

# Consumer assessment of healthcare providers and SYSTEMS (CAHPS®) SURVEY

## Member Perception Measures

### Why is the CAHPS survey important?

Research shows that a positive healthcare experience for patients is associated with positive clinical outcomes and better business outcomes, including lower medical malpractice risk and less employee turnover.

### CAHPS survey questions and provider impact

Providers can affect how patients assess their healthcare experience in response to CAHPS survey questions. The table below lists some key CAHPS survey questions along with tips to ensure patients have a positive experience.

Measure	Sample survey questions to patient
<p><b>Tips for Success</b></p> <ul style="list-style-type: none"> <li>■ Administer flu shot as soon as it's available each fall.</li> <li>■ Eliminate barriers to accessing flu shots and offer multiple options for patients to get their shot (walk-in appointments, flu shot clinics, flu shots at every appointment type if the patient's eligible).</li> </ul>	
<p><b>Getting appointments and care quickly</b></p>	<p><b>In the last 6 months:</b></p> <ul style="list-style-type: none"> <li>■ How often did you see the person you came to see within 15 minutes of your appointment time?</li> <li>■ When you needed care right away, how often did you get it as soon as you needed?</li> <li>■ How often did you get an appointment for routine care as soon as you needed it?</li> </ul>
<p><b>Tips for Success</b></p> <ul style="list-style-type: none"> <li>■ Patients are more tolerant of appointment delays if they know the reasons for the delay. When the provider is behind schedule:               <ul style="list-style-type: none"> <li>- Front office staff should update patients often and explain the cause for the schedule delay. Offer reasonable expectations of when the patient will be seen and consider allowing the patient to leave temporarily to return at the expected time.</li> <li>- Staff members interacting with the patient should acknowledge the delay with the patient.</li> <li>- Consider implementing advanced access scheduling from the Institute for Healthcare Improvement.</li> </ul> </li> <li>■ If using more traditional scheduling methodologies, consider:</li> </ul>	



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Measure	Sample survey questions to patient
	<ul style="list-style-type: none"> <li>- Leaving a few appointment slots open each day for urgent visits, including post-inpatient discharge visits.</li> <li>- Offering appointments with a nurse practitioner or physician’s assistant to patients who want to be seen on short notice.</li> <li>- Asking patients to make routine check-ups and follow-up appointments in advance.</li> </ul>
<b>Overall rating of health care quality</b>	Using any number between zero and 10, where zero is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?
<b>Tips for Success</b> <ul style="list-style-type: none"> <li>■ Ask patients how you can help improve their healthcare experience.</li> <li>■ Create a patient council for regular feedback on your practice’s continuous process improvement initiatives.</li> </ul>	
<b>Care coordination</b>	<b>In the last 6 months:</b> <ul style="list-style-type: none"> <li>■ When you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?</li> <li>■ When your personal doctor ordered a blood test, X-ray, or other test for you, how often did someone from your personal doctor’s office follow up to give you those results?</li> <li>■ When your personal doctor ordered a blood test, X-ray, or other test for you, how often did you get those results as soon as you needed them?</li> <li>■ How often did you and your personal doctor talk about all the prescription medicines you were taking?</li> <li>■ Did you get the help you needed from your personal doctor’s office to manage your care among these different providers and services?</li> <li>■ How often did your personal doctor seem informed and up to date about the care you got from specialists?</li> </ul>
<b>Tips for Success</b> <ul style="list-style-type: none"> <li>■ Before walking in the exam room, review the reason for the visit and determine if you need to follow up on any health issues or concerns from previous visits.</li> <li>■ Implement a system in your office to ensure timely notifications of test results, ask patients how they would prefer to receive test results and communicate clearly with patients on when they’ll receive test results.</li> <li>■ Implement a patient portal for test results and consider automatically releasing the results once they are final.</li> <li>■ Ask your patients if they have seen another provider since you last saw them. If you know patients received specialty care, discuss their visit and the treatment plan they received, including any newly prescribed medication.</li> <li>■ Do medication reconciliation at every visit.</li> </ul>	

Measure	Sample survey questions to patient
<b>Getting needed care</b>	<p><b>In the last 6 months:</b></p> <ul style="list-style-type: none"> <li>■ How often did you get an appointment to see a specialist as soon as you needed?</li> <li>■ How often was it easy to get the care, tests or treatment you needed?</li> </ul>
<p><b>Tips for Success</b></p> <ul style="list-style-type: none"> <li>■ Set realistic expectations about the time it could take from when the patient schedules an appointment with the specialist to when the appointment takes place, if the appointment is not urgent.</li> <li>■ If applicable, advise your patient on how you can help secure an appointment sooner if your clinic has an established relationship with a specialist.</li> <li>■ Help the patient understand why you are recommending certain types of care, tests or treatments, especially if the patient requested or asked about other types.</li> <li>■ Review with the patient what steps he or she is responsible for in securing care, tests or treatment (e.g., scheduling with specialists, timely appointments).</li> </ul>	



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One in a series of tip sheets about HEDIS® and other measures that contribute to HEDIS ratings of Arkansas Blue Cross Blue Shield Federal Employees Group.

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