

Consumer Assessment of Healthcare Providers and Systems

TIPS AND RECOMMENDATIONS TO IMPROVE PATIENT SATISFACTION AND YOUR CAHPS RATINGS

Patients’ interactions with their providers directly impact their healthcare experience and perception of quality care. By focusing on patient satisfaction with each visit, you help provide a positive experience year-round. We partner with you to help improve patients’ experiences and raise quality scores on Consumer Assessment of Healthcare Providers and Systems (CAHPS®)¹ measures.

What is the CAHPS Survey?

- ✓ An annual survey, mandated by the Centers for Medicare & Medicaid Services (CMS), that asks patients about their experiences and satisfaction with their healthcare system, including their providers

How and when do patients receive the survey?

- ✓ Administered via mail and telephone
- ✓ Commercial = January - May
- ✓ Medicare = March - May

Why is this important to providers?

- ✓ Survey results directly affect Medicare Star Ratings and NCQA accreditation
- ✓ Patient satisfaction has many benefits including compliance and improved outcomes



BELOW ARE KEY CAHPS SURVEY MEASURES

with suggested strategies to improve patient experience and survey outcomes.

CAHPS Measures



Getting Needed Care

In the last six months, how often...

1. Did you get an appointment to see a specialist as soon as you needed?
2. Was it easy to get the care, tests or treatment you needed?

STRATEGIES

- Review authorization and referral processes to remove patient barriers to care and treatment.
- Call patients to monitor that appointments with high-demand specialists are completed successfully.
- Include patients in decisions about tests and referrals.

TIPS

- Help patients make specialist appointments before they leave.
- Ask patients if they are experiencing any delays in receiving services. If yes, seek to find resolution.



Getting Appointments and Care Quickly

In the last six months...

1. When you needed care right away, how often did you get care as soon as you needed?
2. How often did you get an appointment for a checkup or routine care as soon as you needed?
3. How often did you see the person you came to see within 15 minutes of your appointment time?

STRATEGIES	TIPS
<ul style="list-style-type: none"> • Set aside time for same-day appointments for urgent needs. • Send patients a list of urgent care options. • Increase access and availability to providers: <ul style="list-style-type: none"> - Offer and promote 24/7 advice line - Extend clinic hours - Telehealth option <p>* Encourage patients to schedule routine visits far in advance.</p>	<ul style="list-style-type: none"> • Explain any delays for scheduling appointments or appointment times. • Ensure patients are attended to by support staff during their wait time.



Care Coordination

In the last six months...

1. When you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?
2. When your personal doctor ordered a blood test, X-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
3. When your personal doctor ordered a blood test, X-ray or other test for you, how often did you get those results as soon as you needed them?
4. How often did you and your personal doctor talk about all the prescription medicines you were taking?
5. Did you get the help you needed from your personal doctor's office to manage your care among different providers and services?
6. How often did your personal doctor seem informed and up to date about the care you got from specialists?

STRATEGIES	TIPS
<ul style="list-style-type: none"> • Have relevant information and medical history, including appointments with specialists, available during appointments. • Set up patient portals where patients can easily access test results. • Call patients about test results promptly. Inform the patient if no call will be made when test results are normal. • Review patient medications during each visit. • Follow up promptly with patients after in-patient stays. • Have support staff contact patients to coordinate and monitor the status of referrals. 	<ul style="list-style-type: none"> • Inform patients when test results are expected. • Ask specialists to send records. • Ask complex patients about any issues they may have received with additional services.



How Well Doctors Communicate

In the last six months, how often did your personal doctor...

1. Explain things about your health in a way that was easy to understand?
2. Listen carefully to you?
3. Show respect for what you had to say?
4. Spend enough time with you?

Ask your patients if they have had their flu shot this flu season

STRATEGIES	TIPS
<ul style="list-style-type: none"> • Implement training on motivational interviewing related to: interpersonal communication, explaining things clearly, active listening, respecting patient autonomy, effectiveness of appointments, eliciting why the patient has certain feelings and beliefs. • Employ shared decision-making. • Cultivate cultural competence and understanding of social determinants of health. 	<ul style="list-style-type: none"> • Use plain language and confirm patient understanding. Encourage questions. • Listen patiently, express compassion. • Step away from computer monitor, sit down and use direct eye contact (when culturally acceptable) to promote connection and discussion.