

January 2025

## Federal Employee Program

### CAHPS Survey: Enhancing Your Patients' Experience

Each year, as part of its ongoing efforts to evaluate and improve healthcare quality, the Centers for Medicare and Medicaid Services administers the Consumer Assessment of Healthcare Providers and Systems (CAHPS)<sup>1</sup> survey. This survey is sent to a randomly selected group of your Florida Blue Federal Employee Program (FEP) patients to assess their care experiences with your office during 2024. Areas covered in the survey include coordination of care and receiving care quickly.

By becoming familiar with the survey's content, you can proactively focus on areas that will positively impact your patients' overall experience and satisfaction with your practice. We encourage you to use this opportunity to enhance the quality of care and services you provide to your patients. A full list of survey questions your patients may receive is available at [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1H](#).

#### A Positive Patient Experience Starts with The Details

Ability to get needed care and get it quickly are two CAHPS focus areas that may help you enhance your patients' experience. We are sharing some best practices to consider for these areas to improve overall patient satisfaction with the care they receive from your practice.

CAHPS Survey – Two Key Areas of Focus	
Ability To Get Needed Care	Ability to Get Care Quickly
Call, text, or email patients when you expect any appointment delays. Let patients know which days or times are best to schedule appointments.	Consider breaking up the waiting period by moving patients from the waiting room into the exam room for vital signs collection, such as blood pressure and temperature checks, as soon as possible after arrival.
Make scheduling as easy as possible. Help patients make specialist appointments before they leave your office. You may also assist patients with referrals and authorizations.	Offer appointments with physician extenders for urgent issues if physician is unable to see the patient the same day.
Include your patient in decision-making about their care regarding tests, referrals, and treatment options.	Set aside time slots each day to accommodate urgent visits.

If you have questions about CAHPS, please email us at [CAHPSProviderInquiries@BCBSFL.com](mailto:CAHPSProviderInquiries@BCBSFL.com).

<sup>1</sup> CAHPS is a program of the Agency for Healthcare Research and Quality, U. S. Department of Health and Human Services.