

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

**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.

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

**Humana**®

  
**CareSource**®

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



## IMPROVE PATIENT EXPERIENCE WITH PROVIDER ACCESS

BENEFITS	TIPS	RELATED CAHPS SURVEY QUESTION
<b>Show patients you are their advocate, building trust.</b>	<p>Suggest more than one specialist.</p> <p>Call the specialist to coordinate the soonest appointment date. Provide appropriate summary to specialist office – reason for referral, brief introduction of patient/problem and any testing already done.</p> <p>Review expected timeline for care.</p> <p>Discuss and plan for possible appointment delays.</p>	I got an appointment for my child to see a specialist as soon as I needed.
<b>Provide better access to care when needed.</b>	<p>Consider offering early morning walk-ins, evening appointments and/or weekend appointments. Tailor length of visits to type of visits. Block time off daily for same day sick visits. Make sure families are aware of office hours.</p>	I got an appointment for my child to see my primary care provider (PCP) as soon as I needed.



## IMPROVE PATIENT SATISFACTION BY ACTIVELY LISTENING

BENEFITS	TIPS	RELATED CAHPS SURVEY QUESTION
<b>Convey doctor engagement, creating confidence and compliance.</b>	<p>Ask questions about past care, including results and treatment.</p> <p>Create robust communication system with specialists.</p> <p>Create tickler file for staff to reach out to patients and/or specialist office for the results of referrals if not received in the expected time frame.</p>	My child's personal doctor seemed informed and up-to-date about care my child got from other health care providers.
<b>Ensure your patients/parents feel respected.</b>	<p>Address parent and patient appropriately.</p> <p>Listen patiently and express understanding.</p> <p>Ask if all questions and concerns have been addressed at end of visit.</p>	My child's personal doctor showed respect for what I had to say.
<b>Show patients/parents their concerns are heard.</b>	<p>Look at patients/parents while they share concerns. Make eye contact and do not immediately start typing on the computer.</p> <p>Ask questions to ensure understanding and show concern.</p> <p>Sit down during discussions with parents</p>	My child's personal doctor listened carefully to me.
<b>Help your patients/parents feel involved and prepared, increasing adherence to the medication plan.</b>	<p>Review current medication list, including parent concerns, side effects, barriers, etc.</p> <p>Ensure parents understands the reason the child is taking a medication or stopping taking a medication.</p>	In the last six months, did a doctor or other health provider talk to you about reasons your child should start, continue or stop taking any prescription medicine?
<b>Encourage shared decision-making.</b>	<p>Explain options easily for parent and child to understand</p> <p>Discuss ways to prevent illness</p> <p>Ask parent directly what they feel is best for their child – opens up a dialogue and opportunity for education.</p>	My child's health care provider asked me what I thought was best for my child.



# Other Important Things to Keep in Mind

## REDUCING NO-SHOWS

BENEFITS	TIPS
<p><b>Make it easy and desirable to show up for appointments.</b></p>	<p>Provide a high quality care experience so your parents are motivated to bring their child in for the appointment.</p> <p>Evaluate date/time, doctor and insurance carrier for trends.</p> <p>Set appointments within a reasonable timeframe so parents are motivated to have their child seen.</p> <p><b>Evaluate your appointment reminder system:</b></p> <ul style="list-style-type: none"> <li>• Be consistent.</li> <li>• Use reminder calls, found to be the most effective method for patients/parents.</li> <li>• Use automatic email/text reminders and confirmations for those who prefer.</li> </ul> <p>Set appointments based on bus schedules, if your families uses the bus.</p> <p>Thank those who show up on time.</p> <p>Consider blocking sections of schedule for walk-ins or firstcomes – not everyone is good at scheduled appointments</p> <p>Create a comfortable physical environment – comfortable seating in waiting area, free Wi-fi, play area for children, etc.</p>
<p><b>Parents/families value convenience and feel invested, reducing “no shows.”</b></p>	<p>Offer online appointment setting for ease and efficiency during work hours.</p> <p>Offer evening and weekend hours.</p> <p>Use precision scheduling to tailor appropriate time for specific types of visits.</p> <p>Set walk-in time frames that are responsive to parents’ scheduling needs.</p>

## REDUCING FLU

BENEFITS	TIPS
<p><b>Decrease the likelihood of your patients developing the flu.</b></p>	<p>Educate all parents using appropriate materials</p> <p>Remember to administer or remind ALL patients to get:</p> <ul style="list-style-type: none"> <li>• The flu vaccine annually</li> </ul>

## DIVERTING EMERGENCY ROOM (ER) VISITS

BENEFITS	TIPS
<p><b>Encourage care compliance, lowering ER visits.</b></p>	<p>Anticipate after-hour needs for treated health conditions and provide a printed or online tip sheet.</p> <p>Have provider/staff review and ask about questions.</p> <p>Discuss an after-hours care plan (nurse advice line, evening office hours, urgent care)</p> <p>Provide transportation resources list</p>

**Humana**®  *CareSource*®

[CareSource.com/KY](https://www.CareSource.com/KY)