Medicare.gov Compare Tool | Assessing the Usefulness of Clinician **Procedure Data to Consumers for Informed Decision Making**

Research Objective

We assessed the usefulness of utilization data (i.e., procedure information) on the Doctors and Clinicians component of the Centers for Medicare & Medicaid Services (CMS) Medicare.gov Compare tool, a public website for patients and caregivers (i.e., consumers) to find and compare doctors and other types of clinicians. The purpose of this research was to understand if the types and volume of procedures performed on Medicare patients would help consumers when choosing a clinician.

Principal Findings

- Our findings indicate that consumers are interested in:
- Specific procedures a clinician has performed for patients like them,
- Clinicians' experience or specialty,
- Conditions they treat;
- And for procedure information to reflect all procedures performed, to better represent a clinicians' scope of experience.

Figure 1. Human-centered design approach to incorporating procedure information on the Medicare.gov Compare tool

Policy Considerations Research & Inspiration • Section 104(a) and (e) of the MACRA¹ mandates • Assessed the usefulness of that, information on items and services utilization data (i.e., procedure furnished to Medicare beneficiaries shall be information) made publicly available on the Compare tool • Determined if the types and with respect to physicians and other eligible volume of procedures perform professionals. on Medicare patients would he Per § 414.1395(b), to be displayed on the consumers when choosing website, doctor and clinician profile page a clinician information must: - Be presented in an understandable manner, Conducted one-on-one virtual - Resonate with consumers, interviews with consumers (Medicare beneficiaries or thei - Meet CMS established criteria to prioritize caregivers) procedures for public reporting. Ċ ¹Medicare Access and CHIP Reauthorization Act of 2015

Population and Study Design

Research

Objective

- Informed by human-centered design principles (Figure 1.), we conducted one-on-one virtual interviews
- Participants represented a diverse mix of race/ ethnicity, level of education, geographic region, and rurality
- Tested the display to ensure that all information was easy to understand and useful for decision making
- Consumers were provided with sample webpages that included example display options

Conclusions

The initial subset of 12 commonly performed procedure categories publicly reported includes:

- Cataract surgery
- Colonoscopy
- Coronary angioplasty and stenting
- (CABG)

In choosing a clinician, consumers consider more factors than procedure information alone, particularly for rural consumers whose options may be limited.

	Ideation & Prototype	Iterative Testing & Refinemen
	 Generated ideas Developed prototypes and design elements 	 Tested usefulness, understanding, and interpretation of the display elements
	 Performed data analysis to support design decisions 	 Iteratively refined prototypes based on feedback
	 Design elements included: Explanatory text 	 Tested across three rounds of one-on-one consumer testing
	 Plain language descriptions of procedure types 	
	 Number of patients treated 	
St	Comparators for context	

• By comparing clinicians' recent experience with a particular procedure using the Medicare.gov Compare tool, consumers can identify a clinician with experience in providing the care they need.

CMS may periodically assess additional procedure types to add to the website.

- Coronary artery bypass graft

- Hernia repair groin (open)
- Hernia repair (minimally invasive)
- Hip replacement
- Knee replacement

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Implementation
 Participants demonstrated a strong understanding of the final display elemen
 The initial subset of procedure data was released in January 2024.
 The final display includes enhanced explanatory text, procedure information ar plain language throughout.
 We will update the utilization data to reflect more procedures as they are identified and pass consumer testing.
Releas Disp

- Mastectomy
- Pacemaker insertion or repair
- Prostate resection
- Spinal fusion

Implications for Policy or Practice

- pages in January 2024.
- healthcare decisions.

¹Medicare Access and CHIP Reauthorization Act of 2015 ²87 FR 69404 (2022) ³88 FR 78818 (2023)

	Justine Rosen				
	Procedures				
1	Procedure information shows how often this clinician performed the medical months for patients with Medicare. These are based on the number of times procedure(s) to Original Medicare and Medicare Advantage.	• • • • •			
	Note: This information may not reflect all procedure types, or the total number of procedures performed by this clinician. These aren't the only indicators of quality of care.				
	Percentiles compare a clinician to their peers who perform the same procedu procedures performed in the last 12 months for patients with Medicare. High clinician performed more procedures compared to other clinicians who also p	ner percentiles mean this			
	Medicare procedures performed in the last 12 month	hs			
	This page includes procedures that this clinician performed for patients with o in the last 12 months. This clinician may also perform more types of procedur procedures for patients with other types of health insurance, like commercial	Original Medicare and Medicare res within Medicare and may per I insurance plans not shown here	rform		
2	This page includes procedures that this clinician performed for patients with (in the last 12 months. This clinician may also perform more types of procedur	Original Medicare and Medicare res within Medicare and may pe	rform		
2	This page includes procedures that this clinician performed for patients with o in the last 12 months. This clinician may also perform more types of procedur procedures for patients with other types of health insurance, like commercial	Original Medicare and Medicare res within Medicare and may per l insurance plans not shown here Annual number of procedures: 70 This clinician's percentile: 95 th	rform		
2	This page includes procedures that this clinician performed for patients with 0 in the last 12 months. This clinician may also perform more types of procedure procedures for patients with other types of health insurance, like commercial Hip replacement A surgical procedure which removes damaged parts of the hip and replaces it with an artificial joint (prosthesis) made of metals, plastics, and polymers in patients with arthritis or a severe hip injury. Clinicians perform this procedure to relieve severe pain caused by osteoarthritis or when non-surgical options (i.e., pain medicine, exercise, injections etc.) don't relieve pain due to other causes such as hip injury. Hip replacements help to reduce pain, increase strength, restore mobility, and improve quality of	Original Medicare and Medicare res within Medicare and may per l insurance plans not shown here Annual number of procedures: 70 This clinician's percentile: 95 th	rform		



Scan here to view a liveprocedure page on theCompare tool.

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CMS first released utilization data on doctor and clinician profile

• Publishing this information on clinician profile pages furthers CMS's transparency goals and empowers consumers to make informed

• Using our statutory authority under MACRA, CMS sought and incorporated public feedback via the Federal Register.^{1,2,3}

The final procedure information display includes:

- 1. Explanatory text, as well as tool tips to explain Original Medicare (FFS) and Medicare Advantage (MA)
- 2. Procedure information and plain language descriptions
- **3.** Clinician's aggregated count of FFS and MA procedures performed in the last 12 months, and where they fall in the volume distribution to convey their scope/level of experience



Want to learn more aboutDublic reporting for doctorsand clinicians? Scan here to visit the Care Compare: Doctors and Clinicians Initiative page.

Have questions or feedback about public reporting for doctors and clinicians? Email us at **QPP@cms.hhs.gov.**