

Patient Satisfaction

Consumer Assessment of Healthcare
Providers and Systems (CAHPS)[®]

Provider Education Webinar



Why is **your patient's opinion** important?

- Turning patient opinion into patient satisfaction is key
- Your patients' satisfaction is now more transparent than ever
 - Yelp, social media, healthgrades.com, etc.
- Patients are customers of the healthcare system and desire high-quality care



Objectives

- Define *how* patient satisfaction is measured
- Understand *why* it is important to you
- Learn *what* you can do to improve

Improve patient satisfaction and engagement

Improve patient health outcomes

Improve Physician satisfaction
Increase Physician financial rewards

How is **patient satisfaction** measured?

- Standardized surveys are used among health plans nationwide to obtain patient feedback regarding their satisfaction of all healthcare services (including hospital, health plan and physicians)
 - **Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey —Medicaid and Medicare**
 - **Qualified Health Plan (QHP) Enrollee Experience Survey —Marketplace**



Patient Satisfaction Poll

Provider Focus: *Getting Needed Care*

Example Survey Question

In the last six months, when you needed care right away, how often did you get care as soon as you thought you needed it?

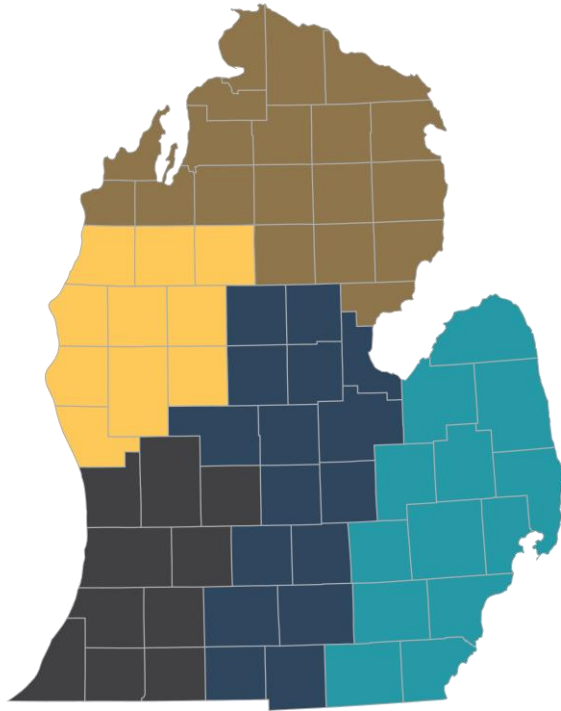
Possible answers

- Always
- Usually
- Sometimes
- Never

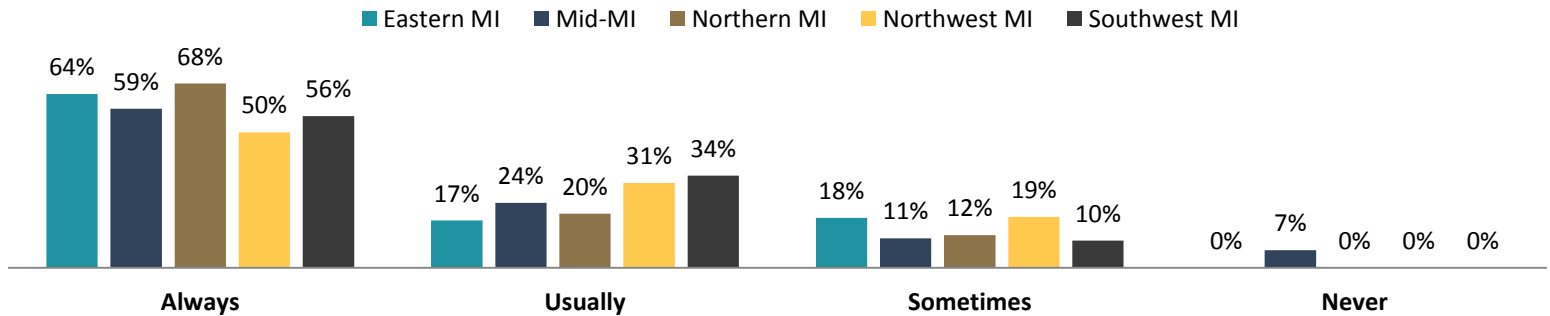
Tips for Physicians

1. Reserve a few calendar spots for urgent access appointments
2. Ensure office staff make it easy for patients to schedule care and get answers to questions
3. Ensure patients understand the timeline for appointment follow-up
4. Utilize Meridian resources

Getting Needed Care



MI Medicaid (Adult, CAHPS 2017)



