

PATIENT EXPERIENCE

How you can impact the CAHPS Survey



EMPOWER yourself and your staff

- › Educate yourself and staff about ways to improve a patient's perception about the care they get.
 - Create comfortable waiting areas.
 - Minimize phone hold times.
 - Provide 24-hour help lines, after-hours support and next-day call backs.



ENGAGE with patients at every visit

- › Use every office visit to ask patient about their prescriptions, side effects and trouble taking or affording medication.
- › Discuss generic medicine alternatives, 30-day Supply and Home Delivery Pharmacy services.
- › Review specialty care treatments and services.
- › Create recall about flu and pneumonia vaccinations.



ENCOURAGE patients to take a lead role

- › Help facilitate open, honest health conversations.
- › Discuss the importance of filling out all health surveys, if selected.
- › Tell patients to write down all their questions before every checkup.
- › Stress the importance of getting yearly vaccinations.
- › Instruct patients to track their preventive care to review during each office visit.

QUICK Q&A

Q: What is the CAHPS Survey?

A: The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey is sent to a random sample of at least 800 beneficiaries enrolled for at least six months per each contract. The survey rates the patient experience by focusing questions on quality of care.

Q: Why is the CAHPS Survey so important?

A: CAHPS Survey results are publicly reported. CMS has decided to increase the weighting of the CAHPS Star Rating measures so that the CAHPS survey will represent about 22% of a plan's overall star rating.

Q: When is the CAHPS sent?

A: The first CAHPS Survey is in mid-March. A second CAHPS Survey is sent to non-respondents in mid-April. Telephone outreach to non-respondents occurs in April through May. The Survey ends on or near June 1 of every year.

Q: Who do the CAHPS results affect?

A: Survey results are part of the CMS Stars program that affects payment to MA health plans. Ultimately, the results can encourage improvements in the quality of care patients receive.

Q: How can providers affect CAHPS outcomes?

A: You and your office staff can affect 62% of CAHPS Survey questions that affect Star Quality Rating measures. These measures are Care Coordination, Getting Care Quickly, Getting Appointments Quickly, and Annual Vaccinations.



PROVIDER POWER

You've got it. Here's how to use it.



CAHPS measure	CAHPS QUESTIONS patients are asked (abridged)	ACTIONS you can take
Office waiting times	In the last 6 months, how often did you see the person you came to see <u>within 15 minutes</u> of your appointment time?	<p>In addition to proper scheduling, you can improve how patients perceive waiting time.</p> <ul style="list-style-type: none"> › Provide a comfortable lobby; › Offer beverages, reading material, TV, and free Wi-Fi; › Acknowledge wait times and thank patients for their patience.
Care coordination	<p>In the last 6 months...</p> <ul style="list-style-type: none"> › When your doctor ordered a blood test, x-ray or other test, how often did your doctor's office follow-up to give you those results? › How often did you and your doctor talk about your prescriptions? › When you visited your doctor for an appointment, how often did he or she have medical records or other information about your care? › Did you get help from your doctor's office to manage your different providers and services? › How often did your doctor seem up-to-date about your specialty care? 	<ul style="list-style-type: none"> › Tell patients how and when they'll get test results as well as next steps. › Review patient's medications and ask about side effects and trouble affording medication. › Review patient's medical record before and during their appointment. › Ask patients if they need help getting care and services they need. › Prior to appointment, review patient's specialty care and service by talking with specialists.
Getting care and appointments quickly	<p>In the last 6 months...</p> <ul style="list-style-type: none"> › Did you get an appointment to see a specialist when needed? › How often was it easy to get care, tests or treatment? › How often did you get an appointment for a <u>check-up or routine care</u> when needed? › When you <u>needed care right away</u>, how often did you get care as soon as you thought you needed it? 	<ul style="list-style-type: none"> › Refer patients to in-network specialists, labs and health care facilities. › Avoid putting patients on hold when they call. › Provide information such as: <ul style="list-style-type: none"> – 24-hour help phone line – After-hours messaging with next-day callback – Provider on-call information – In-network Urgent Care
Annual vaccinations	<ul style="list-style-type: none"> › Have you had a flu shot since July 1 of last year? › Have you ever had one or more pneumonia shots? 	<p>It's important to create recall.</p> <ul style="list-style-type: none"> › Remind patients to get yearly vaccinations when due. › Encourage patients to track preventive screenings. › Thank patients for getting shots. › Follow up at every visit. › Include vaccination history in after-visit summary.