



## Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

Member Perception Star Measure

### Why is the survey important?

The CAHPS® survey, developed by the U.S. Agency for Healthcare Research and Quality, measures the patient experience with health care services. The results contribute to the Centers for Medicare & Medicaid Services star rating.

Providing a positive patient experience improves patient outcomes and makes good business sense, according to recent studies. Research shows that a good patient experience is associated with positive clinical outcomes.

Also, improvement in patient experience correlates with key financial indicators, such as lower medical malpractice risk and less employee turnover.<sup>1</sup>

### Survey questions and provider opportunities

Review the survey questions to find out which areas of the patient experience are being measured and see recommendations for improvement, where applicable.

Measure	Sample survey questions	Tips for providers
<b>Annual flu vaccine</b>	Have you had a flu shot since July 1?	Administer flu shot when available each fall.
<b>Getting appointments and care quickly</b>	<p>In the last six months:</p> <ul style="list-style-type: none"> <li>• How often did you see the person you came to see within 15 minutes of your appointment time?</li> <li>• When you needed care right away, how often did you get care as soon as you needed?</li> <li>• How often did you get an appointment for routine care as soon as you needed?</li> </ul>	<ul style="list-style-type: none"> <li>• Patients are more tolerant of appointment delays if they know the reasons for the delay. When the provider is behind schedule: <ul style="list-style-type: none"> <li>– Front office staff should update patients often and explain the cause for the schedule delay.</li> <li>– Staff members interacting with the patient should acknowledge the delay with the patient.</li> </ul> </li> <li>• Leave a few appointment slots open each day for urgent visits, including post-inpatient discharge visits.</li> <li>• Offer appointments with a nurse practitioner or physician’s assistant to patients who want to be seen on short notice.</li> <li>• Ask patients to make routine check-ups and follow-up appointments in advance.</li> </ul>

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<b>Overall rating of health care quality</b>	Using any number between zero and 10, where zero is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last six months?	Ask patients how you can help improve their health care experience.
<b>Care coordination</b>	<p>In the last six months:</p> <ul style="list-style-type: none"> <li>• 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?</li> <li>• 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?</li> <li>• 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?</li> <li>• How often did you and your personal doctor talk about all the prescription medicines you were taking?</li> <li>• Did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?</li> <li>• How often did your personal doctor seem informed and up to date about the care you got from specialists?</li> </ul>	<ul style="list-style-type: none"> <li>• Before walking in the exam room, review the reason for the visit and determine if you need to follow up on any health issues or concerns from previous visits.</li> <li>• Implement a system in your office to ensure timely notifications of test results and communicate clearly with patients on when and how they'll receive test results.</li> <li>• Ask your patients if they saw another provider since you last saw them. If you know patients received specialty care, discuss their visit and the treatment plan they received, including any newly prescribed medication.</li> </ul>

<sup>1</sup><https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/cahps-ambulatory-care-guide-full.pdf>\*

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