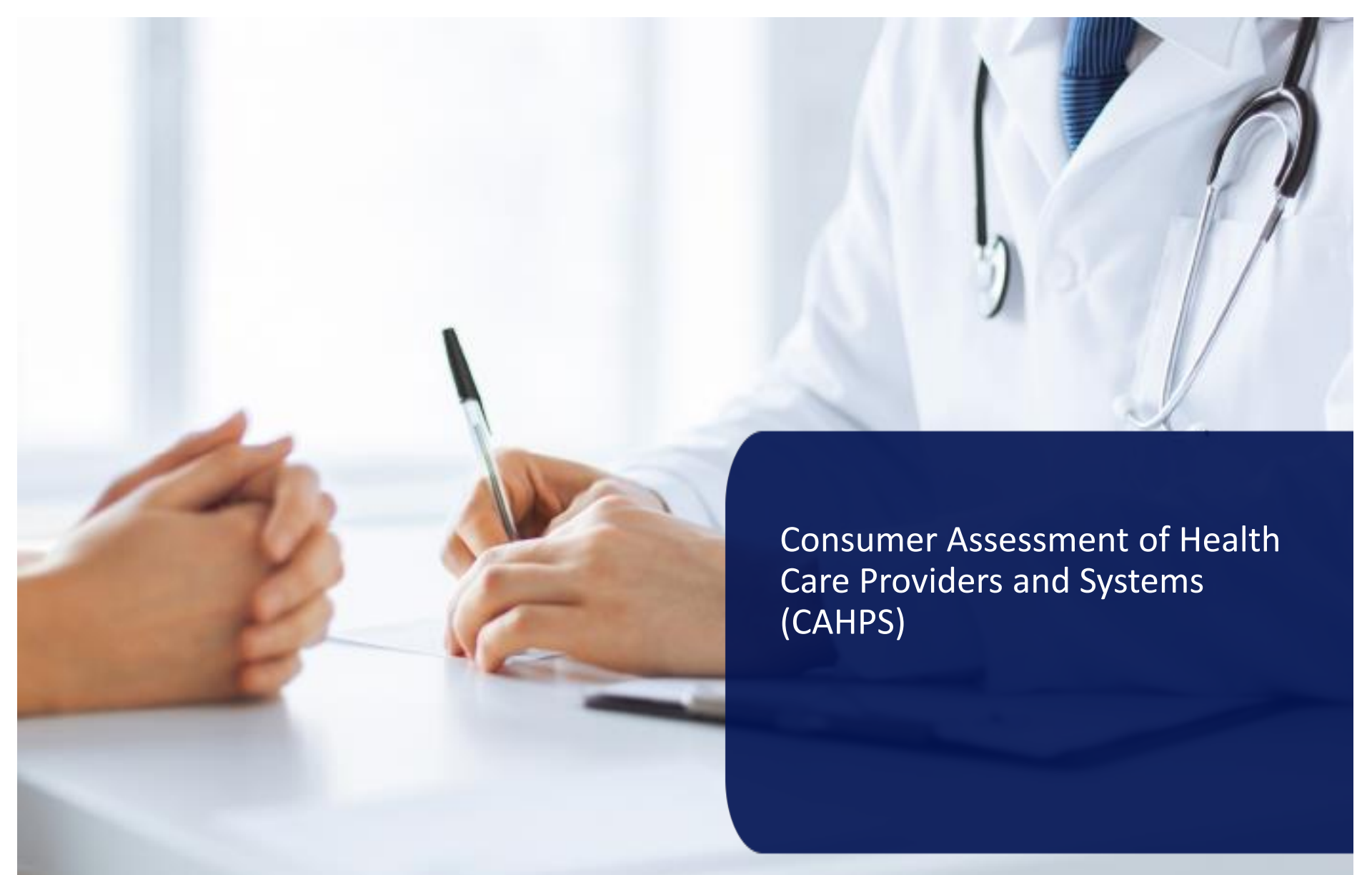




Provider orientation CAHPS content

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Florida Healthy Kids (FHK) program for Simply.



Consumer Assessment of Health
Care Providers and Systems
(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.patientexptraining.com;
for a full CAHPS Overview, visit the Provider Training Academy/Provider Education web page

Thank you

<https://provider.simplyhealthcareplans.com>

<https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.

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