

# Improving Member/Patient Engagement It's CAHPS Time!



Provider and patient interactions play a key role in a patient's experience and influences their overall health. Great patient experience reflects highly on your practice and provides opportunities for growth. Thank you for helping your Molina patients navigate the health care system for easier access to quality care, tests, and treatment.

## How do the CAHPS survey scores impact providers and members?

The CAHPS (Consumer Assessment of Healthcare Providers and Systems) is an important way by which the quality of the patient experience is measured and publicized by the CMS (Center for Medicare and Medicaid Services), the Michigan Department of Health & Human Services (MDHHS) and the NCQA (The National Committee for Quality Assurance). The patient experience is central to the quality rating of healthcare delivery in the U.S. today. Medicaid, Marketplace, and Medicare use CAHPS survey scores to rate health plans, provider groups and their staff, hospitals, nursing homes, tribal healthcare facilities and consumers of behavioral health services. A patient's experience can be affected in many ways, beginning with your provider office and Molina Healthcare. We thank you for working hard to provide excellent care to Molina members.

Molina Healthcare's goal is to continue to help maximize the overall experience for your patients and our members in the provider office. Below are some patient engagement tips that impact a member's experience:

Provider Engagement Tips	CAHPS and/or STARS Measure Impacted
Effective communication with patients is key to improving patient engagement. Health Literacy techniques such as not using medical jargon and having the patient (or their caregiver) repeat back their plan of care instructions in their own words can break down communication barriers.	How Well Doctors Communicate
If your practice uses an EMR technology, incorporate check points for patient visits to address preventive screenings and services.	Getting Needed Care
Maximize appointment availability by using NPs/PAs to schedule visits with patients. Or have recommendations ready on alternative locations for care when care is needed urgently.	Getting Care Quickly, Getting Needed Care

Provider Engagement Tips	CAHPS and/or STARS Measure Impacted
Offer appointment times outside regular hours and/or allow time slots for urgent visits or sick patients to walk in. In addition to normal appointment visits, considering offering Telehealth visit options.	Getting Care Quickly
Help ensure open lines of communication between primary care provider and specialist offices that oversee the care of your patients.	Care Coordination
Use patient experience consultants to coach and educate office staff.	Getting Needed Care, Getting Care Quickly, Care Coordination, Rating of Health Care
Consider surveying patients on their experience and use results to implement changes to improve the patient experience.	Getting Needed Care, Getting Care Quickly, Care Coordination, Rating of Health Care
Have someone in the office who leads positive patient experience.	Getting Needed Care, Getting Care Quickly, Care Coordination, Rating of Health Care
Keep communication open with patients by asking patients what their top three concerns are, prepare patients to write down concerns ahead of time, speak at a level the patients understand by making conversation clear and simple, and provide a visit summary handout to patients	Getting Needed Care, Care Coordination
Identify patients who have had a fall, problems with balance, or walking. Talk with the patient about how to address these issues.	Falls Risk Management
Identify patients who experience urinary incontinence and talk with them about how to address the issues.	Management of Urinary Incontinence
Discuss the importance of physical activity with patients and encourage them to maintain or increase physical activity as appropriate.	Physical Activity of Older Adults

**CMS Star Ratings also impact providers, members and health plans.**

The biggest motivator to improve the Star Rating for our health plans is our members. In addition to our members being more satisfied with the care they receive from Molina Healthcare network providers, health plans that earn at least a Four-Star Rating qualify for federal bonus payments, which by law, must be returned to the beneficiary in the form of additional or enhanced benefits, such as reduced premiums or cost-sharing (e.g., copayments) or expanded coverage.

**Network providers may also benefit from an improved Star Rating, including the following:**

- Potential for increased patient base (Five-Star Rating plans are granted a special enrollment period, allowing Medicare beneficiaries to enroll throughout the year);
- Better performance in quality incentive programs
- Improved relations with your patients and Molina Healthcare.

**We Can Assist!**

Molina Healthcare thanks you for time and dedication to your patients and our members. This tool is available online at [www.MolinaHealthcare.com/providers](http://www.MolinaHealthcare.com/providers). We hope that you find these tips meaningful and impactful. For more information about CAHPS, visit [cahps.ahrq.gov](http://cahps.ahrq.gov) and [cms.gov](http://cms.gov). If you have questions or have a best practice you would like to share, please contact your Provider Service Representative. Thank you!