

# What Your Patients Want You to Know\*

\*But might only disclose in an anonymous member survey

## The CAHPS® Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a set of surveys that ask patients to rate their health care experiences.

The anonymous surveys focus on parts of the health care process that are important to your patients — such as how well their providers communicate and how easy it is to get appointments. These experiences, plus others such as long waits for care and poor care coordination between their primary care doctor, specialists and other care providers can be causes of frustration for patients. Respondents use the CAHPS survey to reveal these frustrations.

Your patients enrolled in Advantage MD, Employer Health Programs (EHP), Priority Partners and US Family Health Plan (USFHP) may receive a CAHPS survey.

Johns Hopkins Health Plans would like to take this opportunity to educate our providers on the CAHPS measures and show how improving patient experiences and outcomes can lead to healthier and happier patients.

Patient Concerns	Related CAHPS Survey Questions	Provider Tips
"I want my provider to listen to me and not rush me."  "Look at me, not the chart."	<b>Rating of Personal Doctor</b>  <b>Rating of Specialist</b>	<ul style="list-style-type: none"><li>• Review medical record and medications prior to entering the exam room.</li><li>• Ask questions about previous treatments, results and findings.</li><li>• Confirm with the patient that all questions have been answered prior to your leaving the exam room.</li><li>• Have office staff help your patients schedule follow up appointments and/or obtain care with an in-network specialist before patients exit the office.</li><li>• Follow up with your patients after referral to specialists to confirm care is coordinated.</li></ul>

Patient Concerns	Related CAHPS Survey Questions	Provider Tips
<p>“Please call me to let me know if my provider is running late so I’m not sitting in the waiting room longer than 15 minutes.”</p> <p>“Why does it take so long to get an appointment?”</p> <p>“I wish I knew there was a telehealth option. That would have saved me a lot of time.”</p>	<p><b>Getting Needed Care</b></p>	<ul style="list-style-type: none"> <li>• Provide appointment reminders and updates via text and email (software programs).</li> <li>• Expand office hours for better scheduling flexibility.</li> <li>• Reduce time in the waiting room to no more than 15 minutes from their scheduled appointment time.</li> <li>• Add patients to wait lists for cancelled appointments.</li> <li>• Promote the use of telemedicine.</li> <li>• Schedule follow-up visits, next year’s well-visit and other recommended preventive care before the patient leaves the office.</li> <li>• Offer assistance to your patients in scheduling their specialist and lab appointments while they are in the office to make things more convenient for the patient and to be respectful of their time.</li> </ul>
<p>“I worry you may not know all the medication I take, even OTC.”</p> <p>“Figuring out what drugs are covered by my health plan is tough.”</p> <p>“I would appreciate it if my provider would check on generic or lower cost alternatives before sending me to the pharmacy.”</p>	<p><b>Getting Needed Prescription Drugs</b></p>	<ul style="list-style-type: none"> <li>• Review patient’s list of current medications and update based on patient’s needs.</li> <li>• Provide information on covered medications and/or generic drug options if any current medication(s) aren’t covered by their plan’s formulary.</li> <li>• Offer solutions such as mail and cost saving options.</li> <li>• Provide patients with a list of their current and newly prescribed medications and location of the patient’s preferred pharmacy where prescriptions will be filled.</li> </ul>
<p>“I need your help getting care from specialists you refer me to and for the services you want me to have.”</p> <p>“I’d appreciate if you’d talk to me about my treatment plan.”</p> <p>“Why don’t you have all of my medical records and test results when I come into the office?”</p> <p>“I would like you to call me with my lab and test results, even if they are normal.”</p>	<p><b>Coordination of Care</b></p>	<ul style="list-style-type: none"> <li>• Discuss treatment options with patients and share the responsibility with them.</li> <li>• Assist with transitions of care.</li> <li>• Create a care plan and communicate the plan with the patient.</li> <li>• Monitor and update the care plan and follow-up with patients based on their needs.</li> <li>• Encourage patient’s self-management goals.</li> <li>• Align community and health resources with patient’s needs.</li> <li>• Ensure all information such as tests and procedure authorizations are provided to specialists as needed.</li> </ul>

Patient Concerns	Related CAHPS Survey Questions	Provider Tips
<p>“Why does anything to do with my health take so much time?”</p> <p>“I wish the health care process was easier.”</p>	<p><b>Getting Care Quickly</b></p>	<ul style="list-style-type: none"> <li>• Reserve space for walk-in, same-day appointments for patients who need to be seen immediately</li> <li>• Break up wait times by moving patients from the waiting room into an exam room for vitals.</li> <li>• Seek to simplify plan requirements, processes, and/or procedures. Examples include: Provide care promptly. Offer quick access to effective treatments. Minimize patient costs for care.</li> </ul>
<p>“I know smoking and alcohol use are bad for me, but I’m embarrassed to bring it up.”</p>	<p><b>Smoking Cessation</b></p>	<ul style="list-style-type: none"> <li>• Listen to your patients and ask them about their drug use, smoking and alcohol habits.</li> <li>• Provide methods and strategies to assist in quitting smoking and/or using tobacco products.</li> </ul>
<p>“Why can’t I seem to get my prior authorization processed quickly?”</p> <p>“How do I know who to call after hours or on the weekends if I need care?”</p> <p>“I wonder if the office staff is up-to-date on benefits so I don’t get sticker shock when the bills come?”</p>	<p><b>Rating of Health Care Quality</b></p>	<ul style="list-style-type: none"> <li>• Educate your clinic on updated plan benefits to avoid surprise health care bills for your patients.</li> <li>• Assist with pre-certifications and prior authorizations.</li> <li>• Employ patient navigators to conduct follow up phone calls and coordinate care after the visit.</li> <li>• Conduct post-visit surveys to assess patient satisfaction with their care.</li> <li>• Make sure your patients know what your extended hours are and how to access care when you are closed.</li> <li>• Work with your health plan care management team to coordinate care for members with chronic conditions.</li> </ul>