

Consumer Assessment of Healthcare Provider and Systems (CAHPS®)

The CAHPS Survey is an anonymous survey that asks your patients about their experience with their healthcare, which includes their experience with doctors. Physicians are critical drivers of performance on the Health Plan CAHPS survey. Below are the CAHPS Survey Composite Measures and corresponding questions patients are asked related to their experience with providers.

Getting Needed Care

- Ease of getting necessary care, tests or treatment needed
- Obtained appointment with specialist as soon as needed

Getting Care Quickly

- Ease of getting necessary care, tests or treatment needed
- Obtained appointment with specialist as soon as needed

Health Promotion and Education

- Doctor or other health provider talk about specific things patients could do to prevent illness
- Shared Decision Making
- Doctor/health care provider talked about reasons why you may want to take a medication
- Doctor/health care provider talked about reasons why you may not want to take a medication
- Doctor/health care provider asked what you thought was best when starting/stopping a prescription medication

How Well Doctors Communicate

- Doctors explained things about health in understandable way
- Doctors listened carefully to you
- Doctors showed respect for what you had to say
- Doctors spent enough time with you

Coordination of Care

- In last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Tobacco Cessation Discussions

- Do you smoke cigarettes or use tobacco every day, some days or not at all?
- In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?
- In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than a medication to assist you with quitting smoking or using tobacco?

The ALERT Model

- Developed by researchers at Colorado Permanente, the ALERT model helps facilitate physicians' recall of communication strategies:
 - Always:
 - Listen carefully
 - Explain things understandably
 - Respect what the patient says
 - Manage Time perception

Sources Cited: Hardee, J.T. & Kasper, I. K. (2008).

A Clinical Communication Strategy to Enhance Effectiveness and CAHPS Scores: The Alert Model. *The Permanente Journal*, 12(3), 70-74.