

Prime Healthcare ACO, LLC

ACO Realizing Equity, Access, and Community Health (REACH) Model

PY 2023 Annual Quality Performance Report

Quality Performance Results – CAHPS Survey SSM Results

Summary Survey Measure (SSM)	Prime Healthcare ACO Measure Score	Mean Measure Score (across All ACOs of same type)
Getting Timely Appointments, Care, and Information	81.28	81.52
How Well Providers Communicate	93.04	93.48
Care Coordination	85.38	84.99
Shared Decision-Making	64.02	63.03
Patient Rating of Provider	91.70	92.14
Courteous and Helpful Office Staff	90.88	91.38
Health Promotion and Education	59.52	63.57
Stewardship of Patient Resources	28.01	25.48