

A person wearing a blue short-sleeved shirt is shown from the chest down, holding a black pen and writing on a document. The document has some faint, illegible text and a wavy line. The background is a soft, out-of-focus light blue.

## TIPS TO IMPROVE PATIENTS' SATISFACTION AND YOUR CAHPS RATINGS

**The Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** survey is an industry standard tool which asks patients to report on their experiences and satisfaction with their health care system. Patient satisfaction is important and has many benefits, such as compliance, retention and improved outcomes.

CareSource is here to partner with you to offer resources to help you improve your patients' satisfaction with their care.



# TIPS TO IMPROVE PATIENTS’ SATISFACTION AND YOUR CAHPS® RATINGS



## IMPROVE PATIENT EXPERIENCE

### WITH PROVIDER ACCESS

BENEFITS	TIPS	RELATED CAHPS SURVEY QUESTION
Show patients you’re their advocate, building trust.	<div>Suggest more than one specialist.</div> <div>Call the specialist to coordinate the soonest appointment date.</div> <div>Discuss and plan for possible appointment delays.</div>	I got an appointment to see a specialist as soon as I needed.
Provide better access to care when needed.	Consider offering early morning walk-ins, evening appointments and/or weekend appointments.	I got an appointment to see my PCP as soon as I needed.
Help your patients feel their time and satisfaction is valued.	<div>Have staff engage your patient in visit-related activities, such as weight, blood pressure and health issues.</div> <div>Offer a brief explanation for any provider delays and provide updates.</div>	I saw the person I came to see (provider) within 15 minutes of my appointment time.



## IMPROVE PATIENT SATISFACTION

### BY ACTIVELY LISTENING

BENEFITS	TIPS	RELATED CAHPS SURVEY QUESTION
Convey doctor engagement, creating confidence and compliance.	Ask questions about past care, including results and treatment.	My personal doctor seemed informed and up-to-date about care I got from specialists.
Ensure your patients feel respected.	<div>Address patient appropriately.</div> <div>Listen patiently and express understanding.</div> <div>Ask if all questions and concerns have been addressed at end of visit.</div>	My personal doctor showed respect for what I had to say.
Show patients their concerns are heard.	<div>Look at patients while they share concerns.</div> <div>Ask questions to ensure understanding and show concern.</div>	My personal doctor listened carefully to me.
Help your patients feel involved and prepared, increasing adherence to the medication plan.	<div>Review current medication list, including patient concerns, side effects, barriers, etc.</div> <div>Ensure patient understands schedule and encourage adherence.</div>	In the last six months, did a doctor or other health provider talk to you about prescription medicine?
Promote better health outcomes.	Provide education on the risks of tobacco use and resources to assist in quitting.	In the last six months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?



## Other Important Things to Keep in Mind

### REDUCING NO-SHOWS

BENEFITS	TIPS
Make it easy and desirable to show up for appointments.	Provide a high quality care experience so your patient is motivated to show.
	Evaluate date/time, doctor and insurance carrier for trends.
Patients value convenience and feel invested, reducing “no shows.”	Set appointments within a reasonable timeframe so patient is motivated to be seen.
	Evaluate your appointment reminder system: <ul style="list-style-type: none"><li>• Be consistent.</li><li>• Use reminder calls - the most effective method.</li><li>• Use automatic email/text reminders and confirmations for those who prefer.</li></ul>
	Set appointments based on bus schedules, if your patient uses the bus.
	Thank those who show up on time.
	Offer online appointment setting for ease and efficiency during work hours.

### REDUCING FLU AND PNEUMONIA

BENEFITS	TIPS
Decrease the likelihood of your patients developing the flu or pneumonia.	<div>Remember to administer or remind ALL patients to get:</div> <ul style="list-style-type: none"><li>The flu vaccine annually</li><li>The pneumonia vaccine as recommended</li></ul>

### DIVERTING EMERGENCY ROOM (ER) VISITS

BENEFITS	TIPS
Encourage care compliance, lowering ER visits.	<div>Anticipate after-hour needs for treated health conditions and provide a printed or online tip sheet.</div> <div>Have provider/staff review and ask about questions.</div>



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