

## Quality Performance Results

ACO Measure	Measure Name	2022 Results	2023 Results	2024 Results
ACR	Risk-Standardized, All-Condition Readmission (a lower (↓) score indicates better performance)	14.85	16.02	15.54
UAMCC	Risk-Standardized, All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions (per 100 person-years) (a lower (↓) score indicates better performance)	30.89	31.99	32.75
Timely Follow-Up	Timely Follow-Up After Acute Exacerbations of Chronic Conditions (a higher (↑) score indicates better performance)	66.04	68.18	73.96
CAHPS	Getting Timely Appointments, Care, and Information	81.13	82.07	82.83
CAHPS	How Well Providers Communicate	94.18	94.35	94.85
CAHPS	Care Coordination	84.49	87.78	87.36
CAHPS	Shared Decision-Making	55.50	55.89	58.38
CAHPS	Patient Rating of Provider	92.92	93.03	94.06
CAHPS	Courteous and Helpful Office Staff	93.66	94.96	94.93
CAHPS	Health Promotion and Education	64.42	61.00	69.36
CAHPS	Stewardship of Patient Resources	21.36	21.26	13.55
	Total Quality Score (0-100%)	100	39.28	87.16