30 Business or data role	1	2.0%	2.2%
	31 Business analyst	3	6.1%	6.7%
	32 Data analyst	2	4.1%	4.4%
	33 Data integrity manager	1	2.0%	2.2%
Total		49	100.0%	108.9%

a. Group

# Multiple Response

## Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q3 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

## Q3 Frequencies

		Responses		Percent of Cases
		N	Percent	
3. Explain how you learned about quality measurement and reporting? <sup>a</sup>	-3 Other	3	5.3%	6.7%
	10 External organization training	1	1.8%	2.2%
	11 MNCM provided training	4	7.0%	8.9%
	12 ICSI provided training	3	5.3%	6.7%
	21 I was trained in a previous position/organization	7	12.3%	15.6%
	22 Learned from coworker/predecessor in current position/organization	4	7.0%	8.9%
	23 Received on the job training (non-specific)	6	10.5%	13.3%
	24 Had experience with quality reporting before public reporting started (Blue Cross Blue Shield, other health plans)	6	10.5%	13.3%
	31 I am self-taught/figured it out on my own	20	35.1%	44.4%
	32 Didn't receive training	1	1.8%	2.2%
	41 Measurement/reporting has evolved/changed over the years	2	3.5%	4.4%
	Total		57	100.0%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q4 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q4 Frequencies

		Responses		Percent of Cases
		N	Percent	
4. What has your experience been like working in the field of healthcare quality measurement? <sup>a</sup>	-3 Other	7	7.7%	15.6%
	11 It has been challenging or difficult	11	12.1%	24.4%
	12 It has been frustrating	9	9.9%	20.0%
	13 It is overwhelming	3	3.3%	6.7%
	14 It is burdensome	7	7.7%	15.6%
	15 It is confusing	2	2.2%	4.4%
	21 Good/positive experience overall	11	12.1%	24.4%
	22 It is rewarding	3	3.3%	6.7%
	23 I see the value/necessity of it	5	5.5%	11.1%
	31 It is a complex/complicated field	3	3.3%	6.7%
	32 It is time-consuming	5	5.5%	11.1%
	33 It is busy	1	1.1%	2.2%
	41 It's interesting/fascinating	7	7.7%	15.6%
	51 There have been changes in the field	7	7.7%	15.6%
	52 There has been an increase in volume	1	1.1%	2.2%
	61 There is a disconnect between quality measurement/reporting and providers	4	4.4%	8.9%
	62 Quality reporting does not provide an accurate reflection of the care we provide	2	2.2%	4.4%
	63 Patient compliance has an impact on quality measurement	3	3.3%	6.7%
	Total		91	100.0%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q5 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q5 Frequencies

		Responses		Percent of Cases
		N	Percent	
5. How does your organization stay informed about all of the different reporting programs such as MDH's Statewide Quality Reporting System, or Federal Programs like the PQRS or Meaningful Use? <sup>a</sup>	-3 Other	2	1.8%	4.4%
	11 Emails or listserv	27	24.5%	60.0%
	12 We visit websites	7	6.4%	15.6%
	13 We attend webinars	9	8.2%	20.0%
	14 We read newsletters	1	0.9%	2.2%
	21 We rely on other groups/organizations to help us stay informed	12	10.9%	26.7%
	22 We have internal staff track the programs (either R or another staff person)	39	35.5%	86.7%
	30 MNCM resources	1	0.9%	2.2%
	31 We use the MNCM portal	2	1.8%	4.4%
	32 We call the MNCM helpline	1	0.9%	2.2%
	41 Our EMR vendor/system helps us stay informed	2	1.8%	4.4%
	51 It is challenging to do/keep up with	6	5.5%	13.3%
	55 Communicating with MNCM is easy/clear	1	0.9%	2.2%
Total		110	100.0%	244.4%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q6 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q6 Frequencies

