

February 2022

Federal Employee Program CAHPS Survey: You Can Make a Difference in Your Patients' Satisfaction

Each year, the Centers for Medicare and Medicaid Services (CMS) sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey to a random selection of your Florida Blue Federal Employee Program[®] (FEP) patients. Some of your patients will be receiving the survey soon, which will ask about their health care and their experience in your office for the care they received in 2021.

Their CAHPS responses tell the story.


- The survey is focused on quality aspects patients are best qualified to evaluate, such as coordination of care and provider communication.
- Results of this survey impact the quality ratings of provider care.
- When you are with patients, keeping in mind the topics they will be asked about will help you positively impact survey results and achieve higher ratings.
- A full list of survey questions your patients might receive is available on our website at [CAHPSHealth Plan Surveys, Adult Commercial Survey 5.1](#).





It is all in the details.

We have put together the following checklist with some simple tips organized by the CAHPS survey areas of focus. Use it during office visits to maximize the experience your patients have in your office.

CAHPS Quality Measures: *You can make a difference.*

The CAHPS annual survey measures the following benchmarks for patient care. Use this checklist to foster higher patient satisfaction!



 <p>YEARLY FLU SHOTS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ask patients if they have gotten their flu shot. <input type="checkbox"/> Encourage them to get vaccinated. 	 <p>ABILITY TO GET NEEDED CARE</p> <ul style="list-style-type: none"> <input type="checkbox"/> Make scheduling as easy as possible. <input type="checkbox"/> Ask staff to help with scheduling specialist appointments and share the details with your patients. <input type="checkbox"/> Help patients with authorizations. <input type="checkbox"/> Call, text, or email patients when you expect any appointment delays. <input type="checkbox"/> Let patients know which days or times are best to schedule appointments. <input type="checkbox"/> Break up wait times by moving patients from the waiting room into an exam room to take vitals. <input type="checkbox"/> Stock exam rooms with reading material in case you are delayed. <input type="checkbox"/> Encourage patients to check with their plan about rewards for taking good care of themselves.
 <p>QUALITY OF CARE</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ask open-ended questions that allow patients to share concerns. <input type="checkbox"/> Be transparent about long wait times. Even if patients have to wait, they will appreciate knowing what to expect. 	
 <p>COORDINATION OF CARE</p> <ul style="list-style-type: none"> <input type="checkbox"/> Expedite the time it takes to follow up on blood tests, X-rays, and anything else patients might be waiting on. <input type="checkbox"/> Remind patients to bring a list of their prescriptions to every appointment. <input type="checkbox"/> Before each appointment with a patient, call any specialists to review care. 	
