

**June 2022**

## **Federal Employee Program**

### **CAHPS Survey: You Can Make a Difference in Your Patients' Satisfaction**

Each year, the Centers for Medicare and Medicaid Services (CMS) sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to a random selection of your Florida Blue Federal Employee Program® (FEP) patients. Some of your patients recently received the survey asking them about their health care and experience in your office for the care they received in 2021.

#### **Patients' CAHPS responses tell the story.**

- The survey is focused on quality aspects patients are best qualified to evaluate, such as coordination of care and provider communication.
- Results of this survey impact the quality ratings of provider care.
- When you are with patients, keeping in mind the topics they will be asked about may help you positively impact the survey score, resulting in higher ratings.
- A full list of survey questions your patients might receive is available on our website at [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1.](#)

#### **It is all in the details.**

Below are two areas of focus of the CAHPS survey. We encourage you to use these helpful tips to enhance the experience your patients have in your office.



#### **Coordination of Care**

- Expedite the time it takes to follow up on blood tests, X-rays and anything else patients may be waiting on. Remind patients to bring a list of their prescriptions to every appointment. Before each appointment with a patient, call any specialists to review care.



#### **Quality of Care**

- Ask open-ended questions that allow patients to share concerns. Be transparent about long wait times. Even if patients must wait, they will appreciate knowing what to expect.