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Strategies for Improving CAHPS Health Plan Survey Scores

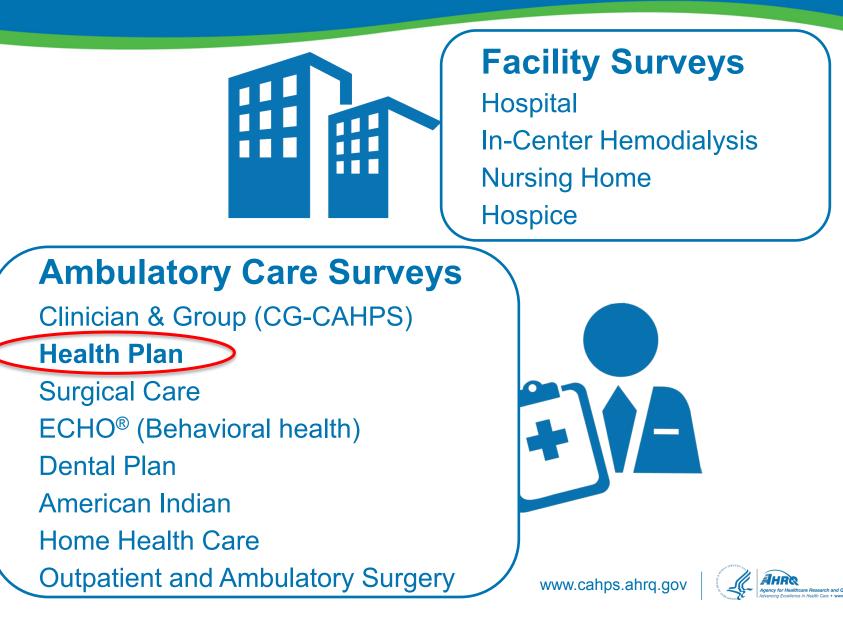
A Webcast Presented by the AHRQ CAHPS User Network April 13, 2016 12:00 – 1:00 pm ET

CAHPS Webcast Series

- Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Program
 - Funded by the Agency for Healthcare Research and Quality (AHRQ)
 - Develops standardized surveys and related products, including the CAHPS Database
- CAHPS Surveys
 - Assess patients' experiences with care
 - Developed for both ambulatory and facility-based care



CAHPS Family of Surveys



CAHPS Health Plan Survey 5.0

Core Survey Composites and Ratings 2015 National Adult Medicaid Average Top-Box Scores

Composite/Rating	Top Box Score
Getting Needed Care	54%
Getting Care Quickly	58%
How Well Doctors Communicate	73%
Health Plan Customer Service	66%
Personal Doctor Rating	64%
Specialist Rating	64%
Health Care Rating	52%
Health Plan Rating	57%



Our Focus Today

- An overview of the updated CAHPS Ambulatory Care
 Improvement Guide
- How two Medicaid health plans improved their CAHPS Health Plan Survey scores
 - Specific improvement strategies implemented
 - Barriers addressed
 - Results achieved
 - Key lessons learned

