CAHPS and HOS Reference Guide for Physicians

Consumer Assessment of Healthcare Providers and Systems (**CAHPS**) and Health Outcomes Survey (**HOS**) are tools for assessing a patients experience with their primary care doctor, health plan, specialists, hospitals, and other health services. CAHPS and HOS survey's are sent annually, from March to June, to randomly selected Medicare members. The suggestions below are provided to help you enhance your patient' health care experience.

CAHPS Member Survey Questions	Best Practices for Physicians
Getting Needed Care	
Was it easy for the patient to get an appointment with a specialist?	Patients are more likely to adhere to a care plan and seek the reccomended care when they understand why types of tests and treastments are essential to their care plan.
Was it easy for the patient to get the care, testing, and treatment they believed was necessary?	Encourage practice staff to identify in-network specialits for patients.
Getting Care Quickly	
Were you able to get an appointment when needed for routine care?	Communicate potential scheduling timelines so patients can plan for time needed and adjust accordingly.
Were you seen within 30 minutes of your appointment time?	Notify patients by phone or while in the waiting room to expect wait time or delays. This may help manage patients expectations.
Doctor/Patient Communication	
Things were explained in a way that the patient could understand Office/Doctor listened carefully to the patient Office/Doctor showed respect for what the patient has to say Doctor spent enough time with the patient	Effective communication with patients is key to improving patient engagement and satisfaction. Health literacy techniques, such as not using medical jargon and having the patient or caregiver repeat back the care plan in their own words can help avoid communication barriers.
Care Coordination	
Doctor had medical records/care information available	Patients report having a better experience during their appointment when their providers are familiar with their history at the time of the visit.
Doctors office followed up on test results Patient got test results as soon as needed Doctor discussed prescriptions/medications with patient Patient received help with managed care Doctor informed of specialists care	Communicate to the patient how they can receive test results. Walk them through how to view results on their patient portal or if they will receive a phone call from the doctor or office staff notifying them of the results.
Flu Vaccine	
Have you received a flu shot this year?	Inform and educate patients on the benefits and safety of the flu vaccine.

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HOS Member Survey Questions	Best Practices for Physicians
Improving and Maintaining Physical Health	
In general, would you say your health is: Excellent, Very Good, Good, Fair, or Poor? Does your health limit activities you might do during the day, such as moving a table, pushing a vacuum cleaner, playing golf, or climbing a flight of stairs?	Direct patients to perform specific excersises or engage in self guided fitness programs.
Monitoring Physical Activity	
In the past 12 months, did you talk to your doctor about your level of exercise or physical activity? In the past 12 months, did you talk to your doctor advise you to start, increase, or maintain your level of physical activity?	Direct patients to perform specific excersises or engage in self guided fitness programs.
Improving and Maintaining Mental Health	
During the last four weeks, have you accomplished less than you would like due to any emotional problems (such as feeling depressed or anxious)? During the last four weeks, how often have you felt: a. Felt calm and peaceful? b. Did you have a lot of energy? C. Have you felt downhearted or blue?	Asking patients twice about their emotional wellness gives patients the chance to think critically and offer a more accurate response.
Improving Bladder Control	
Many people experience problems with urinary incontinence, or leakage of urine. In the past six months, have you accidentially leaked urine? Have you talked with your doctor or health provider about your urine leakage problem?	Incontinence can be difficult to approach, but it is important to discuss with your patient. If incontinence is not controlled, it can lead to falls.
Reducing the Risk of Falls	
In the past 12 months, have you had a problem with balance or walking? In the past 12 months, did you talk to your doctor about falling or problems with balance or walking? Has your doctor done anything to help prevent falls or treat problems related to balance or walking?	Patients tend to have fewer falls when they are assessed for gait and balance challenges and receive regular hearing and vision tests.