

## Checklist for Medicare CAHPS Success

Here are ways you can improve your patients' experience and help with the upcoming Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey that your Medicare patients may receive from March to May. Ensuring your patients' satisfaction will also help improve your performance in the Healthfirst Quality Incentive Program (HQIP). For your reference, the Medicare CAHPS survey questions are available on the next page.

### Actions To Take



#### Before Appointments

- Offer convenient appointment times** by keeping blocks of time open for same-day, weekend, and early morning/evening slots.
- Consider offering telemedicine service** (by phone or video chat) as an alternative to in-person appointments.
- Confirm appointments with patients one day prior to visit** by text message, a live call, or an automated call messaging system.
- Provide options for registering in advance** either by a patient portal or set up an online scheduling system so patients can provide their information before coming in.
- Have patients' records ready and reviewed**, and obtain any prior authorizations ahead of visit to expedite care.
- Notify patients early** if long wait times are expected or if there are any last-minute requests for lab work.



#### During Appointments

- Do your best to see patients within 15 minutes of their appointment time.**
- Review patients' prescriptions**, make sure they understand the importance of their medications, and alert them any possible adverse drug interactions.
- Communicate when patients' test results will be available** and set reminders to review results with patients in a timely manner.
- Ask patients if they have any questions or concerns** regarding their care.



#### End of Appointments

- Immediately schedule patients' follow-up appointments** to ensure continuous care.
- Account for specialist care** by making sure specialist appointments were made or help patients schedule appointments if needed.
- Encourage patients to use the patient portal**, which lets them access their health records and ask providers questions.
- Share health records with patients' other providers** to keep everyone up-to-date.



### Getting Needed Care

- In the last six months, how often did you get an appointment to see a specialist as soon as you needed?
- In the last six months, how often was it easy to get the care, tests, or treatment you needed?



### Getting Care Quickly

- In the last six months, how often did you see the person you came to see within 15 minutes of your appointment time?
- In the last six months, when you needed care right away, how often did you get care as soon as you needed?
- In the last six 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?



### Care Coordination

- In the last six 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 six 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 six 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 six months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?
- In the last six 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 six months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?

For questions on CAHPS or providing telemedicine services, please contact your assigned Healthfirst Clinical Quality Manager or Network Account Manager.