

CAHPS & QHP EES: Member Experience Surveys and Quality Improvement

The CAHPS and QHP EES member surveys help us better understand our members' care experiences so we can measure quality, optimize the benefits we offer and work alongside providers to improve patient care and outcomes. Here's an overview of these surveys and what you and your patients can expect.

	CAHPS	QHP EES
What	• The Consumer Assessment of Healthcare Providers and Systems • Required by the Centers for Medicare and Medicaid Services (CMS) and the National Committee for Quality Assurance (NCQA) • Administered by Press Ganey • Assesses a member's experience with their health plan and providers	• The Qualified Health Plan Enrollee Experience Survey • Required by CMS • Administered by Press Ganey • Assesses a member's experience with their health plan and providers
Who	A random sample of the following members will receive the survey: • Commercial • Medicare • Medicaid <i>Participation is voluntary and anonymous.</i>	A random sample of members who purchased their coverage through the Health Insurance Marketplace will receive the survey. <i>Participation is voluntary and anonymous.</i>
When	These surveys run between February and June of each year.	
Why	Survey results help health plans and providers to better understand patients' overall health care experiences. We use this information to create resources and implement programs that enhance these experiences and improve patient outcomes. Through your continued collaboration and partnership, these surveys help to improve the healthcare experience for your patients, our members. More resources for the CAHPS survey and tips and best practices can be found at CAHPS and HOS Surveys.	

As a provider, **you're the most critical component** of your patients' health care experience. **We're here to partner with you**, offering resources, programs and benefits, to ensure patients can get the quality care they need.

CAHPS & QHP EES survey focus areas

Measure	What the survey questions will assess
Annual Flu Vaccine	Whether the patient receives an annual flu shot
Getting Needed Care	- How easy it is for the patient to get needed care, including appointments, tests, screenings and immunizations - How easy it is for the patient to schedule appointments and see a specialist for care (when needed)
Getting Appointments and Care Quickly	How quickly a patient is able to see their provider for care when it's needed (i.e. sickness, injury)
Care Coordination	How well providers manage patient care, including access to medical records, timely follow-up on test results and discussion/education on prescription medications
Rating of Health Care Quality	The overall health care the patient feels they receive from their primary care provider (PCP) and specialists

Survey questions and tips to improve patient experience (and your CAHPS/QHP EES ratings)

Category: Getting Needed Appointments and Care Quickly

Survey question	Benefits	Tips for success
How easy was it to get an appointment with your personal doctor as soon as you needed for illness or injury?	Helps promote better access to care when needed.	- Consider offering alternative appointment times (evenings or weekends) and/or telehealth appointments to support care access - Allow patients to schedule appointments online - Schedule patients' follow-up and/or next annual physical appointments during their visit - If a PCP isn't available, offer the options to see other providers in the practice, including a Physician Assistant (PA) or Nurse Practitioner (NP)
Did you receive a follow-up communication from your doctor's office after a blood test, x-ray or any other tests you may have completed? (Y/N)	Helps patients to feel informed and valued throughout their care experience.	- Let your patient know in advance if any tests are planned for their upcoming appointment (fasting vs non-fasting, etc.) - Be clear about the tests you're ordering, what they're for, when and how the patient should expect results (portal, phone call, letter, etc.) and if a follow-up appointment will be needed - Provide the patient with testing information via a document they can take home and/or a post in the patient portal, so they can reference the information later

Survey question	Benefits	Tips for success
Did you have any difficulty getting an appointment to see a specialist? (Y/N)	Ensures continued care and promotes better patient outcomes.	• Suggest multiple providers within the specialty so the patient has options • Use our Find A Doctor tool to identify in-network specialists for your patients • Help coordinate care by assisting the patient with scheduling an appointment with the specialist • Discuss wait-time expectations and what the patient should do if they experience a delay

Category: Care Coordination

Survey question	Benefits	Tips for success
Did your doctor seem informed and up to date about the care you received from a specialist? (Y/N)	Demonstrates provider engagement and helps the patient to feel confident in their care.	• Ask patients to list their current specialist on registration forms or in their patient portal prior to their appointment • Ask questions about past care, including results and treatment • Review any specialist information with the patient and provide a printed copy. Upload the information to the patient portal, if possible, for digital access • Keep medical records current to ensure all providers are informed about the patient's specialty care and overall health
Did your doctor or other health care providers review your prescription medications with you? (Y/N)	Supports medication adherence and promotes positive patient outcomes. Helps patients to feel involved in their care.	• Ask patients to list their current medications on registration forms or in their patient portal prior to their appointment • Review the patient's current medications. Address any concerns, side effects or barriers. Explain each medication's purpose, summarize prescriptions and provide both printed and electronic copies via the patient portal, when possible

Category: Actively listening; How Well Providers Communicate

Survey question	Benefits	Tips for success
My personal doctor showed respect, listened to my concerns and explained things in a way I understand. (Y/N)	Ensures patients feel cared for and respected. Encourages patients to stay engaged in their care.	• Maintain eye contact during patient interactions • Listen patiently and demonstrate understanding • Ask questions to communicate engagement • Take time to address a patient's questions and concern • Explain information clearly using simple, non-medical language • Provide patient-friendly educational materials • At the end of each visit, ask the patient if all their concerns and questions have been addressed
In the last six months, how often were you advised to	Promotes better health outcomes in	• Provide education on the risks of tobacco use and resources to assist with quitting

Survey question	Benefits	Tips for success
quit smoking or using tobacco by a doctor or other health provider?	patients who smoke and/or use tobacco.	