

Provider orientation CAHPS content

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:



- Patients with chronic conditions demonstrate greater self-management skills and quality of life when they have a positive provider experience
- 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.



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