



QUALITY IMPROVEMENT PROVIDER RESOURCE GUIDE

MEMBER SATISFACTION

CAHPS

Health plans conduct a member satisfaction survey called the Consumer Assessment Healthcare Providers and Systems (CAHPS). CAHPS is a member survey that gauges satisfaction with services provided by the health plan as well as member perception of provider accessibility, the patient-physician relationship and provider communication. This survey is conducted annually and results are then compared with national benchmarks.

How can providers help?

- Open the lines of communication with your patients. Communicate thoroughly and in a way they can understand.
- Listen to your patients and make sure they understand what you have discussed/ordered, etc.
- Submit referrals and obtain authorizations as appropriate.
- Be aware of patient wait times and limit them when possible.
- Encourage preventive measures such as influenza and pneumococcal vaccines.

HOS

The Centers for Medicare & Medicaid Services (CMS) conduct an annual Health Outcomes Survey (HOS). The purpose of this survey is to gather health data from people with Medicare. Members are chosen at random to participate and are involved in a baseline survey in the spring. Two years later the same members are surveyed again. The survey measures changes in physical and mental health status that is self-reported.

How can providers help?

- Remember to discuss and provide counseling for the following: urinary incontinence, physical activity, falls risk and testing for osteoporosis.
- Encourage preventive measures such as influenza and pneumococcal vaccines.