

# Consumer Advisory Group Suggestions and Responses-From the 1/09/15 meeting.

**MONAHRQ**

1. The following suggestions were made to improve MONAHRQ 2012. MHDO is unable to address them due to the limitations of the software, but will pass them on to MONAHRQ.
	1. Include the measures spreadsheet right on the website. (As a reminder, all measures are listed here on the website: <https://mhdo.maine.gov/monahrq/#/resources/AboutQualityRatings>)
	2. Include more information on mental health treatment such as hospital admission and readmission rates, length of stay, and cost analysis for treatment inside vs. outside a hospital
	3. Include data on services from facilities other than hospitals
	4. Include patients’ self-reports on outcomes and satisfaction
	5. Include measures about prevention and early detection
	6. Simplify the bar graphs
	7. Add a video tutorial to show users how to read the data
	8. Have a place on the website for comments and quality improvement (currently visitors can provide feedback by clicking “feedback” in the upper right corner and choosing to either send an email to MHDO or complete a survey)
	9. Allow visitors to see changes over time (this is being developed by MONAHRQ for version 6.0)
	10. Make sure the website is useful and accessible to older individuals and those who are not familiar with websites
2. MHDO is working with MONAHRQ to address the following suggestions:
	1. Improve data source citations
	2. Clarify the differences between the types of financial data displayed
3. MHDO is working on the following suggestions internally:
	1. Getting more recent data on the site
	2. Allowing visitors to provide feedback about MONAHRQ through an online survey
	3. Adding Google Analytics to the site to enable MHDO to track visitor browsing patterns

**Gold Standards for Websites**

1. Get Better Maine and Patient Experience Matters are good websites, but not gold standards.

NORC developed some guidelines for the Tween call to solicit feedback from the CAG about their favorite websites to help guide the development of MHDO’s website. This will allow the CAG to provide input on what they believe are gold standards.

**Style Tiles**

1. The CAG had positive reviews of the two proposed style tiles.