

# Provider orientation CAHPS content

DCAGP-CD-007568-22-CPN6879 October 2022

# Template guidelines

#### What is CAHPS?

Annual survey to assess consumers' experiences with their health plan and healthcare services

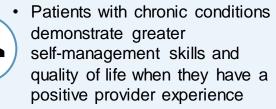


Asks your patients to rate and evaluate their own experience with:

- · Personal doctor.
- Specialist they see most often.
- · Health plan.
- · Healthcare.

### Why focus on patient experience?

There is a strong correlation between patient experience and positive healthcare outcomes:



- Patient retention is greater when there is a high-quality relationship with their provider
- Patient experience is also reflected in online reviews, so can affect your reputation
- Decreased malpractice risk
- Improving patient experiences can increase employee retention

## How to improve patient experience

- · Provide access and timeliness to care:
  - · Plan for urgent visits
  - Set up an after-hours protocol
- Encourage office staff to be courteous and empathetic.



Respect cultural differences and beliefs.

- Demonstrate active listening by asking questions and making confirmatory statements.
- Spend enough time with the patient to address all their concerns.
- · Provide clear explanations of treatments and procedures.
- · Verify that your patient understands their treatment plan.
- · Obtain and review records from hospitals and other providers.







https://provider.amerigroup.com/DC