

On behalf of the Blueprint for Health, the Department of Vermont Health Access (DVHA) and the Green Mountain Care Board (GMCB), I would like to invite your practice to participate in the Vermont 2017 Patient Experience Survey.

Each primary care practice participating in the Blueprint for Health or one of Vermont's Accountable Care Organizations (ACOs) is offered the opportunity to participate in the PCMH patient experience survey annually, at no cost to the practice. The survey will provide your practice with valuable information on their patients' experience and can be used for NCQA Patient-Centered Medical Home recognition or renewal. In addition, to minimize the number of surveys received by patients, the results will be used by the ACOs to evaluate patient experience for the Medicaid and Commercial Shared Savings Plans (by annually aggregating results for ACO members across practices) and by the Blueprint to be included in the Blueprint Practice Profiles.

DataStat is the vendor that will work with [practice site name] to administer the survey to its patients. **Allyson Samborn** will be heading up the DataStat team serving Vermont and can answer any questions you have about the materials in the start-up packet you receive from her on **September 14, 2017**. You can reach Allyson by email at VTPCMH@datastat.com. Allyson's email will contain the following important information:

- a timeline of project milestones;
- the date [practice site name] can anticipate receiving results;
- instructions on how to pull the list of patients who are eligible for the survey; and
- instructions for submitting logos and signatures to be used on outgoing correspondence to your practice's patients.

A few key elements I would like to highlight now are below.

- This year, NCQA has changed the look back period for the PCMH survey from 12 months to 6 months. The measurement period for this year's survey is defined as **3/18/2017-9/17/2017**.
- This year, NCQA has also shortened both the adult and child surveys significantly, by 14 and 16 questions, respectively.
- The preliminary submission window will be open from **9/18/2017-9/29/2017**. It is highly recommended that practices submit during the preliminary submission window in order to receive feedback on their submission, especially if they have not participated in the past.
- The final submission window will be open from **10/2/2017-10/13/2017**.
- When communicating with DataStat via email or phone, please reference your practice's VTID. If you are unsure what the VTID of your practice is, please contact Candace Elmquist at candace.elmquist@vermont.gov. When transferring files to Onpoint, please also reference your practice's VTID in the file name.

If your practice is a pediatric practice, only pediatric patient data should be submitted. Similarly, internal medicine practices should only submit adult data. Family

medicine practices with substantial pediatric and adult panels may submit data for both. **Each panel, either pediatric or adult, must consist of at least 100 patients; please do not submit data for panels that have less than 100 patients.**

Regarding the timeline, please keep in mind that if your practice has never participated in the Vermont Patient Experience Survey and therefore requires a Business Associates Agreement (BAA) with DataStat, your practice will need to execute the BAA with DataStat before sending any patient identifying information. If your practice has any questions about DataStat or the process as described, or if your practice does not wish to participate in the survey at this time, please contact me at candace.elmquist@vermont.gov as soon as possible.

We look forward to working with DataStat and hope the experience is pleasant and helpful to you. Please feel free to reach out to me with any questions, comments, or concerns.

Best,

Candace

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