



CAHPS TIPS GUIDE



Increase Provider Access to Improve Patient Experience

CAHPS Survey Question	Additional “Tips” to Consider
I got an appointment to see my PCP as soon as needed	<ul style="list-style-type: none">• Address common barriers to care. For example, offer early morning walk-ins, evening appointments, and weekend appointments.• Consider ‘precision scheduling’ – adjust appointment length to type of appointment with ‘sick’ visits requiring less time.• Block time for same or next day appointments to accommodate more urgent visit requests.• Consider using a “stand-by” list to fill in for last-minute cancellations.
I got an appointment to see a specialist as soon as needed	<ul style="list-style-type: none">• Suggest more than one specialist and prepare patient for possible delays as specialist may take longer to access.• Call specialist to coordinate the earliest appointment date before patient leaves the office.
I saw the person I came to see (provider) within 15 minutes of my appointment time	<ul style="list-style-type: none">• Allow patient to complete needed paperwork while waiting.• Provide updates as available. Explain delay and apologize for the same.• Offer to call/text patient if provider is running behind prior to patient appointment.• Consider ‘precision’ scheduling as mentioned above as a means of running on schedule.



Actively Listen to Improve Patient Satisfaction

CAHPS Survey Question	Additional “Tips” to Consider
My personal doctor talked to me about all the prescription medicines I was taking	<ul style="list-style-type: none">• Review current medication list and indication for each medication, and address patient concerns.• Discuss medication schedule, dosage, and adherence.• Review, print, and have patient sign medication list.
My personal doctor seemed informed and up-to-date about care I got from specialists I got the help I needed from my personal doctor’s office to manage my care among different providers	<ul style="list-style-type: none">• Reference care from past specialist visits. Review results of visit.• Contact patient 1-2 weeks after the referral to see if they were able to get an appointment.• Obtain a summary of the visit from the specialist.• Address barriers to care such as finances, or transportation. Remind patient of the importance for the referral.• Provide patient a Release of Information or Continuity of Care form. Request patient to complete form and hand to staff member. Staff can mail/fax form to specialist to accommodate physician-to-physician communication.
Someone from my personal doctor’s office followed up to give me test results, and they got me the results as soon as I needed them	<ul style="list-style-type: none">• Have a standardized process that allows all patients to receive all test results in a timely fashion including quick notifications that tests were normal.• Encourage questions, and use the teach-back method to confirm a patient understands what is being explained to them
My doctor or other health provider talked about specific things I can do to prevent illness	<ul style="list-style-type: none">• Monitor and encourage completion of health maintenance items such as routine and recommended vaccinations and screenings. Educate patient on disease transmission.• Address risk factors and offer realistic interventions to decrease them. Ex. Obesity, smoking, sedentary lifestyle.• Applaud positive changes since previous visit. Ex. Weight loss, physical activity, smoking cessation, decreased cholesterol.
My personal doctor explained things in an understandable way, spent enough time with me, listened carefully to me, and showed respect for what I had to say	<ul style="list-style-type: none">• Address patient by name.• Sit during the appointment and face the patient.• Allow time to address patient questions.• Validate patient questions, comments, concerns.
My personal doctor or other health provider advised me to quit smoking/using tobacco My personal doctor or other health provider recommended medications and/or other strategies to help me quit smoking/using tobacco	<ul style="list-style-type: none">• Assess quitting readiness at every visit – if not ready, let the patient know you would like them to quit and that you will be there when they are ready.• Offer smoking cessation information.• Make patient aware of the CareSource Smoking Cessation program.



Preventing Hospital Readmission

Benefits Tip

Improved care coordination between acute and post-acute care providers, decrease total cost, and effectively monitor patient progress and results.

- Address characteristics which may increase chance of re-admission such as, depression, polypharmacy, poor health literacy, poor support system.
- Refer to home health care any medium to high-risk patients.
- Referral to CareSource Care Management program.
- Consider a nurse practitioner or physician house call within 3 days of discharge for those high risk patients.
- Contact outpatient providers prior to patient discharge and provide information regarding patient education provided, as well as communicating medication changes.
- Provide follow-up phone call to patient within 7 days of discharge.

Diverting Non-Emergent Emergency Department (ED) Visits

Provide consistent, comprehensive patient-centered care by the primary care provider.

- Educate patient about alternative care settings to the ED such as urgent care, and retail clinics. Provide list of same.
- Enhance patient access through expanded evening and weekend hours.
- Provide same day 'sick' visits.
- Provide telephone or telehealth triage services.

Reduce health care spending on high-cost ED care.

- Offer alternatives to face-to-face visits with physicians, such as CareSource24 nurse advice line, and telehealth visits through MYidealDOCTOR.
- Provide same-day or next-day access to a consistent provider or care team when needed for urgent care or transition management.
- Anticipate after-hour needs for chronic health conditions and provide a printed or online tip sheet.

Reducing No-Shows

Make it easy and desirable to show up for appointments

- Provide high-quality care experience so patient is motivated to maintain appointment.
- Set appointments within a reasonable time frame so patient is motivated to be seen.
- Evaluate your appointment reminder system
 - Be consistent
 - Use reminder call/text within 48 hours of actual appointment
 - Use automatic e-mail/text reminders if preferred by patient
- Thank those who show up on time.

Patients value convenience and feel invested, reducing "no-shows"

- Offer online scheduling for ease and efficiency during work hours.



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