

Your 2016 ACO or PQRS CAHPS survey results may be used by CMS to determine your 2018 compensation rates.

Are you prepared?

The Association of Northern California Oncologists (ANCO) and the Medical Oncology Association of Southern California, Inc. (MOASC) have partnered with SullivanLuallin Group to offer your practice the opportunity to participate in an Oncology-based **patient satisfaction survey**. This survey is designed to assess your organization's performance in key areas associated with the ACO and PQRS CAHPS surveys. SullivanLuallin Group's **eSurv®: Online Patient Satisfaction Survey** platform allows you to efficiently and cost-effectively capture how your patients feel about your systems, services and performance.

Features of the **eSurv: Online Patient Satisfaction Survey** program include:

- **Real-time** feedback
- An easy-to-administer survey with tablet-compatible **Point-of-Service** options
- **Follow-up invitations** to non-responders at no additional charge
- Continuous reporting with **trend data**
- A **service recovery feature** to quickly address patient concerns and improve quality outcomes
- A way to meet **Meaningful Use standards** by exiting the survey to your patient portal
- **Easy-to-read** reports with no need for an interpretation guide (individual provider report as well as a copy of the ANCO-MOASC summary results)
- Best practice tips to **improve your scores**
- **Benchmarking** your scores with our national Oncology database

ANCO-MOASC have negotiated a discounted member rate so you can participate in one of two ways:

- ✓ **One-time** email survey wave, looking back at the past 90 days of patient visits for \$102 per provider
- ✓ **Ongoing** survey with weekly email waves for \$327 per provider for an entire year

For more information about either participation option, please contact SullivanLuallin Group at Answers@SullivanLuallinGroup.com.

ANCO-MOASC believe that value-added services are part of an association's responsibility to its members. We're confident that SullivanLuallin Group's **eSurv: Online Patient Satisfaction**

Survey program will be a valuable practice-building tool for you, and we invite your participation.

To participate, please respond by **May 31, 2016** using this form.

Please, copy and paste this form into the body of the email and send to:

Anya@SullivanLuallinGroup.com

ASAP!

YES, I/we want to conduct an **ANCO-MOASC Patient Satisfaction Survey** in my practice.

I/we am/are a solo physician ___/group practice ___ and ANCO-MOASC member(s).

Practice name _____

Contact name _____

Address _____

Number of physicians participating _____

Name of each physician participating: (if you need more space, either double on the line or add a separate sheet with all of the names)

Your Phone Number _____ Fax _____

Your Email _____

Thank you for your quick response and for your participation!