CareFirst
Family of health care plans

Patient Experience and the CAHPS Survey

Each spring, the Consumer Assessment of Healthcare Provider Systems (CAHPS) Survey is sent to members/patients about their overall healthcare experience. The CAHPS Survey is designed to measure quality of care and patient experience and satisfaction. The CAHPS Survey is sent to a random and anonymous sample of members between March through May of each year based on their experience over the last six to 12 months.

What is the focus of the CAHPS Survey?

CAHPS is focused on advancing knowledge, measurement, and improvement of patients' experiences with healthcare. The CAHPS Survey allows CareFirst to better understand patient experience and barriers to healthcare. With these results, we will be able to encourage improvements in the quality of care patients receive. Improving quality ratings are an indicator we are providing the care our members need.

There are a wide range of patient-healthcare system interactions that are measured within the CAHPS Survey, listed below with survey questions.

MEASURE	SURVEY QUESTION
Getting Appointments and Care Quickly	▪ How often did you see your provider within 15 minutes of your appointment time? ▪ 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 routine care as soon as you needed it?
Getting Needed Care	▪ 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, tests, or treatment you needed?
Care Coordination	▪ When you visited your provider for a scheduled appointment, how often didthey have your medical ▪ records or other information about your care? ▪ When your provider ordered a blood test, X-ray, or other test for you, how often did someone from your doctor's office follow up to give you those results? ▪ When your provider 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 provider talk about all the prescription medicines you are taking? ▪ Did you get the help you needed from your provider's office to manage your care among these different providers and services? ▪ How often did your provider seem informed and up to date about the care you got from specialists?

How to impact patience experience

Speak to your patients about the importance of responding to the survey and how you will use their feedback to improve access, coordination, and delivery of care. Remind them it will come via mail, email or telephone beginning in March.

- Share the survey questions with your staff and discuss the role they play in the results.
- Remind your patients of the resources available to them such as the patient portal, online scheduling, telemedicine, and after-hours care.
- Help your patients understand why you are recommending certain types of care, tests, or treatments.
- Be sure your patients understand when and how to follow up and know that staff can help with scheduling if needed.

Want to learn more about CAHPS?

For this coming year, there are different approaches to help with CAHPS surveys based on provider type. Check out the web-based **CAHPS Provider Training** focused on how to improve your CAHPS scores.

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