

Care Coordination: Supporting Your Patients' Care Experience

Care Coordination is a key topic in the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. Next spring, patients who are randomly selected will be asked to evaluate Care Coordination and other important topics through the survey. Your efforts will directly impact patients' experiences and quality ratings, while supporting our shared commitment to excellent care.

What Patients Tell Us Matters Most

Through prior surveys, patients have said that when they visit you, they want to know if you:

- Have their complete medical record and care history
- Will get their test results quickly and when they can expect them
- Are speaking with their specialists about their care
- Can help them navigate care across multiple providers

Four Areas with Key Actions to Improve and Excel at Care Coordination

1. See Patients Quickly

- Schedule next appointments before patients leave your office.
- Offer flexible options and remind patients whether they can reach you after hours.

2. Coordinate Care Effectively

- Ask patients about other providers seen and obtain specialist reports, review treatment plans, and discuss visits, concerns, and care.
- Submit referrals and authorizations promptly and set clear expectations.
- Establish an efficient process for communicating test results to patients.
- Encourage patients to bring a current medication list to their visits and review it together.
- Call in prescriptions immediately and submit timely medication authorization requests via MyPrime.com.

3. Promote Preventive Care

- Remind patients to have their annual wellness visit.
- Discuss recommended immunizations.
- Offer annual flu vaccines.

4. Foster Open Communication

- Return calls and emails promptly.
- Determine preferred method and timing for delivery of test results and communicate them promptly.
- Ask patients open-ended questions about their experiences and use their feedback for improvements.

Your patients are counting on you. When care is coordinated seamlessly, patients feel heard, informed, and supported. Thank you for the outstanding work you do every day.