

CAHPS[®] & HOS surveys

Measuring your patients' quality of care and satisfaction to improve their experiences and outcomes

PriorityHealth 



Key health care surveys

The health care surveys below gather feedback directly from your patients, our members, about their health care experiences. The results can help us – providers and health plans alike – make quality changes improve patient experiences and ultimately drive better health outcomes.

Consumer Assessment of Health Care Providers and Systems (CAHPS®)

Administered annually, the CAHPS survey focuses on:

- ✓ Getting needed care
- ✓ Getting appointments and care quickly
- ✓ Care coordination

It asks patients about their overall health care experience with and ratings of their health plan and network providers from their own perspective. It allows them to evaluate the aspects of care delivery that matter the most to them.

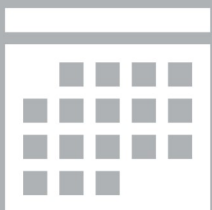
From February through June, a random sample of our health plan members will receive the CAHPS survey. Their participation is voluntary.

Medicare Health Outcomes Survey (HOS)

The HOS seeks to better understand overall physical and mental health outcomes. Its questions focus on:

- ✓ Improving or maintaining physical health
- ✓ Improving or maintaining mental health
- ✓ Monitoring physical activity
- ✓ Reducing the risk of falling
- ✓ Improving bladder control

The HOS survey consists of a baseline and follow-up where Medicare Advantage members self-report their health status, physical and mental functioning and quality of life over a two-year period.



Survey timing

The CAHPS survey will be administered from February to June, and the HOS from August to November. A random sample of our health plan members will receive these surveys. Their participation is voluntary.

Survey questions & tips to improve scores

As a provider, you are the most critical component of your patients' – our members' – health care experiences. At Priority Health, we value everything you do to deliver quality care and ensure this experience is positive.

To help you understand exactly how your patients evaluate your care through the CAHPS and HOS surveys, we've highlighted a few survey questions below and included tips to improve your scores.



CAHPS survey questions

Getting Needed Care

The “Getting Needed Care” questions assess the ease with which patients received the care, tests or treatment they needed. It also assesses how often they were able to get a specialist appointment scheduled when needed.

Example questions	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?

Tips & best practices

- ✓ Assist patients to make specialist appointments before they leave the office
- ✓ Ask patients if they have had any delays in receiving care
- ✓ Review authorization and referral processes to remove patient barriers to access to care
- ✓ Follow up with patients to confirm that referrals to specialists are completed and assist with any issues
- ✓ Discuss care plan and/or barriers with patient's Priority Health Care Manager if applicable
- ✓ Be proactive and schedule tests, screenings, follow-up or annual well/preventive visits for your patients ahead of time
- ✓ Include the patient in decision-making about their care regarding tests, referrals and treatment options
- ✓ In addition to in-person office appointments, implement phone or video appointments as an option

Getting Care Quickly

The “Getting Care Quickly” questions assess health plan patients on how often they got care as soon as needed when sick or injured and how often appointment wait times exceeded 15 minutes.

Example questions	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 check-up or routine care as soon as you needed?
	How often did you see the person you came to see within 15 minutes of your appointment time?
Tips & best practices	
<ul style="list-style-type: none">✓ Leave some open appointment slots each day for urgent visits and post-inpatient or emergency department discharges to support continuity of care✓ Ideal patient wait times are 15 minutes or less – shorten perceived wait time by assigning staff to perform preliminary work-up activities (weight, blood pressure, temperature)✓ Encourage patients to schedule routine visits in advance or before they leave the office✓ Make sure patients are supported by staff and excessive wait times are explained. Patients are more tolerant of appointment delays if they know the reasons for the delay✓ Provide brief and frequent updates for any provider delays and offer options to reschedule or be seen by another provider✓ Survey your patients and ask how you can improve their health care experience	





Care Coordination

The “Care Coordination” questions assess providers’ assistance with managing care between the PCP and specialist providers, including access to medical records, timely follow-up on test results and education on prescription medications.

Example questions	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, E-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?

Tips & best practices

- ✓ Have open available appointments for patients recently discharged from an inpatient or emergency department visit
- ✓ Have relevant information and medical history, including appointments with specialists, at hand during patient office visits
- ✓ Ensure you are sharing pertinent clinical information with your patient’s other providers
- ✓ Integrate PCP and specialty practices through EMR or fax: get reports promptly
- ✓ Offer to assist with setting up tests and referral appointments
- ✓ Encourage patients to bring in their medications to each visit and update the patient’s medication list at each visit.
- ✓ Implement process for patients to access test results easily and securely
- ✓ Follow-up with your patient on test results (such as bloodwork or an X-ray) in a timely manner, even if results are normal
- ✓ Provide additional support to patients with multiple needs to coordinate and monitor delivery of health services

How Well Doctors Communicate

The “How Well Doctors Communicate” questions assess patients’ perception of the quality of communication with their doctor.

