

Executive Summary



Understanding Patient, Family Caregiver and Health Care Team Member ACO Experiences

Study finds ACOs provide better care and outcomes for patients and a better practice experience for members of the health care team than traditional fee for service

Background

The research was conducted with the approval of the Heartland Institutional Review Board and funded by Arnold Ventures. It included a literature review and interviews with 27 participants—12 patients and caregivers and 15 members of the health care team. The study sought to capture diverse viewpoints on ACO experiences, particularly focusing on medically complex patients. Interviews spanned a range of geographies and payer types.

