

ACO CAHPS Survey

What is the purpose of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey?

It is intended to measure the patient's experience with his/her physician within the ACO and asks questions related to the patient experience.

When will the CAHPS survey be administered?

The official ACO CAHPS survey will be administered once per year over a four month period. 2018 performance year data collection took place October 2018-January 2019 to patients who have been assigned to the ACO.

What does the survey measure?

- Front Desk Courtesy (new this year)
- Getting Timely Care, Appointments, & Information
- How Well Providers Communicate
- Patient's Rating of Provider
- Health Promotion & Education
- Shared Decision Making
- Courteous & Helpful Office Staff
- Care Coordination
- Stewardship of Patient Resources
- Access to Specialists
- Health Status & Functional Status

What is the look back timeframe referenced in the survey?

The survey asks patients to recall their care experience from the past 6 months.

How many ACO members will be surveyed?

CMS will randomly select up to 860 Medicare beneficiaries to sample for each ACO and provide the sample directly to the survey vendor.

What percentage of the shared-savings quality score is tied to ACO CAHPS?

ACO CAHPS scores account for 25% of the overall quality score used to determine shared-savings payment.

Upcoming newsletters will be sharing helpful tips to communicate to your providers and office staff to provide our patients with the highest quality care and experience.

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