



## **Network Notification**

**Notice Date:** May 28, 2019  
**To:** Ohio Providers  
**From:** CareSource  
**Subject:** Tips to Improve Pediatric CAHPS Ratings

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### **Summary**

CareSource is here to partner with you to offer resources to help you improve your patients' satisfaction with their care. The attached flier provides tips that are designed to improve pediatric Consumer Assessment of Healthcare Providers and Systems (CAHPS) ratings.

### **Impact**

The attached flier provides tips that are designed to improve pediatric CAHPS ratings; as well as how to reduce no-shows, protect patients against flu, and divert emergency room visits.

### **Importance**

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.

### **Questions?**

This flier and many others are located at **CareSource.com** under Quick Reference Materials. For questions about this flier, contact CareSource Provider Services at **1-800-488-0134**.