

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	80.4	81.52	---	36.2	80th	9.25	10
How Well Providers Communicate	94.12	93.48	---	61.2	90th	10	10
Care Coordination	86.79	84.99	---	78.4	80th	9.25	10
Shared Decision-Making	65.56	63.03	---	75.9	80th	9.25	10
Patient Rating of Provider	93.02	92.14	---	65.5	90th	10	10
Courteous and Helpful Office Staff	92.79	91.38	---	69	90th	10	10
Health Promotion and Education	68.65	63.57	---	85.3	90th	10	10
Stewardship of Patient Resources	37.3	25.48	---	100	90th	10	10
Totals						77.75	80

CAHPS Composite Score: 0.97

Table 2a. Adjustments to Initial Quality Score: Continuous Improvement/Sustained Exceptional Performance (CI/SEP)^{1,2}

Measure	Measure Name	PY 2023		
		Measure Score ³	Standardized Measure Score ⁵	Measure Percentile Rank ⁷
ACR	Risk-Standardized, All-Condition Readmission (a lower [↓] score indicates better performance)	15.10	0.988	75.5
UAMCC	Risk-Standardized, All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions (per 100 person-years) (a lower [↓] score indicates better performance)	27.80	0.817	94.1
TFU	Timely Follow-Up After Acute Exacerbations of Chronic Conditions (a higher [↑] score indicates better performance)	75.29	N/A ¹²	75.7