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Federal Employee Program

CAHPS Survey: You Can Make a Difference in Your Patients' Health Care Experience

In June, we reminded you of the Centers for Medicare and Medicaid Services' (CMS) Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. CMS sends the survey to a random selection of your Florida Blue Federal Employee Program® (FEP) patients each year. It will ask them about their health care and experience in your office.

Patients' CAHPS responses tell the story.

- The survey focuses 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 simple tips to enhance the experience your patients have in your office.



Ability To Get Needed Care

- Make scheduling as easy as possible. Ask your staff to help with scheduling specialist appointments and share the details with your patients. You may also help patients with authorizations.
- Call, text or email patients when you expect any appointment delays. Let patients know which days or times are best to schedule appointments.
- Break up wait times by moving patients from the waiting room into an exam room to take vitals. Stock exam rooms with reading material in case you are delayed.
- Encourage patients to check with their health plan about rewards for taking good care of themselves.



Yearly Flu Shots

- Ask patients if they had their flu shot. Encourage them to get their shot.