

# 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 patient experience with health care services. The results contribute to the Centers for Medicare and Medicaid Services (CMS) star rating.

According to recent studies, it makes good business sense and improves patient outcomes when patients have a positive clinical experience.

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

## Survey Questions and Provider Opportunities

Review the sample survey questions below to find out which areas of the patient experience are being measured. Then, see the tips for providers suggested opportunities for improvement, if applicable.

Measure	Sample survey questions	Tips for providers
Annual flu vaccine	Have you had a flu shot since July 1?	Administer flu shot when available each fall.
Getting appointments and care quickly	<p>In the past 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>• Keep a few appointments open each day for urgent visits or “sick” visits.</li> <li>• Offer appointments with an available provider for those who want to be seen on short notice.</li> <li>• Ask patients to make routine check-up and follow-up appointments in advance.</li> </ul>
Overall rating of health care quality	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 past six months.	<p>Asking this question can:</p> <ul style="list-style-type: none"> <li>• Build trusting relationships between you and your patients.</li> <li>• Give your patients the opportunity to discuss positive interactions that you can relay to your staff.</li> <li>• Provide ideas for opportunities to improve upon, if negative feedback is given.</li> </ul>

Measure	Sample survey questions	Tips for providers
Care coordination	<p>In the past 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 will 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>