

It is almost CAHPS survey time

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Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a standardized survey conducted between February to May each year to assess consumers' experience with their provider and health plan. A random sample of your adult and child patients may receive the survey. Over half of the questions used for scoring are directly impacted by providers. The survey questions are:

- *When you needed care right way, how often did you get it?*
- *How often did you get an appointment for a check-up or routine care as soon as you needed?*
- *How often was it easy to get the care, tests, or treatment you needed?*
- *How often did you get an appointment to see a specialist as soon as you needed?*
- *How often did your personal doctor seem informed and up-to-date about the care you got from other health providers?*
- *How would you rate your personal doctor?*
- *How would you rate the specialist you see most often?*

To learn more about how you can improve the patient experience review *What Matters Most: Improving the Patient Experience*, an online course for providers and office staff. This course is available at no cost and is eligible for one CME credit by the American Academy of Family Physicians. The *What Matters Most* training can be accessed at: www.patientexptraining.com.

Your efforts to create an exceptional care experience for your patients will help to strengthen their healthcare journey.

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