

Patient Perceptions of Care in Accountable Care Organizations

3UN 'NnVJAa NAnr oocJVArVca JcaLsJrNL Jca LNarVA^ VarNnxVNYo yVrU
AaLfc n rUNVn SA'V^{ JAnNTVxNno yUc nNJNVxN JAnN rUncsTU Aa JJcsarAI^
'cLN^ 3UNoN %o yUVJU Uc^L kn cxVLNno AJJcsarAI^N Sc n lcrU Jcor AaL ms
V'kn cxN kArVNar Nz kNnVN aJNo AaL cxNnA^^ UNA^rU yUV^N srV^V~VaT UNA^r
3UN kArVNaro VarNnxVNYnL UNnN nAaTNL Snc' rc cxNn {NAno c^L AaL V
kArVNaro yVrU %nVTVaA^ "NLVJAnN "NLVJAnN LxAarATN "NLVJAVL AaL crU
LVSSNnNaJNo Va rUN oV~N AaL oNnxVJNo cS rUN %o Jc''ca rUN'No AaL Tc

SPOTLIGHT

One Patient's Story

%aN cS rUNaTnUaXnAJrNnVorVJo cS %o Vo rUN orncaT
caTcVaT nN0UvKcArVNnyVrUArUNVn{kAAnA
kn cxVLNno 8-U-V00 nN^AkVcaUcno 'xVP0àðÀà %o 0 'ÀnVN0 àÀ' %U—°
knVArATN '0 ä@ 6@ 99FATN AnAr^DN dvpVà—P'ð3pVà " PpVàqSx

Common Themes in Patient Perceptions

%aN cS rUN knV‘An{ TcA^o cS %o Vo rc V‘kncxN JccnLVaArVca AJncoo UNA^rU

JJNoo rc JAnN AaL oskkcnr NokNJVA^^{ Scn UVTUfinVo] kArVNaro Vo AacrUNr
SnNmsNar^{ LNoJnVINL INVaT AI^N rc msVJ]^^{ oJUNLS^N AkkcVar‘Naro AaL AJJ
kArVNar oAVL oUN Jcs^L NAoV^{ oJUNLS^N AkkcVar‘Naro rUncsTU A ‘cIV^N Akk
Scn acafincsrVaN xVoVro acrUNn kArVNar A^oc nN‘An]NL ca rUN JcaxNaVNaJN
UNn rc AJJNoo JAnN LNokVrN UNn VaAlV^Vr{ rc LnVxN acrUNn kArVNar AaL U
acrVaT “when we have extra things that come up like a UTI or getting sick with the f u, we call our care
manager, and she gets us in and gets us the help we need... immediately.” 3UN knNoNaJN cS JAnN ‘AaA
JUncavJ JAnN JccnLVaArcno yAo A Jc‘‘ca AaL xA^sNL AokNJr cS % JAnN knCx

1NxNnA^ kArVNaro nNkcnrNL rUAr rUNVn JAnN rUncsTU %o U
csrJc‘No AaL msA^Vr{ cS ^VSN %aN kArVNar orArNL nNTAnLV
so much to get me healthy. It was tremendous. They kept me out of the hospital.”
3UN kArVNar Snc‘ -Naao{^xAaVA A^oc JnNLVrNL UNn JAnN rNA
AazVNr{ AaL LNknNooVca ASrNn rUN ^coo cS UNn UsolAaL or
again. It is by far the best experience I have ever had. They are out there looking
out for me...” -ArVNaro yUc nNJNVxNL JAnN rUncsTU %o cSrNa S
‘AaATN rUNVn UNA^rU TVxNa rUN oskkcnr AaL NLSJARVca knC

Conclusion

-ArVNaro nNJNVxVaT JAnN rUncsTU %o Jc‘‘ca^{ nNkcnr kcoVrVxN NzknNvNaJN
^AnTN^{ LsN rc rUN ‘cLN^,o ScJso ca kNnocafiJNarNnNL JccnLVaArNL AaL Uc^V
JAnN aUAaJNL Jc‘‘saVJARVca V‘kncxNL AJJNoo rc oNnxVJNo AaL ArrNarVca r
‘NarA^ AaL UNA^rUfinN^ArNL ocJVA^ aNNLo JcarnVIsrN rc INrrNn UNA^rU csrJc‘
cxNnA^^ kArVNar oArVoSAJrVca cn kc^VJ{‘A]Nno AaL Jcaos‘Nn ALxcJAJ{ Tncsk
oskkcnrVaT rUN JcarVasNL LNxN^ck‘Nar AaL nN aN‘Nar cS %o JAa k^A{ A
kVxcrA^ nc^N Va V‘kncxVaT UNA^rU JAnN LN^VxNn{ Scn Jc‘k^Nz AaL UVTUfinVo,