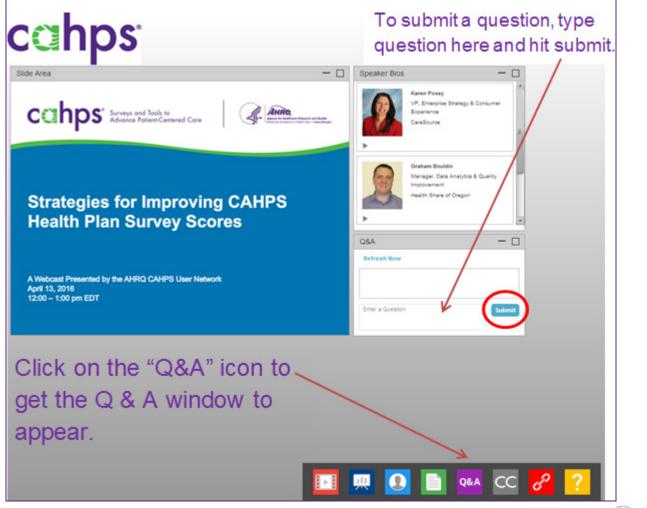


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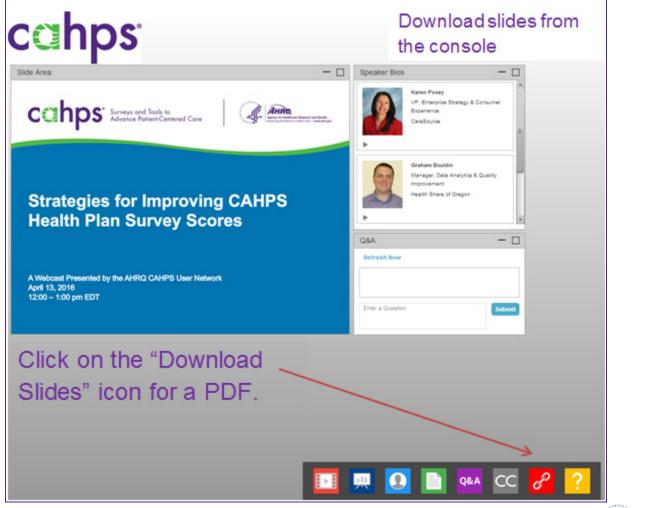


To Ask a Question



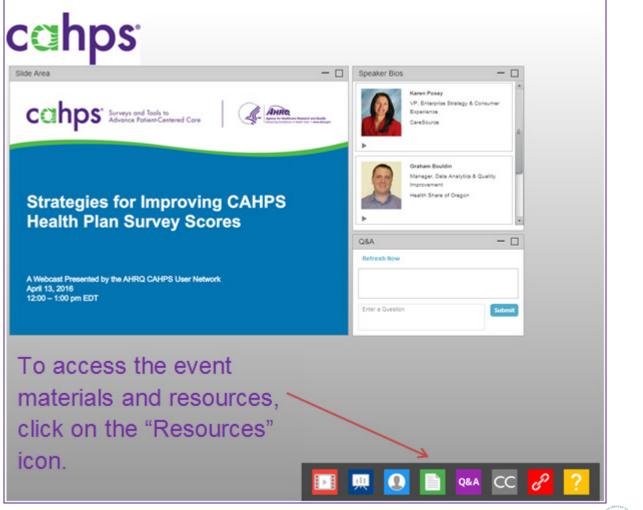


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CAHPS Ambulatory Care Improvement Guide

- A comprehensive resource for health plans, medical groups, and other providers seeking to improve their performance in the domains of quality measured by CAHPS surveys.
- 3 goals
 - Cultivate an environment that encourages and sustains improvements in patient-centered care.
 - Analyze the results of CAHPS surveys and other forms of patient feedback to identify strengths and weaknesses.
 - Develop strategies for improving performance.



CAHPS Ambulatory Care Improvement Guide: Table of Contents

- 1. About the CAHPS Ambulatory Care Improvement Guide
- 2. Why Improve Patient Experience?
- 3. Are You Ready to Improve?
- 4. Ways to Approach the Quality Improvement Process
- 5. Determining Where to Focus Efforts to Improve Patient Experience
- 6. Strategies for Improving Patient Experience



Strategies for Improving Patient Experience

- Open Access Scheduling for
 Routine and Urgent Appointments
- Internet Access for Health Information and Advice
- Rapid Referral Programs
- Training to Advance Physicians' Communication Skills
- Tools to Help Patients
 Communicate Their Needs
- Shared Decision-Making

- Support Groups and Self-Care
- Cultivating Cultural Competence
- Planned Visits
- Group Visits
- Price Transparency
- Service Recovery Programs
- Standards for Customer Service
- Reminder Systems for Preventive Services and Immunizations



Today's Speakers



 Karen Posey, VP, Enterprise Strategy & Consumer Experience, CareSource, Dayton, OH



Graham Bouldin, MSW, Manager, Data
 Analytics & Quality Improvement, Health Share
 of Oregon, Portland, OR



 Susan Edgman-Levitan, PA, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital, Boston, MA (Moderator)

