

**INDEPENDENT CONSUMER ADVOCATES' POSITION ON SIM ISSUE BRIEF #1-
CARE EXPERIENCE SURVEYS**

It is critical that patient experience survey results are used to their full potential to improve the quality and value of care.

- SIM must aggregate survey results across payers
- As soon as possible, validated survey results should be made public, by practice, to help consumers choose the best care for their needs
- SIM should document how plans and public programs are using results to improve care and reward higher performance
- SIM should ensure that feedback to providers on patient experience is constructive and followed with targeted, appropriate assistance and tools to improve performance