



What is CAHPS?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey which is used for rating a patient's health care experiences. These surveys focus on healthcare quality and aspects of the healthcare experience that patients may find important.

Why is CAHPS important?

- CAHPS comprises approximately 20% of each Medicare health plan's Star Rating.
- The patient experience is dependent on each patient-provider interaction.

CAHPS Surveys are mailed by a third party vendor to a select number of patients February - May of each year.

What does the CAHPS survey ask patients about their physician communication?

- How often does your personal doctor explain things in a way that is easy to understand?
- In the last 6 months, how often did your personal doctor listen carefully to you?
- In the last 6 months, how often did your personal doctor show respect for what you had to say?
- In the last 6 months, how often did your personal doctor spend enough time with you?

What does the CAHPS survey ask patients about their healthcare experience?

- In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did they have your medical records or other information about your care?
- In the last 6 months, when your personal doctor ordered a blood test, x-ray or other tests for you, how often did someone from your personal doctor's office follow up to give you those results?
- In the last 6 months, when your personal doctor ordered a blood test, x-ray or other tests for you, how often did you get those results as soon as you needed them?
- In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?
- In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?

Tips for helping raise CAHPS scores

- Create and maintain positive patient experiences as part of your culture.
- Educate patients in terms they can easily understand.
- Utilize tools or props to improve communication.
- Ensure each patient feels like your only patient.
- Remind patients that if they receive a CAHPS survey to please fill them out and return them.

Questions?

Please contact us!

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We thank you for your dedication to improving patient experience and their quality of care!