



The following checklist includes key topics from the annual **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** program survey and **Health Outcomes Survey (HOS)**, as well as ideas for how to discuss those topics with your patients to help improve their experience and your survey results. These survey results are used by the Centers for Medicare & Medicaid Services (CMS) to evaluate health care providers.

CAHPS Topics and Suggested Discussion Tips

- Annual Flu Vaccine:** “Getting your annual flu shot is important. Would you like to get a flu shot today?”

- Care Coordination:** “When you have any lab tests, X-rays, or other tests, it takes approximately X days to process. As soon as I receive the results, I will review them with you.” (Remind them of any online portals or places they can access the results on their own).

- Care Coordination:** “To provide the best care possible, I’m going to review your medical record for new information from any specialist you may have visited. It’s important to me to manage and coordinate your care.”

- Getting Appointments and Care Quickly:** “Would you like to schedule your next routine care visit before you leave our office today?”

- Getting Appointments and Care Quickly:** “We understand the need to get urgent care right away. When this happens, please call our office for help.”

- Getting Needed Care:** “I want to make sure that you’re getting the care, tests, or treatments you need. If you are having trouble with any of this, please contact our office so we may help you.”

- Getting Needed Care:** “If you have difficulty getting appointments with a specialist, please let our office know so we can help you get a timely appointment.”

- Getting Needed Prescription Drugs:** “Do you have any questions about the medications you are taking?”

- Getting Needed Prescription Drugs:** “I see you are prescribed [medication name]. It’s important to me that you can get your medicines easily. Has it been easy for you?”

HOS Topics and Suggested Discussion Tips

- Falls Prevention:** “I’d like to talk about preventing falls with you. Falling is not a normal part of aging, so we want to prevent that from happening to you. Have you had any changes in walking, balance or had a fall since your last visit? If yes: Let’s address that.”

- Improving and Maintaining Mental Health:** “Just as we talk about your physical health, it’s equally important that we talk about your emotions and mental health. Do your emotions or mental health limit you in your work or daily activities? In the past month have you felt calm and peaceful?”

- Improving and Maintaining Physical Health:** “It’s important that we talk about your physical health and if it affects your ability to get around in any way. Does your health right now limit you in climbing stairs or housekeeping? Has it been a problem in these areas over the past month?”

- Urinary Incontinence:** “I have some questions about bladder control. This is an important health topic to talk about and I don’t want you to be embarrassed. Have you ever talked with a health care provider about having an issue with urine leakage? If yes: Let’s talk about how we can control and manage that.”