

# Consumer Assessment of Healthcare Providers and Systems (CAHPS®)



## Provider CAHPS® Tip Sheet

Carolina Complete Health is dedicated to partnering with our providers to help maximize opportunities to improve patient care and patient satisfaction, for the benefit of you and the patient.

Annually, Carolina Complete Health conducts a member experience survey utilizing a standardized national tool titled Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>1</sup>. Patients rate their overall health, their physician’s care and the experience they have had 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	
Health Promotion Discussion Questions	Provider Tips
<ul style="list-style-type: none"> <li>Any problems with your work or daily activities due to physical problems?</li> <li>Any problems with your work or daily activities due to stress?</li> <li>Anything bothering you or stressful?</li> <li>Are you sad or depressed?</li> <li>Do you use tobacco? (Always/Sometimes/Never)</li> <li>Do you drink alcohol? (Always/Sometimes/Never)</li> <li>Do you exercise? (Always/Sometimes/Never)</li> <li>Do you take aspirin? (Always/Sometimes/Never)</li> <li>Do you or anyone in your family have high blood pressure, high cholesterol or had a heart attack?</li> <li>Have you had a flu shot in the past calendar year? If not, Why?</li> </ul>	<ul style="list-style-type: none"> <li>Complete and document any health assessment on patient</li> <li>Discuss with patient the benefits of exercise and encourage them to start, increase or maintain physical activity and document discussion</li> <li>Discuss the risks of tobacco use and recommend medication to assist in stopping</li> <li>Discuss the risks and benefits of aspirin to prevent heart attack or stroke</li> <li>Discuss issues associated with drinking too much alcohol, if necessary</li> <li>Screen patient for high blood pressure and cholesterol</li> <li>Recommend and/or administer the flu shot during flu season</li> <li>Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed</li> </ul>

<sup>1</sup> CAHPS is a registered trademark of the Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services.

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Provider to Patient Discussion Topics	
Medication Discussion Questions	Provider Tips
<ul style="list-style-type: none"> <li>• Are you currently on any prescription medications from another doctor? If so, what?</li> <li>• How long have you been on the medication?</li> <li>• Review medications prescribed by PCP and verify results.</li> </ul>	<ul style="list-style-type: none"> <li>• Document all prescription medication patient is taking</li> <li>• Discuss options and reasons to take alternate medications if patient is not getting positive results for symptoms</li> <li>• Discuss reasons with patient why they may need to stop taking a particular medication</li> <li>• Discuss the benefits and risks of taking a medicine</li> <li>• Discuss patient’s preference on what medication they feel would be best for them</li> <li>• Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed</li> </ul>
Access to Care Discussion Questions	Provider Tips
<ul style="list-style-type: none"> <li>• Are you satisfied with the timeframe it took to schedule your appointment?</li> <li>• Were you able to get your appointment as soon as you needed?</li> <li>• 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?</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate office procedures to improve getting patients scheduled as quickly as possible for their symptoms</li> <li>• Determine why patient perceives difficulty in getting timely care, if necessary</li> <li>• Educate patient on timeframes for getting appointments according to their symptoms</li> <li>• Assist in coordination of non-emergency transportation, if necessary</li> <li>• Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed</li> </ul>

## Questions?

If you have additional questions, please contact Provider Services by phone at **1-833-552-3876** or the Provider Relations and Support team by Email at [NetworkRelations@cch-network.com](mailto:NetworkRelations@cch-network.com).