

2017 Vermont Patient Experience Survey Q&A

1. **Question:** What is the Vermont Patient Experience Survey?

Answer: Vermont Patient Experience Survey is an annual project supported by the Blueprint for Health, the Department of Vermont Health Access (DVHA) and the Green Mountain Care Board (GMCB). Each primary care practice participating in the Blueprint for Health or one of Vermont's Accountable Care Organizations (ACOs) is offered the opportunity to have the PCMH CAHPS 3.0 patient experience survey fielded to their patients by a State contractor, DataStat, at no cost to the practice.

2. **Question:** Why do practices participate?

Answer: Results from the survey are aggregated at the practice level for use in quality improvement activities within the practice. Practice participation in the survey can also be used to satisfy the team-based care concept of NCQA Patient-Centered Medical Home recognition or renewal, which is a required element of participation in the Blueprint for Health.

3. **Question:** How are the results used?

Answer: The goal is to use the same PCMH CAHPS survey to evaluate and improve patient experience at both the practice level, Health Service Area, and the Accountable Care Organization (ACO) level. The survey is fielded at the practice level; practice level results are delivered directly to the practice. Practice level results are then aggregated to the Health Service Area level for inclusion on the Blueprint for Health [HSA profiles](#). Responses from people who are also attributed to one of Vermont's three ACOs are flagged and aggregated across practices in order to obtain ACO level results, for use in [ACO Shared Savings Program reports](#).

4. **Question:** Will the 2017 patient experience survey be the same as the 2016 survey?

Answer: For the most part, yes. However, the 2016 project utilized the PCMH CAHPS 2.0 survey while this year's project will utilize the PCMH CAHPS 3.0 survey. The update in the National Committee for Quality Assurance (NCQA) specifications for the CAHPS PCMH survey from the 2.0 to 3.0 version has the result of 14 and 16 fewer questions in the adult and child surveys, respectively. The decision was also made to remove two extremely specialized non-NCQA questions.

5. **Question:** Is the survey fielded to people with particular health insurance(s)?

Answer: No. Practice-level samples of patients who receive the survey are selected without regard to which health insurance (if any) the patients have.

6. **Question:** Who do I contact with any questions about participation, timeline, process, communication with DataStat, etc.?

Answer: Please contact Blueprint Data Analyst **Candace Elmquist** at candace.elmquist@vermont.gov or 802-241-0586