

QUALITY MEASURE PERFORMANCE PY 2023

**Table 4. CAHPS: Weighted Patient Mix Adjusted Linearized Mean SSM Results**

SSM	SSM Score	Mean SSM Score (across all ACOs of same type)	Prior Year SSM Score	SSM Percentile Rank	Highest Benchmark Threshold Met	Points Earned	Points Possible
Getting Timely Appointments, Care, and Information	81.59	81.52	82.77	46.6	80th	9.250	10
How Well Providers Communicate	92.57	93.48	91.71	20.7	90th	10.000	10
Care Coordination	85.86	84.99	83.12	64.7	80th	9.250	10
Shared Decision-Making	62.27	63.03	65.62	38.8	50th	7.000	10
Patient Rating of Provider	90.72	92.14	90.24	13.8	90th	10.000	10
Courteous and Helpful Office Staff	89.46	91.38	88.23	19.0	80th	9.250	10
Health Promotion and Education	64.61	63.57	60.41	62.9	70th	8.500	10
Stewardship of Patient Resources	24.51	25.48	24.49	34.5	40th	6.250	10
<b>Totals</b>						<b>69.500</b>	<b>80</b>

CAHPS Composite Score: 0.87

**Table 2a. Adjustments to Initial Quality Score: Continuous Improvement/Sustained Exceptional Performance (CI/SEP)<sup>1,2</sup>**

Measure	Measure Name	PY 2023		
		Measure Score <sup>5</sup>	Standardized Measure Score <sup>6</sup>	Measure Percentile Rank <sup>7</sup>
ACR	Risk-Standardized, All-Condition Readmission (a lower [↓] score indicates better performance)	15.55	1.016	21.0
UAMCC	Risk-Standardized, All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions (per 100 person-years) (a lower [↓] score indicates better performance)	32.14	0.945	67.4
TFU	Timely Follow-Up After Acute Exacerbations of Chronic Conditions (a higher [↑] score indicates better performance)	78.98	N/A <sup>12</sup>	89.9