



PA Clinical Network

AT THE PENNSYLVANIA MEDICAL SOCIETY

CAHPS Survey Member Results

A standardized measurement of patient/member experiences, known as CAHPS (Consumer Assessment of Health Providers and Systems) was developed to standardize surveys.

One aspect of the CAHPS survey focuses on Patient experience surveys focus on how patients experienced or perceived key aspects of their care, not how satisfied they were with their care. Patient experience surveys focus on asking patients whether or how often they experienced critical aspects of health care, including communication with their doctors, understanding their medication instructions, and the coordination of their healthcare needs.

Patients are asked to report primary or specialty care received from providers and their staff in ambulatory settings. The survey produces the following measures of patient experience:

- Access to Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider

Primary and specialty care practices can use the results from this survey to identify their strengths and weaknesses and help develop strategies for improving patients' experiences with care delivered in their offices.

To follow is a suggested teaching tool for your practice to implement to improve upon your practice's CAHPS outcome results:

Service Expectations and "ALWAYS" Behaviors

CHECK-IN

Service Expectations

- Acknowledge patients' presence
- Ask how you can help
- Inform patients of anticipated wait time
- Ask if there are other questions

Associated "ALWAYS" Behaviors

- Greet patients with a warm smile and a pleasant tone of voice and thank them for coming
- Establish eye contact
- If unable to greet patients promptly, acknowledge them and let them know you will be with them shortly
- If physician is running late, let patients know how long the wait could be and apologize
- Periodically round the waiting room and keep patients informed of wait times

CHECK-OUT

Service Expectations

- Acknowledge patients and ask how you can help
- Verify if patients have any questions
- Thank patients for coming to MGH

Associated "ALWAYS" Behaviors

- Ask if patients need any follow-up appointments / tests; explain next steps so they know what to expect
- Ask "Is there anything else I can do for you?"
- If necessary, help patients find their way to their next destination

HALLWAY

Service Expectations

- Acknowledge patients when in hallway
- Ask patients if you can help
- Provide directions and escort patients to their destination

Associated "ALWAYS" Behaviors

- Make eye contact and smile
- Walk beside patients when escorting them to the exam room rather than in front of them
- Stop and ask patients if they have any questions
- Help patients to get to where they need to go
- Let patients get on the elevator first and hold door open for them

PHONE INTERACTIONS

Service Expectations

- Use four-part telephone greeting
- Address caller by proper name
- Follow proper hold protocol
- Follow transfer call protocol
- Use two-part telephone closing

Associated "ALWAYS" Behaviors

- Answer phone using a greeting, introduce yourself, your department, and ask how you can help
- Address patient by Miss, Mrs., Ms., Mr.
- Ask for permission before putting caller on hold
- Ask caller for permission to transfer call
- Before ending call, ask "Is there anything else I can do for you?" End call with a thank you
- Use a friendly tone of voice; listen attentively
- Smile – patients can hear your smile

EXAM ROOM

Service Expectation

- Providers and other clinical professionals entering an exam room will consistently follow a general process for managing patient interactions

Associated "ALWAYS" Behaviors

BEGINNING

- Knock before entering
- Introduce yourself and your role
- Apologize for wait, if appropriate

MIDDLE

- Explain steps you are taking as part of the exam
- Keep patient updated during each step
- Check for patient comfort / concerns

END

- Explain results of exam / procedure
- Explain next steps needed (e.g., tests, follow-up appointment, etc.)
- Check for questions and understanding
- Ask if there is anything else you can do
- Express your thanks for coming to MGH

OTHER

- When possible, sit facing patient and make eye contact
- Always speak positively about other members of the team

Source:

www.ahrq.gov

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