

Provider Checklist to Support CAHPS and HOS Improvement

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Survey and Health Outcomes Survey (HOS) gather feedback about a patient's experience with the health plan, health plan providers and quality of care received. Improving patient experience has many benefits. It helps to boost patient retention, increases compliance with provider recommendations and supports improved outcomes.

Here are some tips and reminders to guide your discussion on key CAHPS and HOS topics with patients during their office visit.

CAHPS TIPS AND REMINDERS

Annual flu vaccine:

- Administer or remind ALL patients to get the flu vaccine annually. Educate on vaccine benefits.

Question for patients: *Have you had the flu shot?*

Care coordination:

- Call patients about test results promptly and inform the patient if no call will be made when test results are normal. Develop protocols for clinical staff to facilitate chronic medication refills.
- Have relevant information and medical history, including appointments with specialists, at hand during appointments. Obtain records from specialists.

Question for patients: *Are you having any issues receiving services?*

Getting appointments and care quickly:

- Encourage patients to schedule routine visits far in advance.

Question for patients: *Would you like to schedule your next routine care visit before you leave our office today?*

- Set aside a few time slots each day to accommodate urgent visits and follow-up visits. Offer appointment with a nurse practitioner or physician assistant for urgent issues.

(continued)

Getting needed care:

- Include the patient in the decisions made about their care regarding tests and referrals. Refer patients to in-network specialists.
- Call the specialist to coordinate the soonest appointment date. Discuss and plan for possible appointment delays.
Question for patients: *Are you experiencing any delays in receiving tests, treatment or services?*

Getting needed prescription medications:

- Review current medication list, including patient concerns, side effects, barriers, etc.
Question for patients: *Do you have any questions about the medications you are taking?*
- Ensure patient understands medication schedule and encourage adherence.
Question for patients: *Are you having any issues with getting or taking medications?*

HOS TIPS AND REMINDERS

Reducing the risk of falling:

- Assess fall risk by asking patients about falling, gait and balance problems. Document the discussion on the My Wellness and Prevention Checklist.
Questions for patients: *Have you had a fall in the past year? If so what caused the fall?*

Improving or maintaining mental health:

- It's important to talk about emotions and mental health.
Questions for patients: *Have you been bothered by emotional problems? Can you describe your level of energy? Are you getting out and socializing? Is alcohol use causing personal problems?*

Improving or maintaining physical health:

- It's important to talk physical health and if it affects the patient's ability to get around in anyway.
Questions for patients: *How far can you walk? Are you having any difficulty climbing stairs? Are you having any pain that is limiting your activity? Let's set some goals to help improve your health.*

Improving bladder control:

- Assess problems with urinary incontinence (UI) in the last six months and document the discussion on the My Wellness and Prevention Checklist.
Questions for patients: *Have you had any leakage in the past six months? If so, how often and when does the leakage problem occur?*

Monitoring physical activity:

- Assess your patient's current physical activity level. Discuss health benefits and advise patients to start, maintain or increase physical activity as appropriate for their individual health status. Use the physical activity prescription (Rx) pad.
Questions for patients: *What activities do you enjoy? What is your daily level of workouts?*

Questions?

If you have questions, please contact Health Net's Quality Improvement Department at CQI_Medicare@healthnet.com. For more information about CAHPS and HOS, visit www.cahps.ahrq.gov and www.cms.gov.

