



Benefits of Improved Patient Experience

- Strengthened patient loyalty** A high-quality relationship between you and your patients can greatly affect their loyalty to your practice.

- Improved patient engagement and clinical outcomes** Positive patient experience can lead to higher adherence to medical advice and treatment plans. Engaged patients are more likely to take charge of their care plan and stay up-to-date with their care.

- Improved reputation** Satisfied patients are likely to share their experience with others. Positive reviews can also lead to new patient referrals to your practice.

Here are some tips to help guide your patient engagement and improve patient satisfaction on the **Consumer Assessment of Health Providers and Systems (CAHPS)** survey.

CAHPS Measure	Verbatim Survey Questions	Tips and Best Practices
Provider communication	<p>How often did your personal doctor:</p> <ul style="list-style-type: none"> ➤ Explain things in a way that was easy to understand? ➤ Listen carefully to you? ➤ Show respect for what you had to say? ➤ Spend enough time with you? 	<ul style="list-style-type: none"> ✓ Ensure that all staff are trained to handle sensitive situations. ✓ Treat patients with empathy and respect. Make eye contact, listen carefully and express understanding. ✓ Visit cdc.gov/healthliteracy/culture.html for cultural competency and health literacy tools and resources that promote effective communication.
Getting needed care	<ul style="list-style-type: none"> ➤ How often did you get an appointment to see a specialist as soon as you needed? ➤ How often was it easy to get the care, test or treatment you needed? 	<ul style="list-style-type: none"> ✓ Set expectations with patients by talking with them about timeframes and/or turnaround times for scheduling routine appointments, prior authorization and/or referral approvals. ✓ Review your practice’s authorization and referral processes to identify and remove barriers to patients’ accessing care. ✓ Start or continue offering telehealth appointments as a convenient option for patients.
Getting appointments and care quickly	<ul style="list-style-type: none"> ➤ When you needed care right away, how often did you get care as soon as you needed? ➤ How often did you get an appointment for a checkup or routine care as soon as you needed? ➤ How often did you see the person you came to see within 15 minutes of your appointment time? 	<ul style="list-style-type: none"> ✓ Set aside time slots each day to accommodate urgent visits. ✓ Offer early morning and/or evening appointment slots one day each week. ✓ Offer appointments with a nurse or physician assistant for urgent issues. ✓ If applicable, offer a telehealth appointment. ✓ Provide patients with the addresses and phone numbers of local urgent care centers.



CAHPS Measure	Verbatim Survey Questions	Tips and Best Practices
<p>Care coordination</p>	<ul style="list-style-type: none"> ➤ When you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care? ➤ When your personal doctor ordered a blood test, X-ray or other test for you, how often did someone from your personal doctor’s office follow up to give you those results? ➤ When your personal doctor ordered a blood test, X-ray or other test for you, how often did you get those results as soon as you needed them? ➤ How often did you and your personal doctor talk about all the prescription medicines you were taking? ➤ Did you get the help you needed from your personal doctor’s office to manage your care among these different providers and services? ➤ How often did your personal doctor seem informed and up to date about the care you got from specialists? 	<ul style="list-style-type: none"> ✓ Have medication list and medical history, including appointments with specialists, at hand to review during patient office visits. ✓ Ask patients if they have seen any other medical providers since their last visit with you. Discuss any visits and/or treatment plans with them. ✓ Set expectations by informing patients of when they can expect to get their test results back. ✓ Implement processes for patients to easily and securely access test results. ✓ Ask patients how they prefer to receive test results: phone call, email, etc. ✓ Share test results/medical history with all of the patient’s applicable providers.
<p>Annual flu vaccine</p>	<ul style="list-style-type: none"> ➤ Have you had a flu shot since July 1 of the prior year? 	<ul style="list-style-type: none"> ✓ Leverage existing appointments by offering a flu shot to all patients who come into the office. ✓ Have flu clinics where patients can get the vaccine without an office visit. ✓ Visit cdc.gov/flu/professionals/vaccination/flu-vaccine-recommendation.htm for techniques on how to talk to your patients about the flu vaccine and make a strong recommendation; address misconceptions for those who refuse.