

**2024 IU Health ACO, Inc.**

**Quality Performance Results – CAHPS Survey Results**

**ACO Realizing Equity, Access, and Community Health (REACH) Mode**

<b>Summary Survey Measure</b>	<b>IU Health ACO, INC. Results</b>	<b>Mean SSM Score (across all ACOs of same type)</b>
Getting Timely Appointments, Care, and Information	81.76	82.06
How Well Providers Communicate	94.49	94.05
Care Coordination	86.79	85.79
Shared Decision-Making	65.27	63.69
Patient Rating of Provider	92.70	92.71
Courteous and Helpful Office Staff	93.95	92.40
Health Promotion and Education	68.94	65.18
Stewardship of Patient Resources	25.93	26.35