		Responses		Percent of Cases
		N	Percent	
6. Tell me about your experience searching for and finding out about the requirements for the various reporting programs? <sup>a</sup>	-3 Other	2	2.1%	4.4%
	11 Emails or listserv	13	13.5%	28.9%
	12 We visit websites	19	19.8%	42.2%
	13 We attend webinars	1	1.0%	2.2%
	14 We read newsletters	3	3.1%	6.7%
	21 We rely on other groups/organizations to help us stay informed	6	6.3%	13.3%
	22 We have internal staff track the programs (either R or another staff person)	6	6.3%	13.3%
	30 MNCM resources	2	2.1%	4.4%
	31 We use the MNCM portal	6	6.3%	13.3%
	32 We call the MNCM helpline	2	2.1%	4.4%
	33 We look at the MNCM manuals	1	1.0%	2.2%
	41 Our EMR vendor/system helps us stay informed	4	4.2%	8.9%
	51 It is challenging to do/keep up with	11	11.5%	24.4%
	52 It is pretty easy	3	3.1%	6.7%
	53 It is getting better	1	1.0%	2.2%
	54 Federal reporting (PQRS, Meaningful Use, CMS) more difficult/vague	10	10.4%	22.2%
	55 Communicating with MNCM is easy/clear	6	6.3%	13.3%
Total		96	100.0%	213.3%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q7 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q7 Frequencies

		Responses		Percent of Cases
		N	Percent	
7. Are you aware of any reporting programs that your organization intentionally does not submit data for? If yes, which one(s) and what are the reason(s) why your organization does not submit data for this particular program? <sup>a</sup>	-8 Don't know	1	1.9%	2.2%
	-3 Other	7	13.2%	15.6%
	-2 No/none/none that I know of	21	39.6%	46.7%
	21 We don't submit anything that isn't mandatory	3	5.7%	6.7%
	22 We don't submit for PQRS	3	5.7%	6.7%
	23 We don't submit for Meaningful Use	2	3.8%	4.4%
	24 We don't submit for an ACO	1	1.9%	2.2%
	31 We don't report because it's not relevant to our patient population	4	7.5%	8.9%
	32 We don't report because we don't have enough resources (time or money, staff, etc)	6	11.3%	13.3%
	33 We don't report because we don't have enough population	3	5.7%	6.7%
34 We don't report because it's difficult to extract the information	2	3.8%	4.4%	
Total		53	100.0%	117.8%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q8 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q8 Frequencies

		Responses		Percent of Cases
		N	Percent	
8. Describe your organization's process for submitting a quality measure. <sup>a</sup>	-3 Other	8	6.8%	17.8%
	11 Quality checks/auditing/validating	27	22.9%	60.0%
	12 Working with the IS/IT department	12	10.2%	26.7%
	13 Build and run a report to pull the data	14	11.9%	31.1%
	14 Requires manual abstraction/review	13	11.0%	28.9%
	15 Have to pull in additional staff for submission help	6	5.1%	13.3%
	16 Using discrete data	6	5.1%	13.3%
	31 Use MNCM guidelines/specs	16	13.6%	35.6%
	32 Keeping track of and accommodating changes to specs	6	5.1%	13.3%
	33 Interpretation of the specs	2	1.7%	4.4%
	41 Time consuming/a lot of work/cumbersome	8	6.8%	17.8%
Total		118	100.0%	262.2%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q9 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q9 Frequencies

		Responses		Percent of Cases
		N	Percent	
9. What aspects of the process work well? <sup>a</sup>	-3 Other	10	18.2%	22.2%
	11 Works well overall	6	10.9%	13.3%
	12 Actual submission, portal is easy to use	13	23.6%	28.9%
	13 MNCM is helpful (guides, customer service, etc)	7	12.7%	15.6%
	21 Good software, ability to pull the data	8	14.5%	17.8%
	22 Having clear internal policies/processes	8	14.5%	17.8%
	23 Auditing	3	5.5%	6.7%
Total		55	100.0%	122.2%

a. Group



# Multiple Response

## Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q10 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

## Q10 Frequencies

		Responses		Percent of Cases
		N	Percent	
10. What aspects of the process do not work well? <sup>a</sup>	-3 Other	10	11.9%	22.2%
	11 Time consuming/a lot of work/cumbersome	18	21.4%	40.0%
	12 Pieces that must be done manually	12	14.3%	26.7%
	13 Sheer complexity of reporting	10	11.9%	22.2%
	21 Hard to keep track of measures/too many	2	2.4%	4.4%
	22 Getting the right data/getting data from EMR	11	13.1%	24.4%
	23 Different entities want different information	2	2.4%	4.4%
	24 Understanding what is needed	5	6.0%	11.1%
	25 Feels like data collection is duplicitous	2	2.4%	4.4%
	26 Auditing/denominator certification	5	6.0%	11.1%
	41 Find it irrelevant	3	3.6%	6.7%
	42 Appropriate training, getting staff on board	4	4.8%	8.9%
	Total		84	100.0%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q11 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q11 Frequencies

