

Improving Patient Satisfaction with CAHPS® and HOS

Two patient satisfaction surveys that affect CMS star ratings are:

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, typically conducted from March through June.
- The Medicare Health Outcomes Survey (HOS), which consists of a baseline and follow-up survey two years later. The baseline survey is conducted from April through June and follow-up from May through July.
 - Either the Medicare patient or his/her designated representative may respond to the surveys.

The following are some of the star measures and questions from the surveys that may affect providers or your patients.

CAHPS: Care Coordination	Never	Usually	Sometimes	Always
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the last six months, how often did your personal doctor talk about all the prescription medicines you were taking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the last six months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? <ul style="list-style-type: none"> ○ I do not have a personal doctor ○ I did not visit my personal doctor in the last six months ○ My personal doctor is a specialist 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CAHPS: Getting Care Quickly	Never	Usually	Sometimes	Always
In the last six months, when you needed care right away, how often did you get care as soon as you needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the last six months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the last six months, how often did you see the person you came to see within 15 minutes of your appointment time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HOS: Monitoring Physical Activity	Yes	No	I had no visits in the past 12 months
In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the past 12 months, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.	<input type="radio"/>	<input type="radio"/>	
HOS: Reducing Risk of Falling	Yes	No	I had no visits in the past 12 months
A fall is when your body goes to the ground without being pushed. In the past 12 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: <ul style="list-style-type: none"> • Suggest that you use a cane or walker • Check your blood pressure lying or standing • Suggest that you do an exercise or physical therapy 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

program • Suggest a vision or hearing test			