

## THE PAS PROGRAM

The Patient Assessment Survey (PAS) program has been gathering patient feedback and producing Provider Organization ratings for 18 years. It is the largest nonprofit, multi-stakeholder program in the country. Every year, feedback is gathered from over 40,000 commercially insured patients across 165 organizations in California. The program is open to California provider organizations with at least 1,000 commercially insured lives.

Survey results are made publicly available for consumers through the California Department of Managed Health Care’s Office of the Patient Advocate consumer Web site<sup>1</sup>. Performance on the PAS Group-Level Survey accounts for 30% of the Integrated Healthcare Association’s Value-Based Pay for Performance bonus<sup>2</sup>.

Note: Administration of the PAS program has reverted back to the Pacific Business Group on Health (PBGH) (from the California Healthcare Performance Information System, or CHPI).

## SURVEY OPTIONS

The base survey is at the medical group measurement level. Additional options are available for physician-level scores.

	<b>Base Survey: P4P Group-Level (Annual)</b>	<b>Add’l Option: Provider-Level (Annual)</b>	<b>Add’l Option: Provider-Level (Quarterly)</b>
<b>Uses</b>	P4P, public reporting, internal QI	Internal QI	Internal QI
<b>Registration</b>	Available annually (Oct.)	Available annually (Oct.)	Available quarterly
<b>Survey Length</b>	Regular (4 pages front and back)	Regular (4 pages front and back)	Shorter (1 page front and back)
<b>Patient Comments</b>	No	No	Yes (free in English, email)
<b>Report Frequency</b>	Annual, with benchmarking	Annual, with benchmarking	Quarterly + annual summary, with benchmarking
<b>Payer Types</b>	Commercial HMO, POS	Commercial HMO, POS, PPO, Medicare	Commercial HMO, PPO, POS, Medicare, Medi-Cal <sup>3</sup>

<sup>1</sup> <http://reportcard.opa.ca.gov/rc/medicalgroupcounty.aspx>.

<sup>2</sup> <https://www.iha.org/our-work/accountability/value-based-p4p>.

<sup>3</sup> The Medi-Cal population has not yet been validated for comparison with the P4P results.

<b>Doctor Types and Sampling</b>	Adult Providers (PCP and Specialist), and/or Pediatrician. Randomized sample.	Adult Providers (PCP and Specialist), and/or Pediatrician. You choose which providers to include.	Adult Providers (PCP and Specialist), and/or Pediatrician. You choose which providers to include.
<b>Languages</b>	English, Spanish, Chinese, Vietnamese, Korean <sup>4</sup>	English, Spanish, Chinese, Vietnamese, Korean	English, Spanish, Chinese, Vietnamese

**Questions?** Please contact the PAS Program Manager, Emily London, at [elondon@pbgh.org](mailto:elondon@pbgh.org).

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<sup>4</sup> Korean is not available for pediatricians.