**Title of Outcome Measure (Improvement Target):** IT-6.1: Percent Improvement over Baseline of Patient Satisfaction Scores

**Unique RHP outcome identification number(s): 138951211.3.3, 138951211.3.4, 138951211.3.5,**

**Outcome Measure Description:**

IT- 6.1:Percent Improvement over Baseline of Patient Satisfaction Scores

* Rate 1: Patient’s rating of whether patient is getting timely care, appointments, and information (138951211.1.3)
* Rate 2: Patient’s rating of whether patient is getting timely care, appointments, and information (138951211.1.4)
* Rate 3: Patient’s rating of whether patient is getting timely care, appointments, and information (138951211.1.5)

**Process Milestones:**

* DY2:
  + P-1 – Project planning – engage stakeholders, identify current capacity and needed resources, determine timelines and document implementation plans
* DY3:
  + P-2 – Establish baseline rates for rates 1 through 3

**Outcome Improvement Targets for each year:**

* DY4:
  + IT-6.1: Patient’s rating of whether patient is getting timely care, appointments, and information—TBD improvement over DY3
* DY5:
  + IT-6.1: Patient’s rating of whether patient is getting timely care, appointments, and information—TBD improvement over DY4

**Rationale:**

UMC believes that the successful implementation of the three associated Category 1 projects will result in an improvement in patient satisfaction scores—specifically, an improvement of patients’ ratings of whether they are receiving timely care, appointments, and information.

UMC proposes to utilize the RAND VSQ-9 Patient Satisfaction Survey to measure these patient satisfaction rates. UMC has gained experience with Press Ganey survey instruments within the past decade. Overall response rates for these survey instruments were very low—in the single-digit range. UMC believes there are a series of structural issues that drove this poor response rate. The population served by UMC includes a large number of low-income patients. Challenges related to incorrect and changing addresses, and the comprehension level required to complete more complex survey tools such as Press Ganey (and CG-CAHPS) also limited the response rates for UMC’s surveys. Also, UMC’s Region shares an international border with Juarez, Mexico; many patients, whether documented or not, may fear responding to such a survey, not fully understanding the importance of their response, and not recognizing that their participation has no impact on their residence in the Region.

For these reasons, UMC believes that a short survey, administered at the point of service, represents the best option to obtain meaningful data across a wide patient representation. The RAND survey has been validated for accuracy and validity and contains questions which focus on high-level patient satisfaction domains and will provide actionable information to improve UMC’s regional care delivery. UMC acknowledges that this survey will not provide results which are directly comparable to CG-CAHPS on a national level. The results of this survey will, however, provide valid, actionable data with which to assess the impact of the associated Category 1 projects in Region 15.

**Outcome Measure Valuation:**

In determining the value of this outcome measure, UMC considered the extent to which an improvement in patients’ ability to get timely care, appointments, and information, measured from the patient perspective, will address the community’s needs, the population which this improvement will serve, the resources and cost necessary to realize the improvement, and the improvement’s conformity to the goals of the Waiver (including supporting the development of a coordinated care delivery system, improving outcomes while containing costs, and improving the healthcare infrastructure). Specifically, the valuation of this outcome measure takes into account the potential of expanding primary care capacity at UMC’s neighborhood health centers (NHCs) to improve quality of care and thereby improve patient outcomes for the target population. The valuation of this outcome measure also takes into account the challenges that UMC will face in realizing and measuring this improvement.

| *138951211.3.3, 138951211.3.4, 138951211.3.5* | *IT-6.1* | *Percent Improvement Over Baseline of Patient Satisfaction Scores* | |
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| *University Medical Center of El Paso* | | | *138951211* |
| **Related Category 1 or 2 Projects::** | *138951211.1.3, 138951211.1.4, 138951211.1.5* | | |
| **Starting Point/Baseline:** | *TBD in DY2* | | |
| **Year 2**  **(10/1/2012 – 9/30/2013)** | **Year 3**  **(10/1/2013 – 9/30/2014)** | **Year 4**  **(10/1/2014 – 9/30/2015)** | **Year 5**  **(10/1/2015 – 9/30/2016)** |
| **Process Milestone 1** [P-1]: Project planning—engage stakeholders, identify current capacity and needed resources, determine timelines, and document implementation plans.  Data Source: Documentation of project planning.  Process Milestone 1 Estimated Incentive Payment: $1,078,178 | **Process Milestone 2** [P-2]: Establish baseline rates.  Data Source: Patient survey.  Process Milestone 2 Estimated Incentive Payment:  *$*1,249,749 | **Outcome Improvement Target 1** [IT-6.1]: Percent improvement over baseline of patient satisfaction scores.  Numerator: Percent improvement in targeted patient satisfaction domain.  Denominator: Number of patients who were administered the survey.  Improvement Target: TBD improvement over DY3 in patient rating of whether patient is getting timely care, appointments, and information.  Data Source: Patient survey.  Outcome Improvement Target 1 Estimated Incentive Payment*:* $2,005,411 | **Outcome Improvement Target 2** [IT-6.1]: Percent improvement over baseline of patient satisfaction scores.  Numerator: Percent improvement in targeted patient satisfaction domain.  Denominator: Number of patients who were administered the survey.  Improvement Target: TBD improvement over DY4 in patient rating of whether patient is getting timely care, appointments, and information.  Data Source: Patient survey.  Outcome Improvement Target 2 Estimated Incentive Payment*:* $4,795,548 |
| Year 2 Estimated Outcome Amount: $1,078,178 | Year 3 Estimated Outcome Amount: *$*1,249,749 | Year 4 Estimated Outcome Amount: $2,005,411 | Year 5 Estimated Outcome Amount: $4,795,548 |
| **TOTAL ESTIMATED INCENTIVE PAYMENTS FOR 4-YEAR PERIOD:** $9,128,886 | | | |

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