Example questions	In the last six months, how often did your personal doctor explain things in a way that was easy to understand?
	In the last six months, how often did your personal doctor listen carefully to you?
	In the last six months, how often did your personal doctor show respect for what you had to say?
	In the last six months, how often did your personal doctor spend enough time with you?
Tips & best practices	
<ul style="list-style-type: none"> ✓ Ensure provider and office staff are trained to handle sensitive situation ✓ Treat patients with empathy and respect. ✓ Make eye contact ✓ Listen carefully ✓ Express understanding ✓ Use visual aids and plain language guidelines to provide patients with information they can understand and use to make informed decisions for their health ✓ Sit down during an appointment to give improved patient perception of care or interaction and a perception that the duration of the visit is longer ✓ Explore the CDC’s cultural competency and health literacy tools and resources that promote effective communication 	

Rating of Health Care Quality

The “Rating of Health Care Quality” questions ask patients to rate the overall quality of their healthcare on a 0-10 scale.

Example questions	In the last six months, how often did your personal doctor explain things in a way that was easy to understand?
	In the last six months, how often did your personal doctor listen carefully to you?
	In the last six months, how often did your personal doctor show respect for what you had to say?
	In the last six months, how often did your personal doctor spend enough time with you?
Tips & best practices	
<ul style="list-style-type: none"> ✓ Encourage patients to make routine appointments for checkups or follow-up as soon as they can, weeks or even months in advance ✓ Ensure that open care gaps are addressed during each patient visit 	

Annual Flu Vaccine

The “Annual Flu Vaccine” question assesses whether the member received a flu vaccine during the flu season each year.

Example question	Have you had a flu shot?
Tips & best practices <ul style="list-style-type: none">✓ Recommend and administer flu shot as soon as it's available each fall September – December✓ Recommend flu shot to all eligible patients and provide during appointment✓ Eliminate barriers to accessing flu shots and offer multiple options for patients to get their shot (walk-in appointments, flu shot clinics, making flu shots available at every appointment)✓ Explore the CDC's flu vaccine information and resources for techniques on how to talk to your patients about the flu vaccine and make a strong recommendation.	





HOS survey questions

Improving Bladder Control

The “Improving Bladder Control” measure assesses whether patients who had urinary incontinence in the last six months have discussed treatment options with their provider. The measure assesses patients who:

- Reported having urine leakage in the past six months and who discussed their urinary leakage problem with a healthcare provider
- Reported having urine leakage in the past six months and who discussed treatment options for their urinary incontinence with a healthcare provider
- Reported having urine leakage in the past six months and who reported that urine leakage made them change their daily activities or interfered with their sleep a lot

Connect with your patients by asking

- Have you experienced urine leakage or “accidents” in the past six months?
- How often and when do the leakage problem occur?
- Does urinary incontinence affect your daily life (such as leading to school withdrawals, depression or sleep deprivation)?
- Are you currently receiving any treatment?

Tips & best practices

- ✓ Explain that treatment can improve bladder control and reduce urinary incontinence
- ✓ If the patient isn't receiving treatment, explain their options, which include many ways to control or manage symptoms, such as bladder training exercises, medicine or surgery.
- ✓ When necessary, recommend appropriate treatment

Reducing the Risk of Falling

“Reducing the Risk of Falling” measures whether the patient has a problem with falling, walking or balancing and has discussed it with their PCP and received treatment for it. The Fall Risk Management measure assesses patients who:

- Were seen by a doctor in the past 12 months and who discussed falls or problems with balance or walking with their current doctor
- Had a fall or had problems with balance or walking in the past 12 months, who were seen by a doctor in the past 12 months and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current doctor

Connect with your patients by asking

- Have you had a fall in the past year?
- What were the circumstances of the fall?
- How do you think a fall could have been prevented?
- Have you felt dizzy or had problems with balance or walking in the past year?
- Do you have any vision problems? Have you had a recent eye exam?

