

CAHPS Provider TIP Sheet

Appropriate patient care is essential to the overall health of the ones you serve. Superior HealthPlan is dedicated to partnering with you to help maximize opportunities to improve patient care and satisfaction, for the benefit of you, the physician and the patient.

Annually, Superior HealthPlan conducts a Member experience survey utilizing a standardized national tool titled CAHPS® (Consumer Assessment of Healthcare Providers and Systems*). Patients rate their overall health, **their physician's care and the experience they have within your practice**. Below are examples of satisfaction categories and survey questions for which your patients are asked to respond, provider discussion questions and provider tips. We hope this tool will provide reinforcement opportunities for your relationship with the patients you serve.

Provider to Patient Discussion Topics

<p><u>Health Promotion Discussion Questions</u></p> <ul style="list-style-type: none"> • Any problems with your work or daily activities due to physical problems? • Any problems with your work or daily activities due to stress? • Anything bothering you or stressful? • Are you sad or depressed? • Do you use tobacco? (Always/Sometimes/Never) • Do you drink alcohol? (Always/Sometimes/Never) • Do you exercise? (Always/Sometimes/Never) • Do you take aspirin? (Always/Sometimes/Never) • Do you or anyone in your family have high blood pressure, high cholesterol or had a heart attack? • Have you had a flu shot in the past calendar year? If not, Why? 	<p><u>Provider Tips</u></p> <ul style="list-style-type: none"> • Complete and document any health assessment on patient. • Discuss with patient the benefits of exercise and encourage them to start, increase or maintain physical activity and document discussion. • Discuss the risks of tobacco use and recommend medication to assist in stopping. • Discuss the risks and benefits of aspirin to prevent heart attack or stroke. • Discuss issues associated with drinking too much alcohol, if necessary. • Screen patient for high blood pressure and cholesterol. • Recommend and/or administer the flu shot during flu season. • Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed.
<p><u>Medication Discussion Questions</u></p> <ul style="list-style-type: none"> • Are you currently on any prescription medications from another doctor? If so, what? • How long have you been on the medication? • Review medications prescribed by PCP and verify results. 	<p><u>Provider Tips</u></p> <ul style="list-style-type: none"> • Document all prescription medication patient is taking. • Discuss options and reasons to take alternate medications if patient is not getting positive results for symptoms. • Discuss reasons with patient why they may need to stop taking a particular medication. • Discuss the benefits and risks of taking a medicine. • Discuss patient's preference on what medication they feel would be best for them. • Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed.
<p><u>Access to Care Discussion Questions</u></p> <ul style="list-style-type: none"> • Are you satisfied with the timeframe it took to schedule your appointment? • Were you able to get your appointment as soon as you needed? • Are you satisfied with the coordination of care you receive, coordinating visits with specialists, non-emergency transportation (if needed) and providing lab or test results? 	<p><u>Provider Tips</u></p> <ul style="list-style-type: none"> • Evaluate office procedures to improve getting patients scheduled as quickly as possible for their symptoms. • Determine why patient perceives difficulty in getting timely care, if necessary. • Educate patient on timeframes for getting appointments according to their symptoms. • Assist in coordination of non-emergency transportation, if necessary. • Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed.

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