

October 2024

Every Office Visit Matters

The Patient Experience Impacts Your CAHPS Survey Results

As a provider, you and your staff strive for your patients' encounters to be positive experiences. Your patients' expectations will likely be met, or even exceeded, when they consider you and your staff to be responsive, caring, and knowledgeable. This will be reflected in the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey results.

In early 2025, a random group of Florida Blue Federal Employee Program® (FEP) patients will complete the survey, which will rate their 2024 health care experience. Striving to exceed your patients' expectations can have a direct, positive impact on their responses.

Why is the CAHPS Survey Important?

The CAHPS survey focuses on quality aspects patients are best qualified to evaluate. It provides valuable insights that can enhance the provider-patient relationship, which can in turn lead to better health outcomes. The survey helps evaluate **coordination of care, receiving care quickly, getting needed care, and overall health care quality** – key aspects important to your patients.

Each year, the Centers for Medicare and Medicaid Services sends the survey to a random sample of Florida Blue FEP patients. Some of your patients will be asked about their time in your office for the health care they received in the prior year. Access the [CAHPS questionnaire](#) to learn more about the survey questions.

How to Help Boost Your Patients' Visit Experiences

Please keep in mind the following tips as a guide to help maintain or improve patient satisfaction related to their office visits.

- Set aside time slots each day to **accommodate urgent visits**.
- Offer appointments with **physician extenders** for urgent issues if physician is unable to see patient the same day.
- 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.
- Keep things **simple and easy to understand**, so patients can navigate their care easily.
- Work together with other health care providers involved in your patients' care to make sure **everyone is on the same page**.
- Take time to **listen to your patients' concerns** and **show understanding**.
- Keep **wait times short** and appointments on track to respect patients' time.



We Value You!

Thank you for all you do every day to take care of our members. If you have questions about the CAHPS survey, please email us at CAHSPProviderInquiries@BCBSFL.com.