



What You Should Know About Patient Surveys

In the next few months, a random sample of HAP Medicare members will receive these important surveys:

- March: Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- August: Health Outcomes Survey (HOS)

These surveys focus on the quality of care patients receive and how they're able to access care. For example, the communication skills of physicians and the ease of access to health care services. The outcomes of both are tied to the Medicare Five-Star Rating Program.

We're providing you with the survey questions, so you know what your patient may be asked and can help improve their experience and their answers.

CAHPS information for providers

The National Committee for Quality Assurance (NCQA) and CMS require health plans to conduct a patient satisfaction survey each spring. The CAHPS survey is conducted by a contracted vendor. It's an important performance measure for the Five-Star Rating Program. CMS is focusing more on the patient experience of care metrics like CAHPS in the Five-Star Rating Program.

The survey gauges patient perceptions of the quality of the health care they receive related to:

- Provider accessibility
- Patient and provider relationship
- Provider communication

CAHPS survey questions

Measure	Survey question(s)	Tips
Patient satisfaction with care	<p>During the last six months: Using any number between zero to 10, in which zero is the worst health care possible and 10 is the best health care possible, what number would you use to rate your health care?</p>	<ul style="list-style-type: none"> • Ask questions to gauge the patient's current feeling about the care they're receiving • Discuss options to improve health care • Discuss ways to improve patient's perception of health care delivery • Make efforts to confirm the patient understands services rendered
Patient satisfaction with getting needed care quickly	<p>During the last six months:</p> <ul style="list-style-type: none"> • How often was it easy to get appointments with specialists? • How often was it easy to get the care, tests or treatment you thought you needed through your health plan? 	<ul style="list-style-type: none"> • Provide a nurse advice line or secure email so patients have other ways to receive care • Add patients to a wait list to be called if an earlier appointment time is available • Facilitate referrals and assist with specialist appointments as appropriate
Patient satisfaction with getting needed care without delay	<p>During the last six months:</p> <ul style="list-style-type: none"> • When you needed care right away, how often did you get care as soon as you thought you needed it? • How often did you see the person you came to see within 15 minutes of your appointment time? 	<ul style="list-style-type: none"> • If possible, keep time in each day's schedule to accommodate urgent visits • If possible, offer patients the option of scheduling an appointment with a nurse practitioner or physician's assistant • Make sure the patient is being attended to if the doctor is delayed
Influenza vaccination status	<ul style="list-style-type: none"> • Did you get a flu shot last year? 	<ul style="list-style-type: none"> • Remind patients to get a flu vaccination when it's available • Order flu vaccines for your office when available
Care coordination	<p>In the last six months:</p> <ul style="list-style-type: none"> • When you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care? • When your personal doctor ordered a blood test, X-ray or other test, how often did someone from your personal doctor's office follow-up to give you those results? • When your personal doctor ordered a blood test, X-ray or other test, how often did you get those results as soon as you needed them? • How often did you and your personal doctor talk about all the prescription medicines you were taking? • How often did your personal doctor seem informed and up to date about the care you received from specialists? • Did you get the help you needed from your personal doctor's office to manage your care among these different physicians and services? 	<ul style="list-style-type: none"> • Prepare the patient's medical records and other information about patient's care • Ask patient if they've seen any other providers since last seeing you • When a test is scheduled, let your patient know when they can expect the results and who'll be contacting them regarding the results • Discuss prescription medications with the patient. • Invite questions and encourage patients to take notes • Explain what you're doing and how it impacts the patient • If your office has a patient portal, encourage patients or caregivers to use it if they feel comfortable

Health Outcomes Survey Measures and Questions

Information for providers

HOS is an annual patient-reported survey conducted by a contracted CMS vendor for Medicare Advantage plans. This is a confidential survey for HAP members to assess their physical and mental well-being at the beginning and end of a two-year cycle. A random sample of HAP Medicare members receive a baseline survey in the spring.

HOS survey questions

Measure	Survey question(s)	Tips
Mental health assessment	<p>During the past four weeks:</p> <ul style="list-style-type: none"> • Have you accomplished less than you would like with your work or other regular activities as a result of your emotional health? • How much of the time has physical health interfered with your social activities? 	<ul style="list-style-type: none"> • Assess current issues and, if a patient is experiencing depression or anxiety, discuss ways to get help, including referral to a specialist • Document any communication you have with the patient • Develop processes for screenings and diagnosis and for monitoring outcomes.
Physical health assessment	<p>During the past four weeks:</p> <ul style="list-style-type: none"> • How much time has physical health interfered with your social activities? • Have you accomplished less than you would like with your work or other regular activities because of your physical health? 	<ul style="list-style-type: none"> • At each visit assess the patient's activity level and identify interventions to improve the patient's physical health status • Document any communication you have with the patient • Discuss the patient's: <ul style="list-style-type: none"> - Ability to be independent - Activities of daily living - Needs for assistance - Social activities • Make efforts to ensure the patient understands the services the provider has performed
Physical activity assessment	<p>During the past 12 months:</p> <ul style="list-style-type: none"> • Did you talk with a doctor or other health care professional about your level of exercise or physical activity? • Did a doctor or other health care professional advise you to start, increase or maintain your level of exercise or physical activity? 	<ul style="list-style-type: none"> • Complete and document the functional assessment • Encourage patient to start, increase or maintain physical activity and document communication • Advise patient to: <ul style="list-style-type: none"> - Stay at a safe and appropriate level of physical activity - Begin physical activity with short intervals of moderate activity (5 to 10 minutes) - Do flexibility training, such as stretching and yoga - Do strength training, such as carrying laundry or groceries, doing chair exercises or working in the yard - Do cardio activities, such as walking or swimming

<p>Reduce the risk of falling</p>	<p>During the past 12 months:</p> <ul style="list-style-type: none"> • Did you talk with your doctor or other health care professional about falling or problems with balance or walking? • Have you had a problem with balance or walking? • Has your doctor or other health care professional done anything to help prevent falls or treat problems with balance or walking? 	<ul style="list-style-type: none"> • Ask the patient if they've fallen or been off balance recently • Discuss ways to reduce their risk of falling that include: <ul style="list-style-type: none"> - Exercises to increase leg strength and balance - An annual eye exam - Durable medical equipment • For patients with limited mobility, consider referring them to an occupational therapist for a home evaluation • Review the patient's medications and consider changing or stopping medications that may increase the risk of falling
<p>Improve bladder control</p>	<p>During the past 12 months:</p> <ul style="list-style-type: none"> • Have you experienced any leaking of urine? • There are many ways to control or manage the leaking of urine, including bladder training exercises, medication and surgery. Have you ever talked with a doctor, nurse or other care provider about any of these approaches? 	<ul style="list-style-type: none"> • Regularly assess urinary incontinence issues with patients • Talk to patient about treatment options such as behavioral therapy including exercises. Medications, medical devices and surgery • Provide informational brochures and materials for patients to help educate and initiate the discussion



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