

Comment and Ratings Transparency

CAHPS Research Meeting 2021


About Mass General Brigham



- **Two large academic medical centers** (Massachusetts General Hospital and Brigham and Women's Hospital)
- **Seven community hospitals**
- **Three specialty hospitals** (Massachusetts Eye and Ear, Spaulding Rehabilitation, McLean Hospital)
- **Community Health Centers**
- **Multispecialty ambulatory sites**
- **Homecare**
- **AllWays Health Partners** (health insurance)
- **78,000 employees** (including 7,200 physicians and 9,800 nurses)
- **1.5 million patients served annually**




Comments and Ratings Transparency



Dale S. Adler, MD
Executive Vice Chair, Department of Medicine
Associate Professor, Harvard Medical School
Cardiovascular Medicine

★★★★★
4.9 out of 5
(262 Ratings, 112 Comments)
[About Our Process](#)

CONTACT	 Contact Brigham and Women's Hospital, Division of Cardiovascular Medicine 75 Francis Street Boston, MA 02115 Phone: (617) 525-8359 Fax: (617) 732-7170
ABOUT	
BIO	
EDUCATION	
AWARDS	
REVIEWS	

★ **Reviews: Comments and Ratings**

We screen our comments for the criteria listed below. We maintain our patients confidentiality, and do not otherwise verify or edit the subjective comments for content.

4.9 out of 5 (262 Ratings, 112 Comments)

★★★★★
Jul 2021
A Patient at Brigham and Women's Hospital
The most thorough history and examination I have ever experienced. Dr Adler also has outstanding empathy and bedside manner.

★★★★★
Jul 2021
A Patient at Brigham and Women's Hospital
Over the last ten years I have seen several cardiologists. Dr Adler above all listened thoroughly, explained my situation and related it to my history in detail, and provided advice that made sense. Great experience.

- **Current state:**

- Started in 2016 with BWH, other sites following
- Comments are screened at site level
- Providers receive scorecard every two weeks with comments to be posted (and can appeal)
- Appeals are reviewed locally

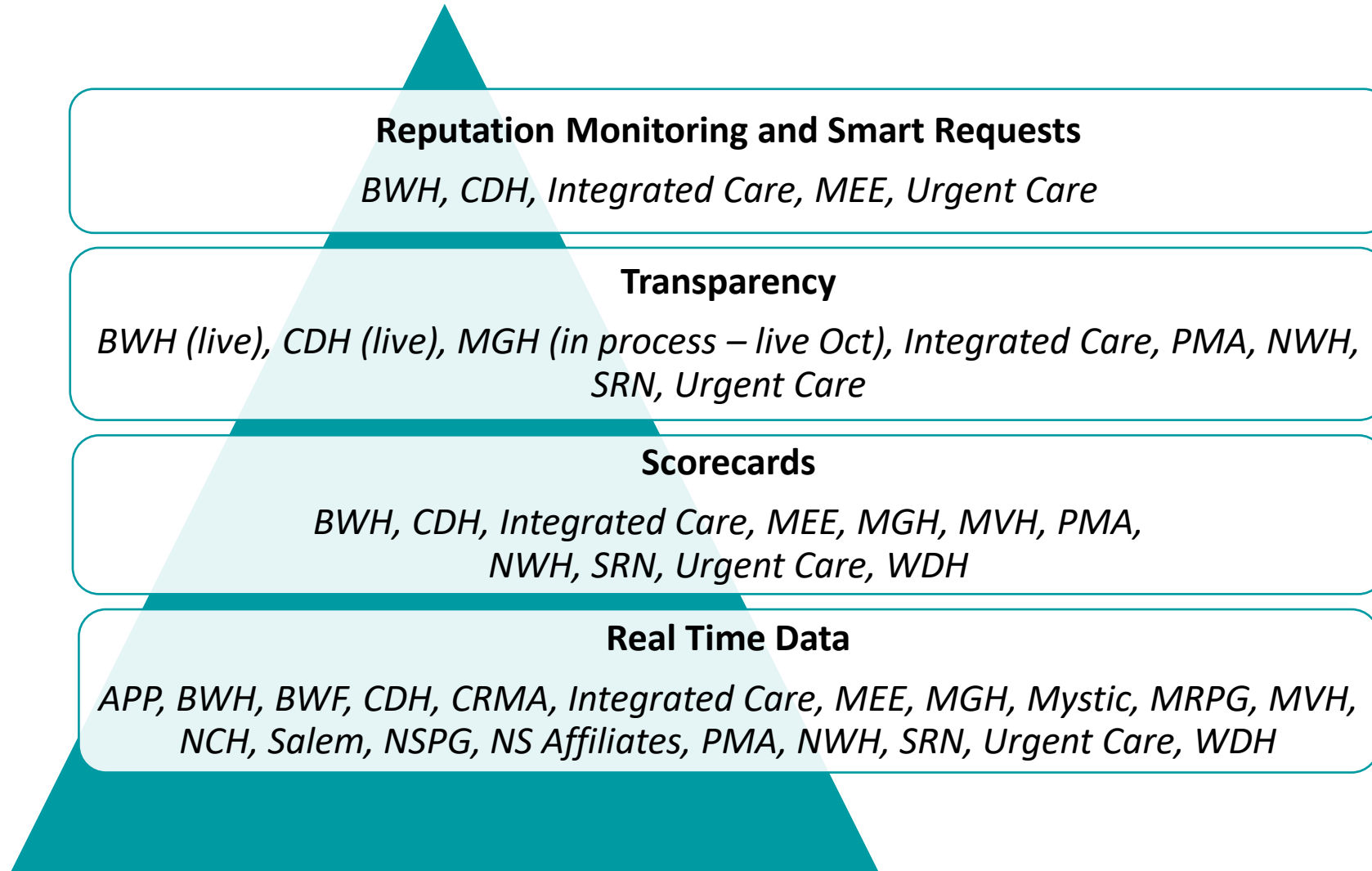
- **Challenges:**

- Consensus on balance between reflecting patient voice (post more comments) and other considerations, like impact on provider (post fewer comments)
- Balancing sites' desire for control over processes with the need to ensure consistency across the system
- Ensuring appropriate supporting structures around transparency (provider coaching, system improvement)



Appendix

Mass General Brigham Sites (live or planned)



NRC Survey Implementation Timeline

Updated 8/12/21

Site	Real-Time Surveys*	Provider Scorecards	Transparency	Rep. Monitoring
APP	September 2021			
BWH	January 2021	Live	Live	Planned
BWF	January 2021			
CDH	March 2019	Live	Live	Live
CRMA	September 2021			
Integrated Care	May 2021	January 2022	January 2022	January 2022
MEE	October 2018	Live		Live
MGH	June-July 2020	Live	October 2021	
Mystic Healthcare	July 2021			
MRPG	September 2021			
MVH	July 2020	Live		
NCH	July 2020			
NSMC (Salem)	July 2020			
NSPG	September 2021			
NS Affiliates	September 2021			
PMA	July 2021	September 2021	October 2021	
NWH	July 2020	August 2021	Planned	
SRN	July 2020	Planned	Planned	
Urgent Care	October 2020	January 2022	January 2022	January 2022
WDH	October 2020	July 2021		

Transparency Review/Appeals Workflow



- New comments ready for posting are pushed to physician Q2 weeks
- Providers then have 2 weeks to view comments and dispute before comments are public facing
- Local appeals committee at each site reviews/adjudicates disputed comments

