



Frequently Asked Questions about CAHPS

What are the CAHPS surveys?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask patients to evaluate their experiences with healthcare, including their providers.

When are the surveys conducted?

The surveys are conducted annually for our Medicare, FIDA, Medicaid, Qualified Health Plan (QHP), Essential Plan (EP), and Managed Long Term Care (MLTC) members through a certified vendor on behalf of the Centers for Medicare & Medicaid Services (CMS) and the New York State Department of Health.

TIMELINE OF MEMBER SURVEYS



[GHP Enrollee Experience Survey](#) | [FIDA CAHPS Survey](#) | [Medicare CAHPS Survey](#) | [Medicaid CAHPS Survey](#)
[MLTC Member Satisfaction Survey \(IPRO\)\(Biennial\)](#) | [EP CAHPS Survey](#)

Healthfirst also conducts satisfaction surveys year-round that mirror the CAHPS measures to understand what drives patient satisfaction.

What topics do the CAHPS surveys cover?

The surveys assess the quality of patients' experience with their providers and accessing care. The key topics covered are Getting Needed Care, Getting Appointments and Care Quickly, and Care Coordination.

What types of questions are patients asked to evaluate their experience with care?

Questions from each key topic are listed in the grid below. These measures are subject to change each year and may vary across each survey.

Getting Needed Care	<ul style="list-style-type: none"> In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
	<ul style="list-style-type: none"> In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
Getting Appointments and Care Quickly	<ul style="list-style-type: none"> In the last 6 months, how often did you get an appointment for a checkup or routine care at a doctor's office or clinic as soon as you needed?*
	<ul style="list-style-type: none"> Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?*
	<ul style="list-style-type: none"> In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?*

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Care Coordination

- In the last 6 months, 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?
- In the last 6 months, 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?
- In the last 6 months, 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?*
- In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?*
- In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?
- In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?*

*These measures are also part of the Healthfirst Quality Incentive Program (HQIP).

Why is improving patient satisfaction important?

Improving patient satisfaction may lead to increased patient engagement and better health outcomes. Improved patient communication helps patients (1) feel more comfortable, (2) better understand their health conditions, and (3) improve follow-through with their treatment plan.

If you are eligible for the Healthfirst Quality Incentive Program (HQIP), improving satisfaction can also improve your performance on those metrics, thereby increasing the incentive payments earned for your practice or organization.

What drives the patient satisfaction measures?

Some root causes of dissatisfaction are appointment availability, long wait times, and overcrowding.

How can I improve patient satisfaction in my practice?

Some examples of interventions that have proved to be useful include:

- Offering same-day appointment options and extended hours
- Placing large monitors near workstations to assess wait times more efficiently
- Utilizing specialized visit types and extended appointment lengths
- Daily auditing of next available appointment and active use of cancellation and wait lists
- Setting expectations for when you will follow up with the patient's test results

Where can I find additional information on improving patient satisfaction?

Healthfirst has collected and developed resources to help you understand different approaches to improving the patient experience in your practice.

You may visit www.healthfirst.org/PatientSatisfaction to learn more about the areas to focus on for improvement, best practices, and links to helpful resources for you and your Healthfirst patients.