Getting Needed Care - Access and Availability

PCP/Specialist (Non-Behavioral Health) Appointment Availability Standards

Appointment Types	Population	Standard
Preventive/Routine Care	Child < 18 Months	2 Weeks
Preventive/Routine Care	Child > 18 Months	4 Weeks
Preventive/Routine Care	Adult	Medicaid/Choice: 30 Days MI Health Link/DSNP: 30-45 Days
Routine/Symptomatic	Adult or Child	48-72 Hours MI Health Link: 24 Hours
Urgent Care	Adult or Child	Medicaid/Choice: 48 Hours MI Health Link: 24 Hours DSNP: Immediately
Non-Urgent	Adult or Child	7 Days
Emergency	Adult or Child	Immediately
Office Wait Time	Adult or Child	< 30 Minutes
Scheduled Appointments per Hour, per Physician	Adult or Child	≤ 6 Per Hour
Different Hours for Medicaid Recipients	Adult or Child	No; Must be the Same
Different Hours for Medicare Recipients	Adult	No; Must be the Same

Standards apply to Michigan Medicaid, MeridianChoice, MI Health Link, and MI DSNP unless otherwise specified

Getting Needed Care - Access and Availability

Behavioral Health (BH) Appointment Availability Standards

Appointment Types	Standard
Life Threatening Emergency	Immediately, or referred to the Emergency Department
Non-Life Threatening Emergency	Within 6 Hours
Urgent Visit	Within 48 Hours
Routine Office Visit	Within 10 Business Days
Follow-Up Routine Care Visit	Within 14 Business Days
Office Wait Time	< 30 Minutes
Scheduled Appointments per Hour, per Physician	≤ 6 Per Hour
Different Hours for Medicaid Recipients	No; Must be the Same
Different Hours for Medicare Recipients	No; Must be the Same

Standards apply to Michigan Medicaid, MeridianChoice, MI Health Link, and MI DSNP unless otherwise specified

Quiz!

Let's test your knowledge
about creating patient satisfaction!



Provider Focus: *How Well Doctors Communicate*

Example Question

In the last six months, how often did your personal doctor listen carefully to you?

Possible answers

- Always
- Usually
- Sometimes
- Never

Example Question

In the last six months, how often did your personal doctor explain things in a way that was easy to understand?

Possible answers

- Always
- Usually
- Sometimes
- Never

Tips for Physicians

1. Always let your patient know you are doing everything you can to help them
2. Ask your patient to repeat instructions back to you to ensure understanding
3. Provide a visit summary handout for your patient to refer back to
4. Give resources to your patient advising them to contact you, or the health plan, with questions
5. Always make conversation clear and simple

Medicare Stars **Historical Performance**

Rating of Healthcare Quality



Getting Needed Care



Getting Appointments



Provider Care Coordination



Rating of Health Plan



Rating of Drug Plan



Health Plan Customer Service



Getting Needed Prescriptions



Scale of Importance for Patient Satisfaction

Most Important	Less Important
Staff cared	Wait time before doctor
Doctor concern for comfort	Nurse courtesy
Doctor explained	Nurse concern for privacy
Information to care for self at home	Staff permitted family and friends to be with patient
Doctor kept patient informed	Cleanliness
Nurse kept patient informed	Helpfulness of first person asking about condition
Information about delays	Wait time for radiology
Family and friends kept informed	Comfort during blood draw
Nurses attention to needs	Wait time before treatment area
Doctor listened	Comfort during radiology
Pain control	Personal insurance privacy
Doctor courtesy	Radiology staff courtesy
Respect for privacy	Waiting area comfort
Nurses listened	Ease to provide insurance
Courtesy to family and friends	Courtesy taking insurance
	Wait time of staff notice

Questions are the Answer

- Video - “Waiting Room: Ask Questions”
by Agency for Healthcare Research
and Quality

Quiz!

Let's test your knowledge
about creating patient satisfaction!



What can *you* do?

Let's work together to
keep your patients happy, healthy and satisfied!

G

Greet each patient in a friendly and welcoming manner

R

Relate to your patient, recognize how they feel and help them trust that you understand their concerns and needs

E

Exceed patient expectations

A

Always work to solve concerns and meet patient needs

T

Thank your patient for choosing your practice

Your Impact

- Taking action to improve patient satisfaction benefits you and your patients
 - Increased patient engagement
 - Decreased volume of urgent requests due to routine preventive care
 - Increased incentive potential

*The more satisfied your patients are,
the better their retention rate,
and the more likely they will be to comply
with your recommendations!*



We can help!

Contact Meridian for patient postcards, CAHPS® Provider Education, and talking points that can help to improve patient satisfaction.

For more information, or a refresher on patient satisfaction, please visit the Annual Training section of our website, and click on the CAHPS® module:

[Annual Training](#)



For further assistance, please contact Meridian at
888-437-0606
and select "Option 2" for Providers.

<https://www.surveymonkey.com/r/RR96L23>

PCPs can contact their
Network Development Representative or email us at:
ProviderHelp.MI@mhplan.com