



ACO REACH Surveys

Cover all the bases for your survey needs

WHAT IS THE ACO REACH SURVEY?

CMS' ACO REACH (Realizing Equity, Access, and Community Health) CAHPS program aims to ensure that quality of care, especially the patient experience, is not negatively impacted by the ACO REACH payment model. Strong patient experience performance indicates high quality care has been provided, according to the patient's own perspective. Positive patient experience is also associated with higher levels of patient adherence, improved clinical outcomes, and lower utilization of inpatient and emergency department services.

WHO'S REQUIRED TO CONDUCT THIS SURVEY?

All Direct Contracting Entities (DCEs) who have elected to participate in the ACO REACH Model are required to conduct the ACO REACH. However, if CMS determines a DCE has an inadequate number of aligned beneficiaries to conduct a survey, CMS will notify the DCE they are exempt from conducting the survey for that performance year.

HOW CAN PRC HELP YOUR ORGANIZATION?

PRC is a fully approved survey vendor for the ACO REACH Survey. We ensure expert survey administration with a team consisting of experts with over 20 years of experience within the company. For sites that choose to work with PRC, participation reports will be provided throughout data collection, and unofficial results will be provided once data collection is complete; PRC will also provide client partners with reports to show participation and guide improvement. PRC additionally conducts customized versions of the CG-CAHPS survey which can be used for primary and specialty care sites. Please contact us if you are interested in options for year-round ongoing measurement.

Interested? Contact us today at info@PRCCustomResearch.com to learn more.



© PRC. All rights reserved.

healthcare **differently.**
PRCExcellence.com