

THE PAS PROGRAM

The Pacific Business Group on Health (PBGH) Patient Assessment Survey (PAS) program has been gathering patient feedback and producing Provider Organization ratings for 19 years. It is the largest nonprofit, multi-stakeholder program in the country. Survey results are made publicly available to consumers through the State of California’s Office of the Patient Advocate (OPA) consumer web site¹. Performance on the PAS Group-Level Survey are used in the Integrated Healthcare Association’s (IHA) Align. Measure. Perform. (AMP) program².

SURVEY OPTIONS

The base survey is the Group Survey (Commercial or Medi-Cal), with measurement at the medical group level. Additional options are available for provider-level measurement (both annually and quarterly).

	Base Survey: AMP Group-Level (Annual)	Add'l Option: Provider-Level (Annual)	Add'l Option: Provider-Level (Quarterly)
Payer Types	<ul style="list-style-type: none"> • HMO & POS • Medi-Cal 	<ul style="list-style-type: none"> • HMO & POS • PPO • Medi-Cal • Medicare 	<ul style="list-style-type: none"> • HMO & POS • PPO • Medi-Cal • Medicare
Uses	<ul style="list-style-type: none"> • IHA AMP • OPA Report Card • Internal QI 	Internal QI	Internal QI
Registration	Annually (Oct.)	Annually (Oct.)	Available quarterly
Survey Length	Standard	Standard	Shorter
Patient Comments	No	No	Yes
Report Frequency	Annual, with benchmarking	Annual, with benchmarking	Quarterly + annual summary, with benchmarking
Sampling	Randomized sample	Your choice of providers	Your choice of providers
Languages	English, Spanish, Chinese, Vietnamese, Korean	English, Spanish, Chinese, Vietnamese, Korean	English, Spanish

QUESTIONS?

Please contact Emily London at elondon@pbgh.org.

¹ State of California Office of the Patient Advocate (OPA) Medical Group Report Card for Commercial HMO Plan Members: <http://reportcard.opa.ca.gov/rc/medicalgroupcounty.aspx>.

² Integrated Healthcare Association (IHA) Align. Measure. Perform. (AMP) program: <https://www.iha.org/our-work/accountability/value-based-p4p/participant-resources/program-manual>.