PROVIDER CAHPS® TIP SHEET



Improve Patient Experience and Quality of Care

Patient Experience Matters

What is a

CAHPS[®] Survey?

WellCare of Kentucky is dedicated to partnering with our providers to help maximize opportunities to improve patient care and patient satisfaction, for the benefit of you and the patient. Patients who have a positive experience are more likely to stay engaged with their healthcare. Use these tips to help guide your patient engagement approach and improve Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) scores.

Strengthen patient loyalty	✓ A high-quality relationship between patient and provider can greatly affect patient loyalty to your practice.
Improve patient engagement and clinical outcomes	 Positive patient experience led to higher adherence to medical advice and treatment plans. Engaged patients are more likely to take charge of their care plan and stay up-to date with their care.
Uphold reputation	✓ Satisfied and content patients are likely to share their experience with others. Positive reviews can also lead to new patient referrals to your practice.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey is an annual health care experience survey that:

- Asks patients to evaluate their experience with their providers and health plan (i.e. access to care, provider communication and customer service).
- Includes select Healthcare Effectiveness Data and Information Set (HEDIS) quality measures.

The survey is administered each spring via mail and phone and the survey results help identify opportunities for patient experience improvement.

WellCare of Kentucky, Wellcare, and Ambetter are affiliated products serving Medicaid, Medicare, and Health Insurance Marketplace members, respectively. The information presented here is representative of our network of products. If you have any questions, please contact Provider Relations.







wellcareky.com

©WellCare 2024

CAHPS [®] Measure	Survey Questions	Tips and Best Practices
Provider Communication	 How often did your personal doctor: Explain things in a way that was easy to understand? Listen carefully to you? Show respect for what you had to say? Spend enough time with you? 	 Ensure all staff are trained to handle sensitive situations. Treat patients with empathy and respect. Make eye contact, listen carefully and express understanding. Visit cdc.gov/healthliteracy/culture.html for cultural competency and health literacy tools and resources that promote effective communication. No-cost interpreter services can be requested for your patients. Contact Member Services at the phone number on the member's identification (ID) card. Utilize the teach back method to improve patient understanding and adherence, decrease cancelled appointments and improve patient satisfaction and outcomes. Visit: ahrq.gov/health-literacy/improve/precautions/tool12.html.
Getting needed care	 How often did you get an appointment to see a specialist as soon as you needed? How often was it easy to get the care, test or treatment you needed? 	 Set expectations with patients by informing them of any timeframes and/or turnaround times for scheduling routine appointments, prior authorizations and/or referral approvals. Review authorization and referral processes to remove patient barriers to access care. Continue offering telehealth appointments as a convenient option for patients.

(continued)

CAHPS [®] Measure	Survey Questions	Tips and Best Practices
Getting care quickly	 When you needed care right away, how often did you get care for illness/injury as soon as you needed? How often did you get care as soon as needed when sick or injured and got non-urgent appointments as soon as needed? 	 Set aside time slots each day to accommodate urgent visits. Offer early morning and/or evening appointment slots one day each week. Offer appointments with a nurse or physician assistant for urgent issues. If possible, offer a telehealth appointment. Provide patients with the addresses and phone numbers of local urgent care centers that accepts their health insurance plan.
Care coordination	 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? 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? 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? How often did you and your personal doctor's office talk about all the prescription medicines you were taking? Did you get the help you needed from your personal doctor's office to manage your care among these different providers and services? How often did your personal doctor sonal doctor seem informed and up-to-date about the care you got from specialists? 	 Have medication list and medical history, including appointments with specialists, at hand to review during patient office visits. Ask patients if they have seen any other medical providers since their last visit with you. Discuss any visits and/or treatment plans with them. Set expectations by informing patients of when they can expect to get their test results back. Implement processes for patients to easily and securely access test results. Ask patients how they prefer to receive test results: phone call, email, etc. Share test results/ medical history with all of the patient's applicable providers.

(continued)



CAHPS [®] Measure	Survey Questions	Tips and Best Practices
Medical Assistance with Smoking and Tobacco Use	 How often were you advised to quit smoking or using tobacco by a doctor or other health provider? How often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? How often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? 	 Screen for tobacco use status at each encounter, document it, and submit all correct billing codes. Advise patients to quit smoking. Offer an intervention to every tobacco user, this can increase overall abstinence rates. Consider treatment options. Refer and provide information to resources such as 1-800-quit-now.
Rating of Personal Doctor	• Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate your doctor?	 Any interaction with a provider and/or provider office staff can impact patient experience and perceived access to care. Educate all providers and office on the importance of patient experience and its impact on CAHPS scores. Provide patient-centered care and service. Encourage patients to make their routine appointments for checkups or follow-up visits as soon as they can. Ensure that open care gaps are addressed during each patient visit. Make use of the provider portal when requesting prior authorizations.
Rating of Specialist	• Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate your doctor?	
Rating of Healthcare	• Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate your healthcare?	

For Questions

If you have additional questions, please contact Provider Services by phone at **1-877-389-9457**, by e-mail at **KY_ProviderRelations@wellcare.com** or your Provider Engagement Administrator directly.

Sources

- 1. Agency for Healthcare Research and Quality (AHRQ) The CAHPS Ambulatory Care Improvement Guide: Practical Strategies for Improving Patient Experience | Agency for Healthcare Research and Quality ahrq.gov.
- 2. HEDIS measures performance in health care where improvements can make a meaningful difference in people's lives (ncqa.org).
- 3. https://www.ahrq.gov/cahps/index.html.

wellcareky.com