

Next Generation ACO Model - 2021 Performance Measures Scores- Pioneer Valley Accountable Care, LLC (PVAC)

Measure Number	Measure Name	PVAC Performance Rate	Current Year Mean Performance Rate (NextGen ACOs)
ACO-1	CAHPS: Getting Timely Care, Appointments, and Information	81.69	83.27
ACO-2	CAHPS: How Well Your Providers Communicate	92.51	93.53
ACO-3	CAHPS: Patients' Rating of Provider	92.27	92.33
ACO-4	CAHPS: Access to Specialists	71.24	77.54
ACO-5	CAHPS: Health Promotion and Education	65.07	61.32
ACO-6	CAHPS: Shared Decision Making	63.41	61.07
ACO-7	CAHPS: Health Status/Functional Status	73.98	74.59
ACO-34	CAHPS: Stewardship of Patient Resources	16.45	22.68
ACO-45	CAHPS: Courteous and Helpful Office Staff	92.44	92.54
ACO-46	CAHPS: Care Coordination	83.75	86.32
ACO-8	Risk-Standardized, All Condition Readmission	16.63	15.08
ACO-38 [5]	Risk-Standardized Acute Admission Rates for Patients with Multiple Chronic Conditions	64.54	50.26

Due to the Public Health Emergency not all quality measure are