



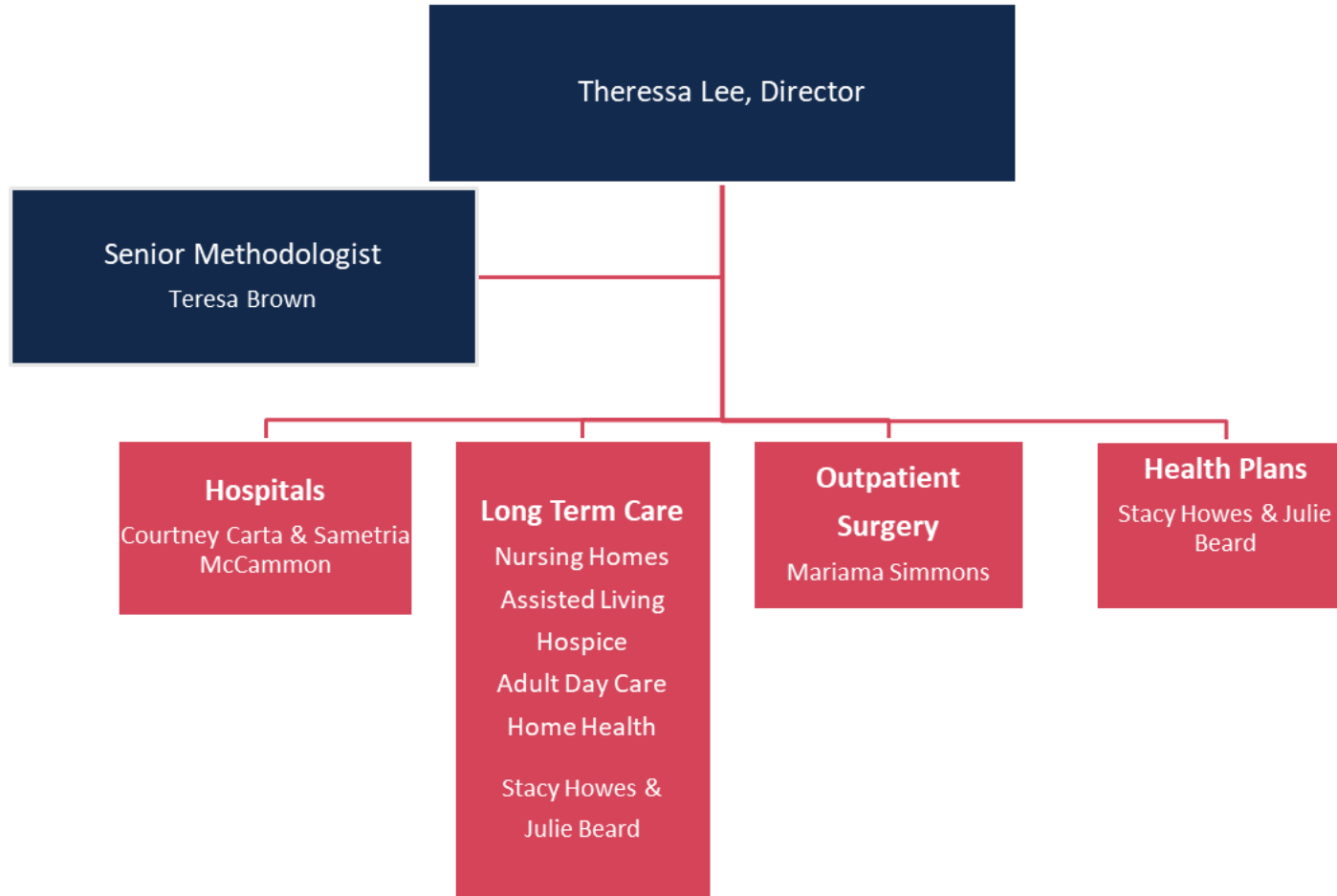
**MARYLAND**  
**Health Care**  
**Commission**

# Maryland Quality Reporting:

## A Consumer Website to Support Health Care Decision Making

Courtney Carta, CPHQ  
Chief, Hospital Quality Initiatives

# Center for Quality Measurement and Reporting



# Maryland Quality Reporting Website



- ▶ Maryland Quality Reporting is a comprehensive, user-friendly website that
  - Enables consumers to:
    - Access meaningful, timely and accurate health care information
    - Compare cost, quality, and performance for up to 5 facilities
    - Make informed health care decisions
  - Promotes transparency and accountability among health care providers
  - Is free and easily accessible



# Data Sources

- ▶ Maryland Quality Reporting gathers data from trusted sources including:
  - Federal quality measures (e.g., CMS, AHRQ, CDC NHSN)
  - State agencies (e.g., HSCRC, OHCQ)
  - MHCC Administered Surveys
  - Health Plans
  - Healthcare Effectiveness Data and Information Set (HEDIS)
  - Maryland Plan Behavioral Health Assessment (BHA)



# Maryland Quality Reporting










Your resource for information on the quality and performance of nursing homes, hospitals, hospice, assisted living facilities, and more.

Search bar with a magnifying glass icon, placeholder text "What are you looking for?", and a red "Search" button.

### Quick Links

- Price Comparison | File a Complaint | Need Health Insurance? | Advance Directives | Telehealth

### I am looking for information on

 Adult Medical Day Care	 Assisted Living	 Health Plan	 Home Health	 Hospice
 Hospital	 Nursing Home	 Outpatient Surgery	 Provider	 Urgent Care

# Website URL

[HEALTHCAREQUALITY.MHCC.MARYLAND.GOV](https://healthcarequality.mhcc.maryland.gov)

Maryland Health Care Commission  
4160 Patterson Avenue  
Baltimore, MD 21215

1 (877) 245-1762  
1 (800) 735-2258  
1 (410) 358-1236  
mhcc.qualityteam@maryland.gov

Wes Moore  
Governor  
Aruna Miller  
Lt. Governor





# Promotion

- ▶ Tailored web demonstrations
  - Senior groups, community health workers, libraries, hospital discharge planners, local health departments, etc.
- ▶ Expos and health fairs
- ▶ Social media
- ▶ Paid media campaigns
  - Radio spots, TV ads, movie theaters, etc.
- ▶ Targeted media development
  - Brochures and infographics
- ▶ Collaborations with other organizations and state agencies
  - Dept. of Aging, AARP, UMD Horowitz Center, etc.





# How Can You Help?

1. Find, like/follow and share our social media pages/posts
2. Give a poster to your local restaurant, barbershop or hair salon, mailing center
3. Tell family, friends and colleagues





# Upcoming Priorities

## ▶ Maternal Health Score Card

- Maryland Maternal Health Act of 2024
- HB 1051 the Health Secretary, in collaboration with the MHCC, must develop an annual report card for birthing facilities in Maryland
- Working with partners to provide data and quality expertise
- Phase 1 dashboard went live July 1, 2025
  - <https://health.maryland.gov/dataoffice/mdh-dashboards/Pages/MHHReportCard.aspx>

## ▶ HCAHPS Dashboard

- Quality improvement effort with HSCRC, MHA, and hospital participation
- Patient experience by service line, demographics, etc.
- Currently in planning phase – launch date TBD

# Contact Information



- ▶ General Questions
  - ▶ [mhcc.qualityteam@maryland.gov](mailto:mhcc.qualityteam@maryland.gov)
- ▶ Courtney Carta, Chief, Hospital Quality Initiatives
  - ▶ ([courtney.carta@maryland.gov](mailto:courtney.carta@maryland.gov))