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Federal Employee Program®

CAHPS® Survey: Mastering Three Topics for Greatest Impact

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey asks a random sample of patients about their healthcare experience. Their answers reveal what is working—and where we can do better. This month, we are focused on the three topics below that matter most to patients' experiences and outcomes.

Why does CAHPS Matter?

The CAHPS survey reveals how patients perceive your care, enabling you to strengthen patient relationships and improve quality. Insights from the survey support preventive medicine, early disease detection, and chronic condition management, creating a more holistic approach to care for patients and their caregivers.

1) Getting Needed Care

Can patients access the services they require?

Patients are asked: Did you find it easy to get necessary care, tests, or treatment? Could you get an appointment with a specialist when you needed one?

How to enhance the patient experience: Remove barriers to access. Streamline referral processes, follow up on specialist requests promptly, and ensure patients know how to request the care they need. When patients feel heard and supported in accessing care, satisfaction rises as a result of positive encounters.

2) Getting Care Quickly

Does your practice respect patients' time?

Patients are asked: When you were sick or injured, did you get care as soon as you needed it? For non-urgent visits, were you able to schedule an appointment without long delays?

How to enhance the patient experience: Minimize wait times where possible. Offer same-day or next-day appointments for urgent concerns. For routine visits, communicate realistic timelines upfront. Quick access signals you value their time and health.

3) How Well Doctors Communicate

Are you connecting with patients on their level?

Patients are asked: Did your doctor explain things in a way you could understand? Did your doctor listen carefully? Did your doctor show respect for what you said? Did your doctor spend enough time with you?

How to enhance the patient experience: Reduce the pace of your communication. Use plain language, avoid jargon, and check for understanding. Ask open-ended questions and truly listen to responses. Make eye contact and demonstrate you respect their perspective. These moments build trust and improve outcomes.

The Real Impact

Each survey question reflects a real patient moment. When you excel in these three areas, you are not just improving scores, you are building a practice where patients feel cared for, heard, and supported. That is the foundation of better health outcomes and lasting patient relationships.

A full list of survey questions your patients may receive is available at [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1](#).

Thank you for your dedication to delivering high-quality care to our members. If you have questions about CAHPS, please email us at cahpsproviderinquiries@bcbsfl.com.