

THE CAHPS SURVEY IS COMING THIS SPRING!



Your patients' direct feedback is important:

The CAHPS survey helps us understand your patients' experience with accessing care, getting appointments quickly and receiving clear communication from their doctors.

Positive patient experiences = better health outcomes:

When patients feel heard and cared for, they are more likely to follow treatment plans and have better overall health.

Benefits to member, providers, and health plan:

Members who perceive the care provided by their provider and health plan as a positive experience are more likely to give higher CAHPS scores benefiting both you and MetroPlusHealth.

Key CAHPS measures providers can impact:



Getting Needed Care

Measures: Ease of getting specialist appointments, care, tests, or treatment.

Tips for success:

- Help patients make specialist appointments before they leave the office.
- Follow up with patients to see that referrals to specialists are completed and assist with any issues or contact MetroPlusHealth if delays persist.



Getting Care Quickly

Measures: Ease of getting care right away & routine care appointments.

Tips for success:

- Set aside time slots each day to accommodate urgent visits & same day appointments.
- Educate patients regarding after-hours care and direct to metroplus.org/members/virtual-visit-telehealth/ for care needed right away.
- Encourage patients to schedule routine visits & follow-up appointments in advance or before they leave office.



Coordination Of Care

Measures: If health care is provided in a planned way that meets the needs & preferences of the member.

Tips for success:

- Have relevant patient information and medical history, including appointments with specialists, test results or lab-work to discuss during appointment.
- Call patients about test results promptly and inform them if no calls are made then results are normal.



How Well Doctors Communicate

Measures: Members' perception of the quality of communication with their personal doctor.

Tips for success:

- Ensure communication with patients is clear, concise, and easily understandable.
- Avoid medical jargon and encourage patients to ask questions.