		Responses		Percent of Cases
		N	Percent	
11. Is technical training part of the process/important? <sup>a</sup>	-3 Other	10	16.9%	22.2%
	11 Need technical expertise to work with the EMR/pull data	14	23.7%	31.1%
	12 Requires additional resources, hiring tech people	4	6.8%	8.9%
	13 We have staff dedicated to pulling data/reporting	8	13.6%	17.8%
	14 Having a healthcare background really helps	3	5.1%	6.7%
	21 Vendor or other external group can help with reporting and questions	10	16.9%	22.2%
	22 The more we can pull electronically, the better	3	5.1%	6.7%
	30 Yes	4	6.8%	8.9%
	40 No	3	5.1%	6.7%
Total		59	100.0%	131.1%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q12 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q12 Frequencies

		Responses		Percent of Cases
		N	Percent	
12. How engaged are nurses and physicians in the process? <sup>a</sup>	-3 Other	8	9.5%	17.8%
	11 Providers are on board, want to improve	18	21.4%	40.0%
	12 They're getting used to it, they adjust	8	9.5%	17.8%
	13 Just want what's best for patients	6	7.1%	13.3%
	21 They see it as unnecessary/irrelevant	6	7.1%	13.3%
	22 They don't think it accurately reflects their performance/care	5	6.0%	11.1%
	23 They see it as a burden	7	8.3%	15.6%
	24 Providers are NOT very involved/engaged	8	9.5%	17.8%
	25 Disagree with what is being measured	2	2.4%	4.4%
	26 Gets in the way of patient care	1	1.2%	2.2%
	41 They're more interested in its use internally/incentives	10	11.9%	22.2%
	42 Nurses are more engaged than physicians	5	6.0%	11.1%
	Total		84	100.0%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q13 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q13 Frequencies

		Responses		Percent of Cases
		N	Percent	
13. What is the reaction when quality measurement is discussed with providers?	-3 Other	6	6.6%	13.3%
	11 Frustrated/annoyed by extra work ('one more thing to do')	18	19.8%	40.0%
	12 Don't think measurement 'works,' want evidence/disbelief in the data	12	13.2%	26.7%
	13 Gets in the way of patient care/takes time away	12	13.2%	26.7%
	14 Measurement is unfair, not accurate	7	7.7%	15.6%
	15 Disagree with what is being measured	3	3.3%	6.7%
	16 It takes away their autonomy in practice	4	4.4%	8.9%
	31 They accept it as part of the job, required	11	12.1%	24.4%
	32 They see the value/importance of it	12	13.2%	26.7%
33 They mostly just care about the results/data	6	6.6%	13.3%	
Total		91	100.0%	202.2%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q14 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q14 Frequencies

		Responses		Percent of Cases
		N	Percent	
14. How well does your EMR system support your quality reporting efforts? <sup>a</sup>	-3 Other	3	4.3%	6.7%
	11 Generally well/well enough	24	34.8%	53.3%
	12 We modify it and customize it to work for us	7	10.1%	15.6%
	13 It helps us run reports more easily	4	5.8%	8.9%
	14 It has the ability to pull lots of information	5	7.2%	11.1%
	21 Not that well/we still have manual pieces	11	15.9%	24.4%
	22 EMR isn't enough to support reporting	9	13.0%	20.0%
	23 Just changed EMR, transition is difficult	2	2.9%	4.4%
	24 Too customizable-having so many options creates more work/confusion	4	5.8%	8.9%
Total		69	100.0%	153.3%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q15 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q15 Frequencies

	Responses	Responses		Percent of Cases
		N	Percent	
15. What are some positive ways your EMR system supports the reporting process? <sup>a</sup>	-3 Other	10	18.9%	22.2%
	11 Ability to customize with discrete data	12	22.6%	26.7%
	12 Helps run reports more easily	14	26.4%	31.1%
	13 Best practice alerts, improve patient care	9	17.0%	20.0%
	14 Vendor is helpful (training, resources, etc)	4	7.5%	8.9%
	15 Keeps us/providers informed on where we're at	4	7.5%	8.9%
Total		53	100.0%	117.8%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q16 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q16 Frequencies

