



Healthy Blue

**Provider orientation — CAHPS content**



# Consumer Assessment of Healthcare Providers and Systems (CAHPS)



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# CAHPS

## What is CAHPS®?

- Annual survey to assess consumers' experience with their health plan and health care services
- Asks your patient to rate and evaluate their experience with:
  - Their personal doctor.
  - The specialist they see most often.
  - Their health plan.
  - Their health care.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# CAHPS (cont.)

## Why focus on the patient experience?

- There is a strong correlation between patient experience and health care outcomes.
- Patients with chronic conditions demonstrate greater self-management skills and quality of life.
- Patient retention is greater when there is a high-quality relationship with the provider.
- Decreased malpractice risk.
- Efforts to improve patient experience have resulted in decreased employee turnover.

# CAHPS (cont.)

## How to improve the patient experience?

- Ensure all office staff are courteous and empathetic.
- Respect cultural differences and beliefs.
- Demonstrate active listening by asking questions and making confirmatory statements.
- Spend enough time with the patient to address all of their concerns.
- Provide clear explanation of treatments and procedures.
- Obtain and review records from hospitals and other providers.

**Additional resource:** What Matters Most: Improving the Patient Experience  
[www.patientexpraining.com](http://www.patientexpraining.com); for a full CAHPS Overview, visit the Provider Training Academy/Provider Education web page



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<https://providers.healthybluela.com>

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