



# The Key to a Successful Practice

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Improving the patient experience



## What is CAHPS®?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey used to rate a patient's health care experiences. The CAHPS survey asks patients to report on their experiences with health care services in different settings. The survey is a product of the Agency for Healthcare Research and Quality's CAHPS program. CMS (Centers for Medicare and Medicaid Services) administers the surveys for Medicare Advantage health plans, while the New York State Department of Health administers the surveys for Medicaid and Commercial health plans. Both surveys are mailed to a select number of randomly chosen patients from February through May of each year.

## Why CAHPS® is Important

The CAHPS surveys focus on healthcare quality and aspects of the healthcare experience that patients may find important. Collecting data around the patient experience is the first step toward obtaining actionable insights and driving improvement. The surveys allow meaningful and objective comparisons between health plans and providers on domains that are important to patients. As one such domain, we understand that making informed decisions has become increasingly important for both patients and providers. This survey provides the performance indicator by which all parties can compare their experiences.

### Examples of Topics Covered by the Surveys Include:

- Communication with healthcare professionals
- Access to care and information
- Customer service
- Coordination of care

### Benefits of Patient-Centered Communication

- Improve visit productivity & patient outcomes
- Boost the patient experience; increase engagement & adherence
- Reduce malpractice risk
- Fewer requests for expensive tests



# Improving the Patient-Physician Experience

## Increase Effectiveness of Patient Communication

- ✓ Actively listen and spend sufficient time to understand patients' needs.
- ✓ Use clear, simple language to relay instructions and encourage questions.
- ✓ Improve patients' health outcomes by involving them in decision-making.
- ✓ Offer translation services to ensure patients' understanding.

## Know Your Patients' Medical History

- ✓ Before entering the exam room, review the patients' medical records.
- ✓ Determine if the patient is under a specialist's care or treatment.
- ✓ Capture ER or Urgent Care visits made since last office visit.
- ✓ Communicate test results and resulting follow up care within 24 hours.

## Know Your Patients' Medications

- ✓ Verify prescriptions are filled and taken as prescribed.
- ✓ Be on the lookout for any potential drug therapy issues.
- ✓ Collaborate on treatments and discuss benefits and risks.
- ✓ Reconcile medications when recently discharged from the hospital.



# Improve your Patients' Experience with Office Staff

- Greet the patient by name & give them your full attention
- Be prompt in answering phone calls

- Make the patient feel comfortable & alleviate their concerns
- Ensure the waiting room is clean & comfortable



- Avoid overbooking
- Advise patient of expected wait time or delays

- Use simple language when explaining paperwork
- Help with insurance and referral papers