

PROVIDER RESOURCE: CAHPS® Survey

Quality Health Standards—Patient Experience Matters

What is CAHPS? The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is a standardized instrument designed to assess member experience with a range of health care services. Every year between February and May, a third-party NCQA-certified vendor surveys members to focus on their perspective of the quality of health services provided.

Patient experience metrics are becoming a larger part of value-based care and shared savings programs. Provider groups are focusing even more on developing a winning patient experience strategy.

Providers hold the key to driving a positive patient experience.

Key CAHPS Themes	Sample Questions	Tips for Success
<p>Access to Care</p>	<ul style="list-style-type: none"> • How often did you: <ul style="list-style-type: none"> – Get an appointment to see a specialist as soon as you needed? – Get the care, tests or treatment you needed? – Get care as soon as you needed when you needed care right away? – Get an appointment for a check-up or routine visit as soon as you needed? – See the person you came to see within 15 minutes of your appointment time? – Talk to your personal doctor about all of the prescription medications you were taking? • How often was it easy to use your prescription drug plan to get the medicines your doctor prescribed? • Have you received a flu shot since July 1 of last year? 	<ul style="list-style-type: none"> • Consider patient workflow improvements to reduce wait times and increase available appointments for needed care. • Remind patients to get their flu shot every year.

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Care Coordination	<ul style="list-style-type: none"> • How often did your personal doctor: <ul style="list-style-type: none"> – Have your medical records or other information about your care available for your appointment? – Follow up to give you blood test, X-ray or other test results? – Give you blood test, X-ray or other test results as soon as you needed them? – Seem informed and up to date about the care you got from specialists? • Did you get the help you needed from your personal doctor’s office to manage your care among your different providers and services? 	<ul style="list-style-type: none"> • According to surveys, the #1 thing providers can do to improve patient perceptions of care coordination is to be informed and up to date about their member care across all settings. • Advocate for your patients by familiarizing yourself with their benefits, drug plan and referral policies so you can help them navigate the health care system.
Provider Communication	<ul style="list-style-type: none"> • How often did your personal doctor: <ul style="list-style-type: none"> – Listen carefully to you? – Show respect for what you had to say? – Spend enough time with you? 	<ul style="list-style-type: none"> • Understand the CAHPS questions and incorporate key themes into every encounter you have with your patients. • Schedule annual wellness visits early in the year to get a jump start on evaluating your patients’ physical and emotional well-being.
Rating of Health Care Quality	<p>Using any number from 0 to 10, what number would you use to rate all your health care?</p>	<ul style="list-style-type: none"> • Support patients in navigating health care and removing obstacles. Take innovative action to improve access. Examples include: Serve patients quickly, treat urgent issues promptly, minimize wait times and follow up about appointment times and test results.

Key CAHPS Themes	Sample Questions	Tips for Success
Rating of Health Care Quality Continued	Using any number from 0 to 10, what number would you use to rate all your health care?	<ul style="list-style-type: none"> Explore and support alternative telecommunication technologies to expand access to care: telephone, telehealth, telemedicine and patient portals. Continually assess, revisit and simplify requirements/processes impacting access to care, tests or treatment. Seek opportunities to improve processes and procedures.

Create a winning CAHPS strategy in your office.

Small changes in your interactions with patients can drive significant improvement in patient experience measures. Below is a helpful checklist on how to implement positive, long-lasting change.

▶ 0–3 months • Low level of effort; investment \$					
	Initiatives	Plan Ideas with Staff	Develop Plan	Train Staff	Document Improvement
<input type="checkbox"/>	Enact a timeliness standard for lab and test follow-ups, even when no additional care is required.	●	●	●	●
<input type="checkbox"/>	Set up a protocol for medical record sharing with external providers and facilities.	●	●	●	●
<input type="checkbox"/>	Adopt a care team approach to reduce length of time to obtain an appointment with a specific PCP; promote care coordination.	●	●	●	●
<input type="checkbox"/>	Communicate beforehand with patients to optimize their visit. Ask patients to write down questions and bring completed forms/insurance card, communicate expected wait times and when to expect follow up.	●	●	●	●
<input type="checkbox"/>	Establish an escalation process within the clinic and health plan for timely issue resolution.	●	●	●	●
<input type="checkbox"/>	Establish clinic-wide training regarding effective and genuine empathetic communication.	●	●	●	●
<input type="checkbox"/>	Include a less than 15 minute wait time as an internal clinic performance metric. Address patient workflow barriers when goals are not met.	●	●	●	●
<input type="checkbox"/>	Understand your patients' benefits, drug plan and referral requirements to help them optimize their health care.	●	●	●	●

▶ 3–6 months • Moderate level of effort; investment \$\$					
✓	Initiatives	Plan Ideas with Staff	Develop Plan	Train Staff	Document Improvement
<input type="checkbox"/>	Set reminders for patient outreach to schedule preventive services and immunizations.	●	●	●	●
<input type="checkbox"/>	Use care alerts to discuss physical/mental health and exercise as well as reminders to ask patients what they would like to discuss.	●	●	●	●
<input type="checkbox"/>	Set up a patient advisory committee to help identify and resolve patient pain points.	●	●	●	●
<input type="checkbox"/>	Develop a patient navigator program to facilitate care and communication between multiple providers and the health plan.	●	●	●	●
▶ 6–12 months+ months • High level of effort; investment \$\$\$+					
<input type="checkbox"/>	Add availability for after hours/weekend appointments.	●	●	●	●
<input type="checkbox"/>	Design an online portal for patients to view their medical records/test results, ask questions or obtain general health information.	●	●	●	●
<input type="checkbox"/>	Conduct frequent patient satisfaction surveys to identify opportunities for improvement.	●	●	●	●
<input type="checkbox"/>	Create personalized patient communication capabilities based on their preferences (i.e., email, text, phone, online portal).	●	●	●	●
<input type="checkbox"/>	Implement telehealth/remote consultations for minor health issues.	●	●	●	●

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

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Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kójj' hódííłnih 1-855-710-6984 (TTY: 711).