

July 2025

Federal Employee Program

CAHPS Survey: Improving Patient Satisfaction and Outcomes

Every year, the Centers for Medicare & Medicaid Services (CMS) conducts the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, targeting a random sample of individuals enrolled in the Blue Cross and Blue Shield Federal Employee Program (FEP®). The CAHPS survey assesses various aspects of patient care, including communication, access and coordination of care, personal doctor rating, and timeliness. Participants will be surveyed in early 2026, based on their current care experiences.

Details Matter: Small Gestures Make a Big Difference

Certain details of a patient's experience, such as appointment wait times, communication methods, and staff interactions, can play a significant role in shaping their overall satisfaction. By paying attention to these aspects, health care providers can create a more positive and supportive environment, ultimately leading to improved patient outcomes and a higher level of care.

Included below are tips to consider for two key areas that impact patient satisfaction and experience:

➤ **Coordination of Care**

- Educate patients by providing clear and concise information regarding their conditions, treatment options, and self-care strategies.
- Give patients access to helpful resources, such as patient advocates, care coordinators, and access to necessary specialists to help them navigate their care.
- Facilitate smooth transitions between care settings by working with other health care providers involved in your patient's care.

➤ **Rating of Personal Doctor**

- Allocate sufficient time for each patient and keep wait times short. Patients tend to rate higher when they feel their concerns are addressed quickly and with empathy.
- Ensure all staff members, including nurses and receptionists, contribute to a positive patient experience.
- Clearly communicate medical conditions, treatment options, and medications in a way the patient can easily understand.



Every encounter, no matter how big or small, has the potential to make a profound impact on your patients' health and well-being. We are grateful for the difference you make every day.

If you have questions about CAHPS, please email us at cahpsproviderinquiries@bcbsfl.com.

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services.

Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.

122220 0625