

PROVIDER RESOURCE:

CAHPS[®] Survey

Quality Health Standards—Patient Experience Matters

What is CAHPS? The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is a standardized instrument designed to assess member experience with a range of health care services across the continuum. Every year between February and May, a third-party NCQA-certified vendor fields a survey to members with the focus on the perspective of the quality of health services provided.

Patient experience metrics are becoming a larger component of many value-based arrangements and shared savings programs, driving provider groups to focus even more on developing a winning patient experience strategy.

Providers hold the key to driving a positive patient experience.

Key CAHPS Themes	Sample Questions	Tips for Success
Access to Care	<ul style="list-style-type: none"> How often did you: <ul style="list-style-type: none"> Get an appointment to see a specialist as soon as you needed? Get the care, tests or treatment you needed? Get care as soon as you needed when you needed care right away? Get an appointment for a check-up or routine visit as soon as you needed? See the person you came to see within 15 minutes of your appointment time? Talk to your personal doctor about all of the prescription medications you were taking? How often was it easy to use your prescription drug plan to get the medicines your doctor prescribed? Have you received a flu shot since July 1 of last year? 	<ul style="list-style-type: none"> Consider patient workflow improvements to reduce wait times and increase available appointments for needed care. Remind patients to get their flu shot every year.
Care Coordination	<ul style="list-style-type: none"> How often did your personal doctor: <ul style="list-style-type: none"> Have your medical records or other information about your care available for your appointment? Follow up to give you blood test, x-ray or other test results? Give you blood test, x-ray or other test results as soon as you needed them? Seem informed and up to date about the care you got from specialists? Did you get the help you needed from your personal doctor's office to manage your care among your different providers and services? 	<ul style="list-style-type: none"> According to surveys, the #1 thing providers can do to improve patient perceptions of quality of care is to be informed and up to date about their member care across all settings. Advocate for your patients by familiarizing yourself with their benefits, drug plan, and referral policies so you can help them navigate the health care system.
Provider Communication	<ul style="list-style-type: none"> How often did your personal doctor: <ul style="list-style-type: none"> Listen carefully to you? Show respect for what you had to say? Spend enough time with you? 	<ul style="list-style-type: none"> Understand the CAHPS questions and incorporate key themes into every encounter you have with your patients. Schedule annual wellness visits early in the year to get a jump start on evaluating your patients' physical and emotional well-being.
Rating of Health Care Quality	<ul style="list-style-type: none"> Using any number from 0 to 10, what number would you use to rate all your health care? 	

The information in this document is being provided for educational purposes only and is not the provision of medical care or advice. Physicians and other health care providers are instructed to use their own best medical judgment based upon all available information and the condition of the patient in determining the best course of treatment.

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Create a winning CAHPS strategy in your office!

Small changes in your interactions with your patients can drive significant improvement in patient experience measures. Below is a helpful checklist on how to implement positive, long-lasting change.

✓ Initiatives	Plan Ideas with Staff	Develop Plan	Train Staff	Document Improvement
<input type="checkbox"/> Enact a timeliness standard for lab and test follow-ups, even when no additional care is required.	●	●	●	●
<input type="checkbox"/> Set up a protocol for medical record sharing with external providers and facilities.	●	●	●	●
<input type="checkbox"/> Adopt a 'care team' approach to reduce length of time to obtain an appointment with a specific PCP; promote care coordination.	●	●	●	●
<input type="checkbox"/> Communicate beforehand with patients to optimize their visit: ask them to write down questions and bring completed forms/insurance card, communicate expected wait times and when to expect follow up.	●	●	●	●
<input type="checkbox"/> Establish an escalation process within the clinic and health plan for timely issue resolution.	●	●	●	●
<input type="checkbox"/> Establish clinic-wide training regarding effective and genuine empathetic communication.	●	●	●	●
<input type="checkbox"/> Include <15 minute wait time as an internal clinic performance metric. Address patient workflow barriers when goals are not met.	●	●	●	●
<input type="checkbox"/> Understand your patients' benefits, drug plan, and referral requirements to help them optimize their health care.	●	●	●	●
▶ 0-3 months • Low level of effort; investment \$				
<input type="checkbox"/> Set reminders for patient outreach to schedule preventive services and immunizations.	●	●	●	●
<input type="checkbox"/> Use care alerts to discuss physical/mental health and exercise as well as reminders to ask patients <i>what they</i> would like to discuss.	●	●	●	●
<input type="checkbox"/> Stand up a patient advisory committee to help identify and resolve patient pain points.	●	●	●	●
<input type="checkbox"/> Develop a patient navigator program to facilitate care and communication between multiple providers and the health plan.	●	●	●	●
▶ 3-6 months • Moderate level of effort; investment \$\$				
<input type="checkbox"/> Add availability for after hours/weekend appointments.	●	●	●	●
<input type="checkbox"/> Design an online portal for patients to view their medical records/test results, ask questions or obtain general health information.	●	●	●	●
<input type="checkbox"/> Conduct frequent patient satisfaction surveys to identify opportunities for improvement.	●	●	●	●
<input type="checkbox"/> Create personalized patient communication capabilities based on their preferences (i.e., email, text, phone, online portal).	●	●	●	●
<input type="checkbox"/> Implement telehealth/remote consultations for minor health issues.	●	●	●	●
▶ 6-12+ months • High level of effort, investment \$\$\$+				