

Federal Employee Program

CAHPS Survey: You Can Make a Difference in Your Patients' Satisfaction with Their Care

Every year, the Centers for Medicare & Medicaid Services (CMS) administers the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to a random number of Florida Blue Federal Employee Program® (FEP) members—your patients—to measure their wellbeing as well as their perception of their health care physician, services and plan.

While the 2020 calendar review year has just been completed, it will not be long before your patients are asked again about their experience in your office for this year. Understanding these assessments and knowing how you can positively impact their results are keys to happier patients and higher patient-experience ratings.

Here Is What You Need to Know

- The CAHPS survey is administered February through April each year and is sent to a random sample of Florida Blue FEP patients.
- Results of this survey impacts the quality ratings of provider care.
- Survey assesses Florida Blue FEP patients' health care experiences and is focused on quality aspects patients are best qualified to evaluate (i.e., provider communication skills and ease of access to care).
- A full list of survey questions your patients might receive is available in the [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1](#).

You Can Make a Difference

Please review the CAHPS Quality Measures listed on the next page. Following the Tips to Success and becoming familiar with the Pre-Visit Assessment can help make your patients' visit even better.

The Pre-Visit Assessment is provided for you to give to your FEP patients to complete in your office before their appointment. This information may provide important opportunities to help make a difference in your patients' overall experience and, in turn, help improve the survey scores. Reviewing the responses during the office visit is also a great way to engage with patients and foster a higher satisfaction with their health care services.

CAHPS Quality Measures: Tips to Success

Annual Flu Vaccine: Measured by the percent of sampled patients who report they received a flu vaccination within the past year and the percent of sampled patients who reported ever getting a vaccine.

- Ask your patients if they received their flu vaccines.
- Encourage them to get vaccinated.

Overall Rating of Health Care Quality: On a 0-10 scale, patients rate their health care in the last six months.

- Ask open-ended questions to give patients a chance to share health issues and concerns.
- A quick explanation for lengthy wait times is proven to markedly improve patient satisfaction.

Coordination of Care Composite Measure: Patients rate their physicians' familiarity with their medical history and prescriptions, how well physicians are following up with patients after tests and how well "personal doctors" are managing care with specialists or other providers.

- Expedite the time it takes to follow up on blood tests, X-rays and other tests.
- Remind patients to bring a list of their prescriptions.
- Prior to appointments, speak with patients' specialists to review the care provided.

Obtaining Needed Care: Patients rate how often it was easy to get appointments with specialists, tests or treatment they needed in the prior six months.

- Make scheduling as easy as possible.
- Ask staff to schedule specialist appointments and write down the details for your patients.
- Help with pre-certifications and authorizations.

Getting Appointments and Care Quickly: Patients rate how often they could schedule an appointment and get care as soon as needed in the prior six months. Patients rate how often they were seen within 15 minutes of appointment time.

- Contact your patients when delays are expected using telephone, text or email.
- Advise patients of the best days or times to schedule appointments.
- Break up wait times by moving patients from the waiting room into an exam room to take vitals. Make sure there is something for your patient to read in case you are delayed.

Overall Rating of Plan: On a 0-10 scale, patients rate their health plan.

- Remind your Florida Blue patients about potential rewards for some preventive services, like flu shots.

Reducing the Risk of Falling: Patients who had a fall, or problems with balance, and discussed it with their doctor or other health care provider are asked if they received a fall-risk intervention in the last year.

- Falls are the top source for hospital admissions for older adults per the Centers for Disease Control and Prevention. Remind patients that installing handrails, using a cane and removing scatter rugs can prevent falls.



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Pre-Visit Assessment

Name: _____

Date: _____

MRN#: _____

1. In the last 12 months, how often was it easy to get the care, tests or treatment you needed?
 - Always
 - Most of the time
 - Some of the time
 - Never
2. In the last 12 months, how often did your personal doctor seem informed and up to date about the care you got from other doctors and health providers?
 - Always
 - Most of the time
 - Some of the time
 - Never
3. In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?
 - Always
 - Most of the time
 - Some of the time
 - Never
4. In the last 12 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?
 - Yes
 - No