



CAHPS/HOS Provider Resource Guide

*CAHPS (Consumer
Assessment of Healthcare
Providers and Systems)*



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Every year, a random sample of Managed Health Services (MHS) members are surveyed about their experience with their doctors, services, and health plan. It is an important component of ensuring that patients are satisfied, not only with their health outcomes but also with their healthcare experience.

CAHPS surveys allow patients to evaluate the aspects of care delivery that matter the most to them. At MHS, we are committed to partnering with our providers to deliver an outstanding patient experience.

As a provider, you are the most critical component of that experience. We want to ensure that you know exactly how your patients are evaluating your care. Please take a moment to review and to familiarize yourself with some of the key topics included in the survey.

CAHPS MEASURE: GETTING NEEDED CARE

The *Getting Needed Care* measure assesses the ease with which patients received the care, tests, or treatment they needed. It also assesses how often they were able to get a specialist appointment scheduled when needed.

Incorporate the following into your daily practice:

- Office staff should help **coordinate specialty appointments** for urgent cases
- Encourage patients and caregivers to view results on the **patient portal** when available
- Inform patients of what to do if care is needed **after hours**
- Offer appointments or refills via **text and/or email**

CAHPS MEASURE: GETTING CARE QUICKLY

The *Getting Care Quickly* measure assesses how often patients got the care they needed as soon as they needed it and how often appointment wait times exceeded 15 minutes.

Incorporate the following into your daily practice:

- Ensure a **few appointments each day** are available to accommodate urgent visits
- Offer appointments with a **nurse practitioner or physician assistant** for short notice appointments
- Maintain an **effective triage system** to ensure that frail and/or very sick patients are seen right away or provided alternate care via phone and urgent care
- Keep patients informed if there is a longer wait time than expected and give them an **option to reschedule**

CAHPS MEASURE: CARE COORDINATION

The *Care Coordination* measure assesses providers' assistance with managing the disparate and confusing health care system, including access to medical records, timely follow-up on test results, and education on prescription medications.

Incorporate the following into your daily practice:

- Ensure there are open appointments for **patients recently discharged** from a facility
- Integrate PMP and specialty practices through **EMR or fax** to get reports promptly
- Ask patients if they have seen any other providers; **discuss visits to specialty care** as needed
- Encourage patients to **bring in their medications** to each visit

CAHPS MEASURE: HOW WELL DOCTORS COMMUNICATE

The *How Well Doctors Communicate* measure assesses patients' perception of the quality of communication with their doctor. Consider using the Teach-Back Method to ensure patients understand their health information.

What is Teach-back?

- A way to ensure you—the healthcare provider— have explained information clearly. It is not a test or quiz of patients
- Asking a patient (or family member) to explain in their own words what they need to know or do, in a caring way
- A way to check for understanding and, if needed, re-explain and check again
- A research-based health literacy intervention that improves patient-provider communication and patient health outcomes

CAHPS MEASURE: RATING OF HEALTH CARE QUALITY

The CAHPS survey asks patients to rate the overall quality of their health care on a 0-10 scale.

Incorporate the following into your daily practice:

- Encourage patients to make their **routine appointments** for checkups or follow up visits as soon as they can – weeks or even months in advance
- Ensure that **open care gaps** are addressed during each patient visit
- Make use of the provider portal when requesting prior authorizations

HOS (Health Outcomes Survey)



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The health plan HOS survey measures patients' perception of their health outcomes. Providers have a direct impact on HOS because patients' perceptions of their health outcomes is primarily driven by how well the providers communicate with patients.

HOS MEASURE: MANAGEMENT OF URINARY INCONTINENCE IN OLDER ADULTS

The *Management of Urinary Incontinence in Older Adults* measure assesses the percentage of patients who:

- Reported having urine leakage in the past six months and who discussed their urinary leakage problem with a healthcare provider
- Reported having urine leakage in the past six months and who discussed treatment options for their urinary incontinence with a healthcare provider
- Reported having urine leakage in the past six months and who reported that urine leakage made them change their daily activities or interfered with their sleep a lot

Connect with your patients by asking:

- Have you experienced urine leakage in the past six months?
- How often and when do the leakage problem occur?
- Does urinary incontinence affect your daily life (such as leading to social withdrawals, depression or sleep deprivation)?

HOS MEASURE: PHYSICAL ACTIVITY IN OLDER ADULTS

The *Physical Activity in Older Adults* measure assesses the percentage of patients who:

- Had a doctor's visit in the past 12 months and who spoke with a doctor or other health provider about their level of exercise or physical activity
- Had a doctor's visit in the past 12 months and who received advice to start, increase, or maintain their level of exercise or physical activity

Connect with your patients by asking:

- What's your daily activity level?
- What activities do you enjoy?
- Do you feel better when you are more active?

HOS MEASURE: FALL RISK MANAGEMENT

The *Fall Risk Management* measure assesses the percentage of patients who:

- Were seen by a doctor in the past 12 months and who discussed falls or problems with balance or walking with their current doctor
- Had a fall or had problems with balance or walking in the past 12 months, who were seen by a doctor in the past 12 months, and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current doctor

Connect with your patients by asking:

- Have you had a fall in the past year?
- What were the circumstances of the fall?
- How do you think a fall could have been prevented?
- Have you felt dizzy, or had problems with balance or walking in the past year?
- Do you have any vision problems? Have you had a recent eye exam?

HOS MEASURE: IMPROVING OR MAINTAINING PHYSICAL HEALTH

The *Improving or Maintaining Physical Health* measure assesses the percentage of patients whose physical health is the same or better after two years.

Connect with your patients by asking:

- How far can you walk?
- Do you have any trouble climbing up or down stairs?
- Are you able to shop for and cook your own food?
- Does pain limit your activities?

HOS MEASURE: IMPROVING OR MAINTAINING MENTAL HEALTH

The *Improving or Maintaining Mental Health* measure assesses the percentage of patients whose mental health is the same or better after two years.

Connect with your patients by asking:

- Describe your energy level.
- Do you get out to socialize?



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