		Responses		Percent of Cases
		N	Percent	
16. If you could improve your EMR, what would you change? <sup>a</sup>	-3 Other	11	18.3%	24.4%
	11 Pulling data should be less complicated	11	18.3%	24.4%
	12 Don't want to do setup on our end - should be built in	8	13.3%	17.8%
	13 Make documentation easier/simpler	8	13.3%	17.8%
	14 More discrete data	4	6.7%	8.9%
	21 Work better at point of care	5	8.3%	11.1%
	22 Wish it aligned more with quality measure report requirements	3	5.0%	6.7%
	23 Still learning about its abilities	3	5.0%	6.7%
	24 Less waiting time for numbers to update/to get results	7	11.7%	15.6%
Total		60	100.0%	133.3%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q17 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q17 Frequencies

		Responses		Percent of Cases
		N	Percent	
17. Which quality measure do you associate with being a burden? <sup>a</sup>	-3 Other	10	9.3%	22.2%
	11 Requires manual abstraction/not discrete	16	14.8%	35.6%
	12 Depression measure is complex	16	14.8%	35.6%
	13 Tricky to coordinate the data	4	3.7%	8.9%
	14 All of them take up resources - time and money	4	3.7%	8.9%
	21 Information isn't relevant to us, doesn't benefit us	6	5.6%	13.3%
	22 Sheer number we have to pull (more patients)	7	6.5%	15.6%
	23 Having to report to numerous entities	1	0.9%	2.2%
	51 All of them	7	6.5%	15.6%
	52 Depression	19	17.6%	42.2%
	53 Asthma	5	4.6%	11.1%
	54 Total knee	3	2.8%	6.7%
	55 Maternity/C-section	3	2.8%	6.7%
	56 Colorectal screening	4	3.7%	8.9%
57 Diabetes	3	2.8%	6.7%	
Total		108	100.0%	240.0%

a. Group



## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q18 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q18 Frequencies

		Responses		Percent of Cases
		N	Percent	
18. Which quality measure do you associate with being a benefit? <sup>a</sup>	-3 Other	7	9.1%	15.6%
	-2 No/none/none that I know of	5	6.5%	11.1%
	11 Has improved patient outcomes and experience	13	16.9%	28.9%
	12 Helps us 'catch' patients/improves followup	6	7.8%	13.3%
	13 Pay more attention to preventive care and chronic disease	6	7.8%	13.3%
	14 Forces us to pay attention to certain quality benchmarks	14	18.2%	31.1%
	15 Improves provider documentation	3	3.9%	6.7%
	51 Diabetes	17	22.1%	37.8%
	52 Asthma	6	7.8%	13.3%
Total		77	100.0%	171.1%

a. Group

# Multiple Response

## Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q19 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

## Q19 Frequencies

		Responses		Percent of Cases
		N	Percent	
19. Other comments regarding quality measures? <sup>a</sup>	-3 Other	8	17.8%	17.8%
	-2 No/none/none that I know of	24	53.3%	53.3%
	11 Simplify measurement - fewer and less complex measures (keep adding measures but never take any away)	6	13.3%	13.3%
	12 Requires significant resources (people, time, money) - should be some sort of reimbursement	4	8.9%	8.9%
	13 Alignment between initiatives is frustrating - the specs have subtle nuances	3	6.7%	6.7%
Total		45	100.0%	100.0%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q20 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q20 Frequencies

		Responses		Percent of Cases
		N	Percent	
20. In your opinion what has been the value of quality measurement and reporting to your organization? <sup>a</sup>	-3 Other	4	5.9%	8.9%
	-2 No/none/none that I know of	1	1.5%	2.2%
	11 Allows for better patient care	11	16.2%	24.4%
	12 It has led to better patient outcomes	6	8.8%	13.3%
	14 It has empowered our patients	1	1.5%	2.2%
	21 Allows us to benchmark our performance with peer organizations	11	16.2%	24.4%
	22 It has allowed us to learn and share best practices	2	2.9%	4.4%
	23 Allows us to standardize care between providers/clinics	6	8.8%	13.3%
	31 Opens door for patient and provider education	1	1.5%	2.2%
	33 It gives providers awareness of their own care	12	17.6%	26.7%
	41 Allows us to change our processes	5	7.4%	11.1%
	43 Gives structure to the changes we make	2	2.9%	4.4%
	51 Easier to compare/look at historical data	1	1.5%	2.2%
	61 Increased visibility and recognition (internal and external)	2	2.9%	4.4%
62 Gives us incentives to improve	3	4.4%	6.7%	
Total	68	100.0%	151.1%	

