



# Consumer Assessment of Healthcare Providers and Systems CAHPS®

## Your Success is Our Success

Every year CMS or NCQA may ask your patient the following questions as part of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. How do you rate?

Domain	Questions
<b>Getting Needed Care</b>	<ul style="list-style-type: none"> <li>• Did you get an appointment with a specialist as soon as you needed it?</li> <li>• How easy was it to get the care, tests and treatments you needed?</li> </ul>
<b>Getting Appointments and Care Quickly</b>	<ul style="list-style-type: none"> <li>• Did you get care as soon as you needed?</li> <li>• Did you get a routine appointment at a doctor's office or clinic as soon as you needed?</li> <li>• Did you see your provider within 15 minutes of your appointment time?</li> </ul>
<b>How Well Your Doctor Communicates</b>	<ul style="list-style-type: none"> <li>• Did your doctor explain things in a way that was easy to understand?</li> <li>• Did your doctor listen carefully to what you had to say?</li> <li>• Did your doctor show respect for what you had to say?</li> <li>• Did your personal doctor spend enough time with you?</li> </ul>
<b>Annual Flu Vaccine</b>	Have you had a flu shot since July 1 last year?
<b>Rating of Healthcare Quality</b>	Overall rating 0–10
<b>Care Coordination</b>	<ul style="list-style-type: none"> <li>• Was your doctor informed and up-to-date about specialist care?</li> <li>• Did your doctor have your medical records?</li> <li>• Did your doctor follow up to provide test results?</li> <li>• If you had tests ordered, did someone from the doctor's office follow up to give you the results?</li> <li>• Did you get the results as soon as you needed them?</li> <li>• How quickly did you get the results?</li> <li>• Did your doctor talk to you about all of the prescription medicines you are taking?</li> <li>• Did you get the help you needed from your personal doctor's office to manage your care among different providers and services?</li> </ul>

**Quality care is a team effort.  
Thank you for playing a starring role!**



## Your colleagues have offered the following suggestions to improve your ratings:

- Tell your patients what to do if they get sick and need to be seen when the office is closed. (For example, on weekends and in the evening.)
- See your patients within 15 minutes of their appointment time.
  - Engage patients by collecting and recording height, weight, BMI and BP before the start of each visit.
  - At check-in time, ask patients to complete a previsit questionnaire.
- If you are running late, have your staff let your patients know and apologize.
- Review charts for the next day appointments to ensure appropriate documents are present (test results, consult treatment plan notes, referrals).
- Be sure to tell your patients you are sharing their test results with them because it is a CAHPS® Quality measure.
- Educate your patients on the importance of completing the annual CAHPS survey.
- It's just as important to explain why you are not doing something as it is to explain what you are doing.
- When you enter the exam room, sit while you talk to your patient. Studies have shown that the simple act of sitting down while talking to patients can have a profound positive effect.
- Ask your patients what is important to them.
- Invite questions and encourage your patients or their parents to take notes or offer office summary notes to help patients follow their treatment plan.
- Create a list of WellCare in-network specialists and imaging centers you frequently use for your patients.
- Offer appointments or medication refill requests via email or text.
- Help your patients to schedule appointments with both you and specialists while they are still at your office.
- Ask your patients to tell you about the medicines they take at each visit:
  - Include both prescribed and over-the counter medicines;
    - This helps to make you aware of any medicine prescribed by someone else and ensures they are taking their medicines as you prescribed;

**AND**

  - This will make you aware of over-the-counter medicine you may not know they are taking.
- Help your patients understand the value of the flu vaccine, and **recommend and give the flu vaccine to your patients.**

## Remember: People don't care how much you know until they know how much you care!

Our goal is to partner with our providers to serve your patients with the best healthcare possible. Improving your patient's experience during their office visit has been proven to improve healthcare outcomes and increase patient compliance with treatment plans.

CAHPS is a program of the Agency for Healthcare Research and Quality, U. S. Department of Health and Human Services.



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