



How Are Survey Results Used?

Dale Shaller
Principal
Shaller Consulting Group

How Are Survey Results Used?

- Public reporting
- Value-based payment
- Recognition and certification
- Quality improvement
- Research

Use of Survey Results in Public Reports

Find Medicare physicians & other clinicians

Stillwater, MN

Search for a name, specialty, group, body part, or condition

Search

ALLINA HEALTH SYSTEM

General information

Locations

★ Performance

📊 Patient survey scores

Affiliated clinicians

Patient survey scores

These performance scores are based on information patients reported to Medicare about their experiences getting care from this group. Performance scores are included on Physician Compare to help you make informed decisions about your health care. These scores are calculated using patient responses to a survey taken after getting care. The performance scores are presented as a percent. These scores represent the percentage of patients that reported the most positive responses. [Get more information.](#)

A higher score is better. Select "Show +" to read more information.

Getting timely care, appointments, and information.

61%

Show +

How well clinicians communicate.

87%

Show +

Health promotion and education.

62%

Show +

Use of Survey Results in Public Reports



Clinic Quality & Patient Experience Ratings

Medical Group Quality & Cost Ratings

Hospital Quality & Patient Experience

Cost of Services & Procedures Ratings

See All Measure Topics



Clinic Comparisons

SHARE: [f](#) [t](#) [in](#) [✉](#)

PRINT:

STANDARD VIEW

DETAILS VIEW

LEGEND

Fairview Lakes Medical Center
WYOMING, MN

**Olmsted Medical Center-
Rochester Southeast**
ROCHESTER, MN

**Stillwater Medical Group- Curve
Crest Clinic**
STILLWATER, MN

**PATIENT EXPERIENCES:
PROVIDERS WITH A "MOST
POSITIVE" RATING**
MORE INFORMATION

BELOW AVERAGE **76 %**

AVERAGE **79 %**

ABOVE AVERAGE **84 %**

— Other Patient Experience Measures

**PATIENT EXPERIENCES: CARE
COORDINATION**
MORE INFORMATION

AVERAGE **72 %**

AVERAGE **71 %**

ABOVE AVERAGE **78 %**

**PATIENT EXPERIENCES:
COURTEOUS AND HELPFUL
STAFF**
MORE INFORMATION

AVERAGE **80 %**

ABOVE AVERAGE **86 %**

ABOVE AVERAGE **88 %**

**PATIENT EXPERIENCES: GETTING
CARE WHEN NEEDED**

BELOW AVERAGE **76 %**

AVERAGE **66 %**

ABOVE AVERAGE **76 %**

Use of Survey Results in Value-Based Payment

- Hospital Value-Based Purchasing (HCAHPS)
- Medicare Shared Savings (CAHPS for ACOs)
- Quality Payment Program
 - Merit-Based Incentive Program (MIPS)
 - Alternative Payment Models
- Comprehensive Primary Care (CPC) Plus
- Commercial P4P Programs
- Provider compensation programs

Use of Survey Results in Recognition and Certification

- Health Plans
- Hospitals
- Medical Homes



- Medical Board Certification



American Board
of Medical Specialties
Higher standards. Better care.®

Use of Survey Results for Quality Improvement

- Increasing focus on improvement by health plans, health care providers and systems, driven by:
 - Reporting, payment, and accreditation forces
 - Growing consumer and patient demand
- CAHPS resources for improvement:
 - CAHPS Ambulatory Care Improvement Guide
 - Webcasts, podcasts, and case studies

Use of Survey Results in Research

- Wide-ranging research initiatives related to:
 - Best practices for reporting, payment, and improvement
 - Survey design and administration
- CAHPS resources for research:
 - CAHPS Database Research Files
 - CMS Data Sets for CAHPS surveys
 - SEER (Surveillance, Epidemiology, and End Results) and Medicare CAHPS Linked Dataset

CAHPS Database

- Databases for selected CAHPS surveys
 - CAHPS Health Plan (HP) Survey
 - CAHPS Clinician & Group (CG) Survey
- Two major applications:
 - Comparative data for assessing performance
 - De-identified data for research
- Participation is voluntary and open to all users
- Annual cycle of submissions and reporting