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q21 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q21 Frequencies

		Responses		Percent of Cases
		N	Percent	
21. Do you think quality measurement has led to better care for patients? <sup>a</sup>	-8 Don't know	1	2.0%	2.2%
	-3 Other	1	2.0%	2.2%
	11 Yes (no elaboration)	18	36.7%	40.0%
	12 Yes - creates awareness of best practices	8	16.3%	17.8%
	13 Yes - allows for more/better follow ups	3	6.1%	6.7%
	21 In some areas	2	4.1%	4.4%
	22 To some degree	2	4.1%	4.4%
	23 It depends on the measure	3	6.1%	6.7%
	31 Not sure	5	10.2%	11.1%
	32 Takes time to show that improvement has been made	3	6.1%	6.7%
	41 No (no elaboration)	2	4.1%	4.4%
	42 No - not enough time/resources left to work on improvement	1	2.0%	2.2%
	Total	49	100.0%	108.9%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q22 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q22 Frequencies

		Responses		Percent of Cases
		N	Percent	
22. Have there been any other benefits? <sup>a</sup>	-3 Other	6	12.0%	13.3%
	-2 No/none/none that I know of	21	42.0%	46.7%
	11 Allows for better patient care	4	8.0%	8.9%
	13 Patients feel cared about	1	2.0%	2.2%
	21 Allows us to benchmark our performance with peer organizations	1	2.0%	2.2%
	22 It has allowed us to learn and share best practices	2	4.0%	4.4%
	23 Allows us to standardize care between providers/clinics	2	4.0%	4.4%
	31 Opens door for patient and provider education	2	4.0%	4.4%
	32 Opens dialogue between providers and staff	1	2.0%	2.2%
	33 It gives providers awareness of their own care	2	4.0%	4.4%
	43 Gives structure to the changes we make	3	6.0%	6.7%
	51 Easier to compare/look at historical data	1	2.0%	2.2%
	61 Increased visibility and recognition (internal and external)	4	8.0%	8.9%
Total		50	100.0%	111.1%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q23 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q23 Frequencies

		Responses		Percent of Cases
		N	Percent	
23. Do you have any advice to MNCM on ways they can make reporting less burdensome? <sup>a</sup>	-8 Don't know	2	3.3%	4.4%
	-3 Other	16	26.7%	35.6%
	-2 No/none/none that I know of	2	3.3%	4.4%
	11 Consider the cost/limitations of measures (new and existing)	8	13.3%	17.8%
	12 Align measures between MNCM/state/federal entities	8	13.3%	17.8%
	13 Stop adding measures, or take care in adding new measures	5	8.3%	11.1%
	14 Reduce the number of measures	2	3.3%	4.4%
	15 Simplify existing measures	3	5.0%	6.7%
	16 Accept a sample rather than full population (for larger measures)	3	5.0%	6.7%
	21 Improve notification of upcoming measures/changes to existing measures	6	10.0%	13.3%
24 Allow (more) providers/systems to give input on measures and changes	5	8.3%	11.1%	
Total		60	100.0%	133.3%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q24 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q24 Frequencies

		Responses		Percent of Cases
		N	Percent	
24. Do you have any suggestions on ways that MNCM could help your organization benefit from quality measurement and reporting? <sup>a</sup>	-3 Other	8	17.0%	17.8%
	-2 No/none/none that I know of	18	38.3%	40.0%
	12 Align measures between MNCM/state/federal entities	1	2.1%	2.2%
	22 Provide education for physicians/patients	6	12.8%	13.3%
	23 Provide technical/data analysis support	3	6.4%	6.7%
	24 Allow (more) providers/systems to give input on measures and changes	2	4.3%	4.4%
	31 Give data on the provider level (not just clinic level)	2	4.3%	4.4%
	32 Share best practices of top performers	5	10.6%	11.1%
	33 Provide more comparison data	2	4.3%	4.4%
Total		47	100.0%	104.4%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q25 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q25 Frequencies