Tips & best practices

If the patient is at risk of falling, recommend a preventive course of action, such as:

- ✓ Proper use of a cane or walker
- ✓ Exercise or a physical therapy program to improve leg strength and balance
- ✓ Modification of home to make it safer (e.g., safety bars)
- ✓ Review of medications
- ✓ Annual vision or hearing test

Recommend the following:

- ✓ SilverSneakers® fitness benefits and features
- ✓ Physical activity programs at local senior centers/other community settings





Monitoring Physical Activity

“Monitoring Physical Activity” assesses whether a patient has discussed physical activity with their primary care provider (PCP) and whether the PCP gave advice about the patient’s level of physical activity. The Physical Activity in Older Adults measure assesses patients who:

- Had a doctor’s visit in the past 12 months and who spoke with a doctor or other health provider about their level of exercise or physical activity
- Had a doctor’s visit in the past 12 months and who received advice to start, increase, or maintain their level of exercise or physical activity

Connect with your patients by asking

- What’s your daily activity level?
- What activities do you enjoy?
- Do you feel better when you are more active?

Tips & best practices

- ✓ Recommend starting, increasing, or maintaining patient’s level of physical activity.
- ✓ Explain the importance of physical activity for:
 - Muscle strength and balance
 - Reduced risk of falls
 - Mental well-being
 - Healthy aging
- ✓ Recommend patient utilize:
 - SilverSneakers® fitness benefits and features
 - Physical activity programs at local senior. Centers/ other community settings

Improving or Maintaining Physical Health

The “Improving or Maintaining Physical Health” measure assesses patients whose physical health is the same or better after two years.

Connect with your patients by asking

- How far can you walk?
- Do you have any trouble climbing up or down stairs?
- Are you able to shop for and cook your own food?
- Does pain limit your activities?

Tips & best practices

- ✓ Assess patients’ physical activity level
- ✓ Use Annual Wellness Visits to talk with patients about their health and document changes that have occurred in the past year
- ✓ Recommend relevant physical activity and provide educational materials, suggested exercises and information on fitness programs such as SilverSneakers® and other community resources
- ✓ Refer patients with limited mobility to physical therapy if appropriate
- ✓ Assess and address pain issues that patients may be experiencing

Improving or Maintaining Mental Health

The “Improving or Maintaining Mental Health” measure assesses patients whose mental health is the same or better after two years.

Connect with your patients by asking

- Describe your energy level.
- Do you get to socialize?

Tips & best practices

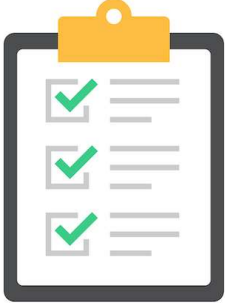


- ✓ Assess patients’ mental health using a Patient Health Questionnaire-3(PHQ-2) and if appropriate, a PHQ-9
- ✓ Conduct a reconciliation of medication at every visit to ensure the patient is taking medications correctly
- ✓ For patients experiencing depression or anxiety, talk with them about how they can get help
- ✓ If you need to refer your patient to a behavioral health specialist or need to request coordination of care, please call our Behavioral Health department at 800.673.8043
- ✓ Discuss and address issues of substance abuse and illegal drug use



Documentation tip

Be sure to document all screenings in the patient’s medical record and bill the appropriate CPT® II code(s) on your claim submission.

Best practice tips to improve CAHPS and HOS measures

Actions to take	
 <p>Before Appointments</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Offer convenient appointment times by keeping blocks of time open for same-day, weekend and early morning/evening slots <input type="checkbox"/> Consider offering telehealth service (by phone or video chat) as an alternative to in-person appointments <input type="checkbox"/> Confirm appointments with patients one day prior to visit by live call, text message, an automated call messaging system or email <input type="checkbox"/> 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 <input type="checkbox"/> Have patients' records ready and reviewed <input type="checkbox"/> Notify patients early if long wait times are expected
 <p>During Appointments</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Do your best to see patients within 15 minutes of their appointment time <input type="checkbox"/> Review patients' prescriptions, make sure they understand the importance of their medications, and alert them to any possible adverse drug interactions – including OTC medications and herbal supplements <input type="checkbox"/> Recommend flu vaccination for patients six months old and older to protect against the flu season (August to December) each year <input type="checkbox"/> Address patient questions and concerns about the flu vaccine, including side effects, safety and vaccine effectiveness, in easy-to-understand language <input type="checkbox"/> Communicate when patients' test results and/or X-rays will be available and set reminders to review results with patients in a timely manner <input type="checkbox"/> Ask patients if they have any questions or concerns regarding their care
 <p>End of Appointment</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Immediately schedule patients' follow-up appointments to ensure continuous care <input type="checkbox"/> Account for specialist care by making sure specialist appointments were made or help patients schedule appointments if needed <input type="checkbox"/> Encourage patients to use the patient portal, which lets them access their health records and ask providers questions <input type="checkbox"/> Share health records with patients' other providers to keep everyone up to date