



Ramon Munoz,  
Health Net  
*We connect providers and communities  
to address health issues and concerns.*

# Consumer Assessment of Healthcare Providers and Systems *Provider Tip Sheet*

Health Net of Oregon, Inc. (Health Net) recognizes the importance of partnering with providers to improve patients' health care experience and raise quality scores on Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>)<sup>1</sup> measures. Patients' interactions with their providers directly impact their health care experience and perception of quality care. The following tip sheet is a guide to the CAHPS survey measures and key recommendations for providers to improve survey outcomes.

## What is the CAHPS Survey?

- ✓ Annual health care experience survey, mandated by the Centers for Medicare & Medicaid Services (CMS).
- ✓ Administered via mail and telephone between March and June.
- ✓ Directly impacts CMS Star Ratings.

## Getting Needed Care

In the last six months...

1. How often did you get an appointment to see a specialist as soon as you needed?
2. How often was it easy to get the care, tests or treatment you needed?

### RECOMMENDATIONS

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

### Helpful Tips...

- Assist patients to make specialist appointments before they leave.
- Ask patients if they are experiencing any delays in receiving services.

## 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?

### RECOMMENDATIONS

- Set aside a few time slots each day to accommodate urgent and follow-up visits.
- Send patients a list of urgent care options.
- Offer and promote nurse and after-hours call lines.
- Encourage patients to schedule routine visits far in advance.
- Ensure patients are attended to by support staff during their wait time.

### Helpful Tips...

- Explain any delays for scheduling appointments or appointment times.
- Offer appointment with a nurse or physician assistant for urgent issues.

# CAHPS – Provider Tip Sheet

## 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?

### RECOMMENDATIONS

- 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 inpatient stays.
- Have support staff contact patients to coordinate and monitor the status of referrals.

### Helpful Tips...

- 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.

## Annual Flu Vaccine

1. Have you had a flu shot since July 1, 2017?

### RECOMMENDATIONS

- Recommend the flu shot to all eligible patients and provide it during appointment.
- Utilize public health resources, such as posters, to inform patients of the importance of the flu shot.
- Order vaccine as soon as available and inform patients.
- Provide flu clinics where patients can get the vaccine without a doctor appointment.

### Helpful Tips...

- Ask patients why they are refusing vaccine and address misconceptions.

<sup>1</sup>CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.