

## CAHPS Health Plan Survey: Educational Material for MMAI/ICP/FHP Providers

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The Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) survey measures member's overall experiences with the delivery of health care from the following programs; Blue Cross Community MMAI (Medicare-Medicaid Plan)<sup>SM</sup>, Blue Cross Community Integrated Care Plan (ICP)<sup>SM</sup> and Blue Cross Community Family Health Plan<sup>SM</sup> (FHP). Data for this survey was collected from MMAI, ICP and FHP members between the months of March and May of 2016 and it addresses topics that help drive member satisfaction with overall health care such as, communication skills of providers and ease of access to health care services. The acronym CAHPS was created and is administered through the Agency for Healthcare Research and Quality (AHRQ).

The CAHPS survey evaluates member's perception of their quality of care through ambulatory and institutional settings.<sup>1</sup> According to AHRQ, the two goals of the CAHPS survey include, developing standardized surveys that organizations can use to collect information on member's experience with their health care, and to generate tools and resources to use the results as comparative data to inform the public and improve health care.<sup>1</sup> Through the CAHPS survey, AHRQ is seeking to help members with more effective tools to help manage their health care decisions.

This survey also plays a part as a quality improvement tool to analyze member's responses, along with improving member's satisfaction with the health plan.

Below are the topics addressed in the CAHPS survey and recommendation to improve patient satisfaction.

### CAHPS Composite Questions

- Getting Needed Care – Member perception of how often they were able to:
  - Get the care, tests or treatment needed
  - Make an appointment to see a specialist as soon as necessary
  - **Recommendations to improve patient satisfaction:**
    - PCP/office staff help patients schedule appointments with specialists
      - Patients who have trouble getting referrals are reporting distrust and dissatisfaction with their PCP<sup>2</sup>
    - Discuss with BCBSIL staff if there is a specialist your office is having problems scheduling appointments with
- Getting Care Quickly - How often members:
  - Got care as soon as needed
  - Got an appointment with doctor as soon as needed
  - **Recommendations to improve patient satisfaction:**
    - Implement open-accessing scheduling-allowing a portion of each day for urgent care and follow-up care especially during flu season.
      - This allows practices to reduce or eliminate delays in patient care, resulting in a higher level of patient satisfaction<sup>2</sup>

*(Continues on back)*

- How Well Doctors Communicate - How often their personal doctor:
  - Explained things in a way they could understand
  - Listened carefully to them
  - Showed respect for what they had to say
  - Spent enough time with them
  - **Recommendations to improve patient satisfaction:**
    - Avoid medical jargon when possible
    - Be aware of the patient's health literacy
    - Engage the patient in dialogue while listening carefully
      - Without proper communication patients may not provide the physician with correct information on their health, they may not adhere to orders and may not even understand what they are being told<sup>2</sup>
    - Provide time for patients to absorb and comprehend the content of your explanation, then ask questions
    - When appropriate, provide patients with educational materials to further explain a procedure or diagnosis in their language
    - Have a service standard for office staff to adhere to
      - Examples Include: All telephone calls will be answered within three rings. We will greet our members in a courteous manner. Patients will wait 15 minutes or less in the reception area.<sup>2</sup>
  
- Shared Decision Making - How often their personal doctor:
  - Discussed reasons to take a medicine
  - Discussed reasons NOT to take a medicine
  - Asked what choice was best for them
  - **Recommendations to improve patient satisfaction:**
    - Provide patients with educational materials about common medications
    - Discuss other treatments/medications that may be available for the member
      - This will help patients become more knowledgeable and feel more in control of their health condition

#### Additional Educational Topics

- The CAHPS survey addresses Health Care Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures as well as supplemental items, which include:
  - Flu Vaccination
  - Smoking Cessation
  - Aspirin use
  - Urinary Incontinence
  - Exercise/Physical Activity
  - Falling
  - Balance/Walking

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HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>1</sup>CAHPS: Assessing Health Care Quality From the Patient's Perspective. Content last reviewed March 2016. Agency for Healthcare Research and Quality, Rockville, MD. [http://www.ahrq.gov/cahps/about-cahps/cahps-program/cahps\\_brief.html](http://www.ahrq.gov/cahps/about-cahps/cahps-program/cahps_brief.html)

<sup>2</sup>The CAHPS Ambulatory Care Improvement Guide: Practical Strategies for Improving Patient Experience. Content last reviewed June 2016. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/improvement-guide.html>

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