		Responses		Percent of Cases
		N	Percent	
25. Do you have any advice for MDH on how to make reporting data more beneficial to your medical group? <sup>a</sup>	-8 Don't know	1	2.2%	2.2%
	-3 Other	13	28.9%	28.9%
	-2 No/none/none that I know of	11	24.4%	24.4%
	11 Consider the cost/limitations of measures (new and existing)	3	6.7%	6.7%
	12 Align measures between MNMCM/state/federal entities	6	13.3%	13.3%
	15 Simplify existing measures	1	2.2%	2.2%
	21 Improve notification of upcoming measures/changes to existing measures	3	6.7%	6.7%
	22 Provide education for physicians/patients	2	4.4%	4.4%
	23 Provide technical/data analysis support	2	4.4%	4.4%
	24 Allow (more) providers/systems to give input on measures and changes	2	4.4%	4.4%
33 Provide more comparison data	1	2.2%	2.2%	
Total		45	100.0%	100.0%

a. Group



## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q26 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q26 Frequencies

	Responses		Percent of Cases	
	N	Percent		
26. Do you have any advice for medical groups like yours on ways to maximize the benefits of collecting and reporting healthcare quality measures? <sup>a</sup>	-3 Other	7	13.0%	15.6%
	-2 No/none/none that I know of	6	11.1%	13.3%
	11 Use results to improve (on an ongoing basis - more than yearly)	6	11.1%	13.3%
	21 Get EMR that helps	3	5.6%	6.7%
	22 Use EMR as much as possible	5	9.3%	11.1%
	31 Standardize reporting/workflows	5	9.3%	11.1%
	32 Create efficient processes	2	3.7%	4.4%
	33 Automate systems	3	5.6%	6.7%
	41 Incorporate data analysis/hire a data analyst	3	5.6%	6.7%
	51 Build support for providers	3	5.6%	6.7%
	52 Connect with physicians	1	1.9%	2.2%
	53 Educate providers on best practices	2	3.7%	4.4%
	61 Partner with other clinics/systems when possible	2	3.7%	4.4%
	62 Learn from other providers/systems	2	3.7%	4.4%
	63 Compare clinics with similar populations	1	1.9%	2.2%
	64 We don't have advice, but we'll take it from others	3	5.6%	6.7%
Total		54	100.0%	120.0%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q27 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q27 Frequencies

	Responses	Responses		Percent of Cases
		N	Percent	
27. Do you have any advice for other medical groups for ways to minimize the burden or negative impact of collecting and reporting healthcare quality measures? <sup>a</sup>	-3 Other	8	14.5%	17.8%
	-2 No/none/none that I know of	3	5.5%	6.7%
	11 Use results to improve (on an ongoing basis - more than yearly)	2	3.6%	4.4%
	21 Get EMR that helps	8	14.5%	17.8%
	22 Use EMR as much as possible	5	9.1%	11.1%
	31 Standardize reporting/workflows	5	9.1%	11.1%
	32 Create efficient processes	7	12.7%	15.6%
	33 Automate systems	1	1.8%	2.2%
	41 Incorporate data analysis/hire a data analyst	1	1.8%	2.2%
	42 Have a staff member (or team) dedicated to reporting	3	5.5%	6.7%
	51 Build support for providers	2	3.6%	4.4%
	52 Connect with physicians	3	5.5%	6.7%
	61 Partner with other clinics/systems when possible	4	7.3%	8.9%
	64 We don't have advice, but we'll take it from others	3	5.5%	6.7%
Total	55	100.0%	122.2%	

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q28 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q28 Frequencies

		Responses		Percent of Cases
		N	Percent	
28. Do you have any other comments or suggestions regarding the topic of measurement and reporting? <sup>a</sup>	-3 Other	6	13.3%	13.3%
	-2 No/none/none that I know of	33	73.3%	73.3%
	21 Listen to physicians/providers	1	2.2%	2.2%
	31 Measurement is resource intensive/unsustainable	1	2.2%	2.2%
	32 Need to make measurement more valuable	4	8.9%	8.9%
Total		45	100.0%	100.0%

a. Group

## Multiple Response

### Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Q29 <sup>a</sup>	45	100.0%	0	0.0%	45	100.0%

a. Group

### Q29 Frequencies

		Responses		Percent of Cases
		N	Percent	
29. Do you have any other recommendations? <sup>a</sup>	-3 Other	6	13.3%	13.3%
	-2 No/none/none that I know of	34	75.6%	75.6%
	11 Limit measures	2	4.4%	4.4%
	12 Simplify measures	1	2.2%	2.2%
	21 Listen to physicians/providers	1	2.2%	2.2%
	32 Need to make measurement more valuable	1	2.2%	2.2%
Total		45	100.0%	100.0%

a. Group