

# Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Best Practices

Minimal Service Standards and Care Coordination

The Centers for Medicare & Medicaid Services (CMS) asks Medicare Advantage (MA) patients to rate their experience with their providers and healthcare plan through the annual Consumer Assessment of Healthcare Providers and Systems® (CAHPS) survey. Questions focus on how patients experienced or perceived key aspects of their care, not how satisfied they were with their care.

## WHY IS PATIENT EXPERIENCE (PX) 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.<sup>1</sup>

## WORKING TOGETHER TO IMPROVE PX

Providers affect how patients assess their healthcare experience in response to the MA CAHPS survey questions. The table below lists recommendations from the Premera Patient Experience team that can help ensure patients have a positive experience when visiting your practice.

Pre-Visit	During Visit	Close of Visit	Ongoing Support
<ul style="list-style-type: none"> <li>Daily staff huddles</li> <li>Greet patients by their preferred name at check-in.</li> <li>Pre-visit planning</li> <li>Open access model</li> </ul>	<ul style="list-style-type: none"> <li>Rooming – 56 sec connection</li> <li>Do not interrupt while patient is speaking</li> <li>Repeat back and use active listening techniques</li> </ul>	<ul style="list-style-type: none"> <li>Teach back and after visit summary (AVS)</li> <li>Referrals – set expectations for timelines</li> <li>Set expectations and next steps</li> </ul>	<ul style="list-style-type: none"> <li>Address all lab results</li> <li>Ensure patient has access to patient portal</li> <li>Review support options – phone, online, chat, automated</li> </ul>

<sup>1</sup> Agency for Healthcare Research and Quality. The CAHPS Ambulatory Care Improvement Guide (2017), <https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/cahps-ambulatory-care-guide-full.pdf>