



2021 Quality Performance

updated 9.29.22

MEASURE	NWMHP ACO PERFORMANCE RATE	MEAN PERFORMANCE RATE (NextGen ACO)	ACO CODE
Overall Quality Score	89.25%		
Domain: Patient/Caregiver Experience			
CAHPS: Getting Timely Care, Appointments, and Information	76.83	83.27	ACO - 1
CAHPS: How Well Your Doctors Communicate	91.26	93.53	ACO - 2
CAHPS: Patients' Rating of Doctor	90.61	92.33	ACO - 3
CAHPS: Access to Specialists	75.75	77.54	ACO - 4
CAHPS: Health Promotion and Education	52.47	61.32	ACO - 5
CAHPS: Shared Decision Making	64.51	61.07	ACO - 6
CAHPS: Health Status / Functional Status	74.00	74.59	ACO - 7
CAHPS: Stewardship of Patient Resources	20.25	22.68	ACO - 34
CAHPS: Courteous and Helpful Office Staff	92.26	92.54	ACO - 45
CAHPS: Care Coordination	84.11	86.32	ACO - 46
Domain: Care Coordination / Patient Safety			
Risk-Standardized, All Condition Readmission	13.71	15.08	ACO - 8
Risk Standardized Acute Admission Rates for Patients with Multiple Chronic Conditions	37.86	50.26	ACO - 38
Days at Home for Patients with Complex, Chronic Conditions	327.84	326.55	