



Consumer Assessment of Healthcare Providers and Systems (CAHPS) Provider Impact

What We Know

- PCPs that develop meaningful and sustainable relationships with patients and provide integrated care have:
 - Greater patient trust
 - Better outcomes
 - Improved Continuity of care
- ~85% of responses are correlated to the physician-patient interaction
- With consistent PCP visits, commonly higher CAHPS scores
- When HEDIS/Medication adherence ↑, then CAHPS ↑



Access to Care

Getting needed care quickly

- Seen within < 15 min of scheduled appt.
- Review & Prepare (HUDDLE)
- Engage patient in care
- Prescribe tier 1 formulary Rx
- Educate on diagnosed disease process
- Evaluate/Eliminate barriers



Flu Vaccine

Did you get 100%

- Instruct patients about the value of getting vaccinated
- Encourage patient to get the flu vaccine
- Partner with WellCare on joint initiatives or programs that focus on Flu education



Care Coordination

Clear Provider Communication

- Create a specialty Care TEAM
- Reconcile & Educate for current medications taken
- Deliver test results timely
- Increase CAHPS knowledge
- Inform patient on importance of completing the CAHPS Survey

CAHPS Provider Impact



Getting Needed Care

- Office staff should help **coordinate specialty appointments** for urgent cases
 - Encourage patients and caregivers to view results on the **patient portal** when available
 - Inform patients of what to do if care is needed **after hours**
 - Offer appointments or refills via **text and/or email**
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Getting Care Quickly

- Ensure a **few appointments each day** are available to accommodate urgent visits
 - See patients **within 15 minutes** of the appointment time
 - Maintain an **effective triage system** to ensure that frail and/or very sick patients are seen right away or provided alternate care via phone and urgent care
 - Keep patients informed if there is a longer wait time than expected and provide them with an **option to reschedule**
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Care Coordination

- Ensure there are open appointments for **patients recently discharged** from a facility
 - Integrate PCP and Specialty practices through **EMR or fax** to get reports in a timely manner
 - Ask patients if they have seen any other providers; **discuss visits to specialty care** as needed
 - Encourage patients to **bring in their medications** to each visit
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Doctor Communication

- Spend time talking to the patient
- Explain things in a way that is easy to understand
- Listen carefully
- Show respect for what the patient has to say