

Quality Matters

August 2017

Topic: ACO-CAHPS

ACO performance scoring comes from four quality domains: Patient/Caregiver Experience, Care Coordination/Patient Safety, Preventive Health, and At-Risk Population. Typically, we focus education on the preventative health measures. However, the Patient/Caregiver Experience is equally important.

There are 8 ACO measures that make up the ACO-CAHPS survey. Medicare beneficiaries are asked questions about their satisfaction regarding:

1. Getting timely care, appointments, and information (ACO-1)
2. How well their providers communicate (ACO-2)
3. Patient's rating of provider (ACO-3)
4. Access to specialists (ACO-4)
5. Health promotion and education (ACO-5)
6. Shared decision making (ACO-6)
7. Health status/functional status (ACO-7)
8. Stewardship of patient resources (ACO-34)

Every November Healthstream administers the ACO-CAHPS Patient/Caregiver Experience survey for KHP. Healthstream is required to use a mixed-mode data collection methodology:

- Pre-notification letter
- 2 waves of mail surveys
- Up to 6 phone calls

CMS provides the sample of 860 Medicare beneficiaries' names to Healthstream for the survey. These surveys remain anonymous. The ACO is scored in totality as a group.



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Understanding the measures can help you better communicate with your patients for the best outcomes.

Health Promotion and Education

This broad measure is focused on talking to your patient about preventing illness, eating a healthy diet, and the importance of exercise/physical activity. In addition, you should talk with your patients about setting health goals and about challenges in achieving good health, understanding why they take a medicine, if they feel sad or depressed, how to deal with stress, alcohol or drug abuse, or mental illness.

Use the following tactics to help patients recall conversations:

- Provide detailed explanations
- Give them reading materials, educational handouts
- Ask them to repeat important follow up or learning

Shared Decision-Making

This is a key component of patient-centered health care. Clinicians and patients should work together to make decisions and select tests, treatments and care plans, valuing the patient's preferences and values.

Use the following tactics to help patients recall conversations:

- Use anatomical models or electronic visuals to explain health conditions and treatments
- Ask patients about concerns and feelings, specifically why they **may** or **may not** want a medication or procedure
- Encourage patients bring a spouse or family member to an appointment, or include them on decision-making

Stewardship of Patient Resources

As you prescribe medications or help patients plan for needed tests or procedures, keep in mind the patient's resources and ability to adhere.

Use the following tactics to help patients recall conversations:

- Ask the patient about the ability to afford a new medication
- Engage your office staff or reach out to a health coach to help find resources when there is a need

This segment was brought to you by KentuckyOne Health Partners.
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