



To: AmeriHealth Caritas DC Providers

Date: January 19, 2016

Subject: 2016 CAHPS Season — Provider FAQs

Summary: 2016 CAHPS season is upon us. AmeriHealth Caritas District of Columbia (DC) invites you to learn more about how you can influence member feedback by providing quality care to your patients.

Background:

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual patient satisfaction survey that select patients are invited to complete. CAHPS measures patient satisfaction regarding their health plan, health care services, primary care provider and/or specialists. Additionally, this survey assesses members' accessibility to care, provider communication skills and coordination of care.

Impact:

Approximately 1,600 members will be randomly surveyed about their health care experience. The following are some of the questions your patients may be asked to assess how they perceived the quality of your health care services:

- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?
- How often did you get an appointment to see a specialist as soon as you needed?

Action Needed:

You can improve patient satisfaction by doing the following:

- Improve communication with your patients: Listen carefully to the patient, explain using simple and easy-to-understand terminology, ask for feedback and always treat them with respect.
- Increase accessibility by creating availability for urgent care issues.
- Make use of our translator services for patients with limited English proficiency.
- Encourage patients to bring a list of health-related questions.
- Use online resources found on the Centers for Medicare & Medicaid Services and the Agency for Healthcare Research and Quality websites to find new methods to better serve patients on your panel.
- Engage all staff members to work as a team to provide quality primary and specialty care to your patients.
- Provide timely results for all tests or procedures to your patients.

- Remind patients to keep and bring a list of all medicines they take to all of their doctor appointments.
- Make sure you patients understand what will happen prior to, during and after surgery.
- Encourage members to make all necessary follow-up appointments from your prescribed treatment plan while they are in the office.
- Encourage our members to contact Medicaid Member Services at **202-408-4720** or Alliance Member Services at **202-842-2810** for health plan-related questions and resources.

Questions:

For more information on this topic, visit <http://www.ahrq.gov/patients-consumers/care-planning/errors/5steps/index.html>.

If you have questions about this communication, please contact your AmeriHealth Caritas DC Provider Account Executive or Provider Services at **202-408-2237** or **1-888-656-2383**.