

**UNC Senior Alliance NGACO Quality Results**  
**Calendar Year 2019**  
**Total Quality Score: 98.69%**



| Measure Number                          | Measure Name   | UNC SA NGACO Performance | Mean Performance (All NextGen ACOs) |
|---|--|--------------------------|-------------------------------------|
| <b>Patient/Caregiver Experience</b>     |  |                          |                                     |
| ACO-1                                   | CAHPS: Getting Timely Care, Appointments, and Information                                    | 84.43                    | 86.03                               |
| ACO-2                                   | CAHPS: How Well Your Providers Communicate   | 93.90                    | 94.11                               |
| ACO-3                                   | CAHPS: Patients' Rating of Provider  | 92.13                    | 92.75                               |
| ACO-4                                   | CAHPS: Access to Specialists   | 80.40                    | 80.97                               |
| ACO-5                                   | CAHPS: Health Promotion and Education  | 64.75                    | 60.46                               |
| ACO-6                                   | CAHPS: Shared Decision Making  | 59.95                    | 61.38                               |
| ACO-7                                   | CAHPS: Health Status/Functional Status   | 75.33                    | 74.49                               |
| ACO-34                                  | CAHPS: Stewardship of Patient Resources  | 29.37                    | 24.40                               |
| ACO-45                                  | CAHPS: Courteous and Helpful Office Staff  | 94.54                    | 93.05                               |
| ACO-46                                  | CAHPS: Care Coordination   | 87.53                    | 87.26                               |
| <b>Care Coordination/Patient Safety</b> |  |                          |                                     |
| ACO-8                                   | Risk Standardized, All Condition Readmission   | 14.05                    | 14.98                               |
| ACO-38                                  | All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions                 | 54.21                    | 56.34                               |
| ACO-43                                  | Ambulatory Sensitive Condition Acute Composite (AHRQ Prevention Quality Indicator (PQI #91)) | 1.57                     | 1.72                                |
| ACO-13                                  | Falls: Screening for Future Fall Risk  | 96.58                    | 88.97                               |
| <b>Preventive Health</b>                |  |                          |                                     |
| ACO-14                                  | Preventive Care and Screening: Influenza Immunization  | 92.67                    | 76.98                               |
| ACO-17                                  | Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention             | 92.00                    | 79.60                               |
| ACO-18                                  | Preventive Care and Screening: Screening for Clinical Depression and Follow-up Plan          | 66.67                    | 73.00                               |
| ACO-19                                  | Colorectal Cancer Screening  | 81.50                    | 77.12                               |
| ACO-20                                  | Breast Cancer Screening  | 85.07                    | 79.31                               |
| ACO-42                                  | Statin Therapy for the Prevention and Treatment of Cardiovascular Disease                    | 84.51                    | 82.43                               |
| <b>At-Risk Population</b>               |  |                          |                                     |
| ACO-40                                  | Depression Remission at Twelve Months  | 13.24                    | 11.82                               |
| ACO-27                                  | Diabetes Mellitus: Hemoglobin A1c Poor Control   | 12.15                    | 11.43                               |
| ACO-28                                  | Hypertension (HTN): Controlling High Blood Pressure  | 70.22                    | 78.62                               |