

You Spoke. We're Listening. ACO Provider Engagement Survey Results

This past July we distributed a Scripps ACO survey via Survey Monkey to our current Scripps ACO providers. Our goal was to seek feedback on preferred methods of ACO communication and what is of most value to providers as being part of the Scripps ACO. Thank you to all who participated and for providing valuable feedback!

Based on the survey results the majority of our providers prefer ACO communications to be received via email on a monthly basis. We plan to change our bi-monthly newsletter distribution to monthly with the exception of any time-sensitive information. More than half of the respondents agree that the ACO newsletter topics are valuable, read them consistently and utilize the Scripps ACO provider website (scrippsaco.org) often.

The top three ACO newsletter topics most requested by our providers include more information on: **individual practice performance, quality measures and Scripps ACO financial benefits and/or opportunities**. To address these requests, there are plans for the ACO practice outreach managers to conduct in-person meetings to provide individual provider dashboard reports. In addition, more information on the key CMS quality measures for providers and Scripps ACO financial reports will be addressed in future ACO newsletters.

More than 54% of the respondents indicated that they and/or their staff are not aware of when they are seeing a Scripps ACO patient either under the Medicare Shared Savings Program or the Qualcomm Premier Plan. We understand that identifying Scripps ACO patients is not always so obvious. Plans to have further education on ACO patient identification for providers and staff is in progress.

Lastly, providers indicated that the three most valuable aspects of being a member of the Scripps ACO include: **avoiding MIPS reporting, eligibility for the Advanced APM 5% bonus and the ability to provide high-quality patient care**.

If you have any questions, contact your region's practice outreach manager:
North of SR-52, please contact:
Stacy Pevney at pevney.stacy@scrippshealth.org or 858-537-7910.

South of SR-52, please contact:
Eydie Strouse at strouse.eydie@scrippshealth.org or 619-279-9868.

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Barbara Price
price.barbara@scrippshealth.org
858-678-6017

ACO Chief Medical Officer

Anil Keswani, MD
keswani.anil@scrippshealth.org
858-927-5331

ACO Primary Contact

Cindy Gipson
ScrippsACO@scrippshealth.org