



## 2023 Quality Performance

updated 10.31.24

MEASURE	NWMHP ACO PERFORMANCE RATE	MEAN PERFORMANCE RATE (All DCEs)	Quality CODE
<b>Overall Quality Score</b>	72.14%		
<b>Domain: Patient/Caregiver Experience</b>			
CAHPS: Getting Timely Care, Appointments, and Information	77.31	81.52	Quality E
CAHPS: How Well Your Doctors Communicate	93.6	93.48	Quality F
CAHPS: Care Coordination	82.48	84.99	Quality G
CAHPS: Shared Decision Making	60.72	63.03	Quality H
CAHPS: Patients' Rating of Doctor	91.72	92.14	Quality I
CAHPS: Courteous and Helpful Office Staff	92.68	91.38	Quality J
CAHPS: Health Promotion and Education	52.78	63.57	Quality K
CAHPS: Stewardship of Patient Resources	26.86	25.48	Quality L
<b>Domain: Care Coordination / Patient Safety</b>			
Risk-Standardized, All-Condition Readmission	14.95	15.29	Quality A
Risk-Standardized, All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions	31.12	31.84	Quality B
Timely Follow-Up After Acute Exacerbations of Chronic Conditions	66.85	71.80	Quality D