

Beth Israel Deaconess

CARE ORGANIZATION

FOR IMMEDIATE RELEASE

CONTACT: Eryn Gallagher
Director, Corporate Affairs and Communications



Local Primary Care Practices Win MHQP Patient Experience Awards

Four practices in the BIDCO network recognized for best-in-class patient experience by Massachusetts Health Quality Partners

Westwood, MA – December 6, 2018 – Beth Israel Deaconess Care Organization (BIDCO) announced today that four practices in its value-based physician and hospital network and Accountable Care Organization have been honored with Massachusetts Health Quality Partners (MHQP) Patient Experience Awards. The primary care practices were among the highest performers for patient experience categories in MHQP’s annual statewide Patient Experience survey. The practices include:

- **Personal Physicians Health Care (Chestnut Hill):** *Distinctions in Coordinating Patient Care, How Well Providers Know Their Patients, Office Staff Professional Excellence, Ease of Access to Care and Top Overall Performer*
- **Beth Israel Deaconess Healthcare – Dorchester:** *Distinction in Coordinating Patient Care*
- **Beth Israel Deaconess Family Medicine of Medfield:** *Distinction in How Well Providers Know Their Patients*
- **One Medical Group (Boston):** *Distinction in Office Staff Professional Excellence*

The “MHQP Patient Experience Awards” is an awards program introduced this year by MHQP, a non-profit measurement and reporting organization that brings together providers, health plans, and patients to improve the quality of patient care experiences in Massachusetts. MHQP conducts the only statewide survey of patient experience in primary care in Massachusetts, with feedback from over 65,000 commercially-insured patients across the state.

Awards were given to the practices that ranked highest in each of nine performance categories, as well as an overall performance category determined by the practices with the best-in-class

results across multiple categories.

“Primary care is the heart of health care in Massachusetts,” said Barbra Rabson, MHQP’s President and CEO. “The practices recognized with these awards have distinguished themselves where it matters most – in the experiences of their own patients. We are thrilled to congratulate each of them for their commitment to excellence and best-in-class patient experiences.”

“It’s an incredible honor for multiple practices in the BIDCO network to be recognized with these awards. It’s a testament to the continued dedication our health care professionals have to providing the high-quality, accessible health care needed to help patients live better, healthier lives,” said Jeffrey Hulburt, President and CEO of Beth Israel Deaconess Care Organization.

About Beth Israel Deaconess Care Organization

Beth Israel Deaconess Care Organization (BIDCO) is a value-based physician and hospital network and Accountable Care Organization (ACO) that partners with providers to improve quality of care while effectively managing medical expenses. With its corporate office located in Westwood, Mass., BIDCO’s mission is to move health care forward by engaging providers in their communities to achieve success in a value-based delivery system. For more information, visit www.bidco.org.

About Massachusetts Health Quality Partners (MHQP)

Since 1995, MHQP has been leveraging its unique position as an independent coalition of key stakeholder groups (providers, payers and patients) in Massachusetts healthcare to help provider organizations, health plans and policy makers improve the quality of patient care experiences throughout the state.

###