

The Myers Group Develops Medicare CAHPS® Research Series

ATLANTA, GA – December 2011 – The Myers Group, a leader in health care research and solutions, has recently developed a series of Medicare CAHPS® research papers offering information and insight into the Medicare CAHPS Survey and health plan improvement initiatives.

Developed by the company's Research and Analytics team, this white paper series is based on research into star rating components related to Medicare CAHPS, analysis of survey results, and experience working with Medicare Advantage clients throughout the United States.

The Myers Group (TMG) recently published the first white paper of this three-part series. This first report on Coordination of Care provides insight into potential opportunities for better care coordination of members including Patient-Centered Medical Homes, healthcare IT, and family caregiver support. Findings also include a closer look at the Medicare CAHPS care coordination questions by segments from TMG's Book of Business benchmark and an examination of the subgroups most likely to be dissatisfied with their care coordination.

The Myers Group has received positive response from health plans who received preliminary copies of the initial report. David Bahlinger, Sr. Director of Analytics and Research for The Myers Group, states, "The Medicare CAHPS Research Series is part of our ongoing effort to provide relevant information and resources to health plans dedicated to quality improvement. With increased focus on quality and patient satisfaction, health plans continue to look to The Myers Group for valuable insight."

Part 2 and 3 of the research series will be published in January and February 2012. For additional information about TMG's Medicare CAHPS Research Series, contact Mirna Cesar at mcesar@themyersgroup.net.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

About The Myers Group

The Myers Group is an NCQA-Certified Survey Vendor for the Medicare HOS, CAHPS®, and CAHPS PCMH survey, 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 Clarissa Payne at 770-978-3173 x1360. www.themyersgroup.net
