

## The Myers Group Announces Patient Centered Medical Home Survey Vendor Approval

ATLANTA, GA – October 2011 – The Myers Group, a leader in health care research, solutions and support, is pleased to announce our approval as an NCQA-Certified Vendor for the CAHPS® Patient Centered Medical Home (PCMH) Survey. This approval is contingent upon successful completion of PCMH vendor training scheduled for November 17-18, 2011.

The patient-centered medical home continues to gain momentum as a model for improving delivery of primary care. The [NCQA PCMH Recognition Program](#) is the most widely used method for qualifying practices for rewards in the multi-payer scenario. [NCQA](#) offers an additional optional level of distinction by conducting the CAHPS PCMH Survey, collecting data and reporting results to NCQA. The CAHPS PCMH Survey obtains information about the patient's experience of care in the last 12 months.

Beginning December 2011, health plans and/or physician organizations can contract with an NCQA-Certified CAHPS PCMH Survey Vendor, like [The Myers Group](#), to conduct the PCMH Survey.

Candi Charmoli, The Myers Group's Product Line Manager states, "We are excited to offer this survey to our clients as part of our ongoing commitment to serve the specific needs of the health care market. The CAHPS PCMH Survey is a useful tool to help support the efforts of practices distinguishing themselves through enhanced patient care."

The Myers Group is currently recognized as an NCQA-certified CAHPS and Medicare Health Outcomes Survey (HOS) Vendor, and a CMS-Approved Medicare CAHPS Survey Vendor. With extensive experience conducting CAHPS, the Clinician Group CAHPS and a comprehensive line of studies for the health care population, the PCMH survey complements the company's core strength in providing dependable survey research and analysis.

For additional information and/or resources regarding the CAHPS PCMH Survey contact:  
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**CAHPS®** is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

The **CAHPS PCMH Survey** was developed jointly by AHRQ, NCQA and the Commonwealth Fund. The Consumer Assessment of Health Care Providers and Systems (CAHPS®) Patient Centered Medical Home (PCMH) is the most comprehensive tool available for accessing consumers' experiences with their clinicians' practices.

**NCQA** is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

### **About The Myers Group**

The Myers Group is an NCQA-Certified Survey Vendor for the HOS and CAHPS®, and a CMS-Approved Medicare CAHPS survey vendor. The company has been a leader in health care survey research and survey design since 1993, employing expertise and innovation in data collection, analysis, and reporting. The company also provides health care resource services such as consulting services, customer service call center support services, after-hours support, and extended patient/member outreach. For additional information contact Mirna Cesar at 770-978-3173 x1414. [www.themyersgroup.net](http://www.themyersgroup.net)

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