

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

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 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 assure patients have a positive experience.

Measure	Sample Survey Questions to Patient
Getting appointments and care quickly	<ul style="list-style-type: none"> • In general, how would you rate your health? • Does your health now limit you in these activities? <ul style="list-style-type: none"> ○ Moderate activities like vacuuming or bowling ○ Climbing several flights of stairs • During the past four weeks, have you had any of the following problems with your work or other regular daily activities as a result of your physical health? <ul style="list-style-type: none"> ○ Accomplished less than you would like ○ Were limited in the kind of work or other activities you were able to perform • During the past four weeks, how much did pain interfere with your normal work
<p><u>Tips for success</u></p> <ul style="list-style-type: none"> • 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"> ○ 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. ○ Staff members interacting with the patient should acknowledge the delay with the patient. ○ Implement Delay Rounding process (located on the provider portal in the Patient Satisfaction section). • If using more traditional scheduling methodologies, consider: <ul style="list-style-type: none"> ○ Leaving a few appointment slots open each day for urgent visits, including post-inpatient discharge visits. ○ Offering appointments with a nurse practitioner or physician’s assistant to patients who want to be seen on short notice. ○ Asking patients to make routine check-ups and follow-up appointments in advance. 	

Measure	Sample Survey Questions to Patient
Annual flu vaccine	Have you had a flu shot since July 1?
<p><u>Tips for success</u></p> <ul style="list-style-type: none"> • Administer flu shot as soon as it’s available each fall. • Eliminate barriers to accessing flu shots and communicate the options for patients to get their shot (walk-in appointments, flu shot clinics, flu shots at every appointment type if the patient’s eligible). 	

Measure	Sample Survey Questions to Patient
Care Coordination	<ul style="list-style-type: none"> • 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 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 seem informed and up to date about the care you got from specialists?

Tips for success

- 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.
- Implement a system in your office to assure timely notifications of test results, including asking patients how they would prefer to receive test results and communicate clearly with patients on when they can expect to receive test results.
- Use a patient portal for test results and consider automatically releasing the results once they are final.
- Ask your patients if they saw 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.
- Do medication reconciliation at every visit.

Measure	Sample Survey Questions to Patient
Getting Needed Care	<ul style="list-style-type: none"> • 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, tests or treatment you needed?

Tips for success

- 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.
- If applicable, advise your patient on how you can help secure an appointment sooner if your clinic has an established relationship with a specialist.
- 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.
- 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).