

Improving Patient Satisfaction



with CAHPS® and HOS



BlueShield
of Northeastern New York

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 you or your patients along with helpful tips.

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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> I do not have a personal doctor <input type="radio"/> I did not visit my personal doctor in the last six months <input type="radio"/> My personal doctor is a specialist				

Tips for Physicians

- Ask the patient if he/she has seen another provider. If you know the patient received specialty care, mention this and discuss, as needed, including what other prescription drugs he/she may be taking.
- Tell your patient when to expect results and who will provide the results.
- Improve patient satisfaction with communication. Make sure your patient knows that you have all the important information about his/her medical history.
- Educate your staff about these questions in order to improve patient interactions.
- Be sure to include patient caregivers in these conversations.

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"/>

Tips for Office Staff

- Ensure that a few appointments are available each day to accommodate urgent visits including post inpatient discharge visits.
- Offer appointments with a nurse practitioner or physician's assistant to patients who want to be seen on short notice but cannot be seen by their physician.
- Encourage patients to make their routine appointments for checkups or follow-up visits in advance.
- Be proactive and call patients months in advance to schedule tests, screenings, or physicals. Don't wait for the patient to call.

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"/>	

Tips for Physicians and Staff

- Have medical assistants assess patient's physical activity level, if possible.
- Conduct an Annual Wellness Visit; review and address health assessment results as needed.
- Refer to health insurance plans for health coaching and fitness programs, such as Silver Sneakers®

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 program • Suggest a vision or hearing testing 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tips for Physicians and Staff

- Conduct a fall risk assessment with your patients. Recommend treatment and resources as needed, including referral to social worker.
- Conduct medication reconciliation with patients for appropriate usage and, as appropriate, modify prescriptions to reduce risk of falling.
- Encourage physical activity and specific exercises to increase leg strength and balance.
- Encourage annual eye exams and prescription updates for glasses and contact lenses as needed.





BlueShield
of Northeastern New York

bsneny.com

A division of HealthNow New York Inc., an independent licensee of the BlueCross BlueShield Association.

10969_NENY_05_18