

Impacting CAHPS and HOS Quality Measures: A Checklist for Providers

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®), a survey administered between March and June, evaluates consumers' health care experiences. CAHPS focuses on aspects of care patients are best qualified to assess, such as customer service, communication with providers and access to services. The Health Outcomes Survey (HOS) grades organizations for maintaining or improving the physical and mental health of its members over a two-year period.

Together, CAHPS and HOS ratings represent a true indicator of the patient experience. Health Partners Plans (HPP) encourages providers to use this checklist to improve communication with patients and enhance patient-provider interactions.

CAHPS Topics and Ideas for Better Communication

Annual Flu Vaccine

- You should get a flu shot every year. A flu shot will not make you sick. Would you like to get a flu vaccine today?

Care Coordination

- To provide you with the best care, let me review your medical records for any new information from other doctors you have visited. If you've had any lab tests like blood work, X-rays or other tests, I will review those results with you, too.

Getting Appointments and Care Quickly

- Let's talk about some days of the week and times that best work in your schedule. Before you leave our office today, let's schedule your next routine care visit.
- We understand that at times you may need care on short notice. If that's the case, please call our office right away for help.

Getting Needed Care

- I want to make sure that you are getting the right and appropriate care. If you have any issues getting an appointment with a specialist, please let our office know so we can help you book an appointment.

Getting Needed Prescription Drugs

- Your records show you are taking [medication names]. Do you have any questions about these medications?
- As your doctor, I want you to be able to fill and take all your medications. Do you have any trouble getting your prescribed medications?

Overall Rating of Health Care Quality

- How can we improve your experience when you come in for an appointment? What suggestions do you have for us at this office?

HOS Topics and Ideas for Better Communication

Improving or Maintaining Physical Health

- Your physical health affects your ability to get around and live independently. Does your health stop you from doing your daily activities?

Improving or Maintaining Mental Health

- We talk about your physical health a lot, but we should also talk about your mental health. Does your mental health affect your ability to complete your daily activities? In the past two weeks, have you felt sad or depressed?

Fall Prevention

- Accidental falls can be dangerous, but there are ways to reduce the risk of a fall. Have you fallen since your last visit, or had any changes to your walking or balance?

Urinary Incontinence

- Let's talk about bladder control. I don't want you to feel embarrassed, but it is an important health topic. Have you ever talked with a doctor about urine leakage or another incontinence issue?

HPP Can Help

If you have questions about CAHPS or HOS, contact your NAM (Network Account Manager). For more information, visit www.ahrq.gov/cahps and www.cms.gov.



Health Partners Plans