

CAHPS TIP SHEET

The CAHPS Survey asks your patients about their experience with their doctors. As such, physicians are critical drivers of performance on the Health Plan CAHPS survey. Based on 2018 preliminary CAHPS results, we have identified key improvements that we can focus on to improve member satisfaction with their care, particularly How Well Doctors Communicate, Getting Needed Care, and Getting Care Quickly domains. These composites are all slightly below the National average.

Below are targeted tips that will help guide your team in the patient engagement approach:

Improve Access to Care

- Keep same-day appointment slots open for urgent visits
- Provide clear instructions on how to access medical care after office hours, including extended hours, weekend availability and use of urgent care centers
- Expand the roles of non-physician staff, including medical assistants, physician assistants and nurse practitioners, to deliver care more resourcefully
- Implement daily office huddles to manage patient flow and maximize efficiency

Improve Customer Service

- Always treat patients with courtesy and respect
- Ensure that the information and help you provide to your patients resolves their questions or concerns
- Notify patients individually and promptly of delays if their wait time surpasses the 15 minute standard timeframe to see their doctor

Enhance Care Coordination

- Coordinate your patients care by assisting in scheduling patients appointments with specialists
- Use Gap-in Care reports to proactively contact patients and schedule annual wellness visits needed tests, screenings and immunizations to close GIC

- Provide patients with office support to coordinate referrals and transactions of care
- Follow-up with patient after inpatient stays and referrals to other health care providers

Effective Patient Communication:

- Review the patient's medical record for details before entering the exam room; patients are surveyed if their doctor knew their medical history
- Make a personal connection and demonstrate empathy
- Use simple, easy to understand wording that matches the ability of the individual patient
- Explain why tests, treatments or referrals are necessary
- Demonstrate cultural sensitivity and use interpreter services if needed
- Ask patients about other doctors or specialists they have seen
- Involve patients in decision making and share goals for treatment
- Discuss tobacco use cessation and treatment options, when appropriate