

What Matters Most: Improving the Patient Experience CME

Published: Dec 1, 2018 - State & Federal / Medicaid

Are you looking for innovative ways to improve your patients' experiences?

Numerous studies have shown that a patient's primary health care experience and, to some extent their health care outcomes, are largely dependent upon health care provider and patient interactions. Recently, Anthem Blue Cross and Blue Shield (Anthem) announced the launch of **a new online learning course** — *What Matters Most: Improving the Patient Experience* — to address gaps in and offer approaches to communication with patients. This curriculum is available at no cost to providers and their clinical staff nationwide.

Did you know?

- Substantial evidence points to a positive association between the patient experience and health outcomes.
- Patients with chronic conditions, such as Diabetes, demonstrate greater self-management skills and quality of life when they report positive interactions with their health care providers.
- Patients reporting the poorest-quality relationships with their physicians were three times more likely to voluntarily leave the physician's practice than patients with the highest-quality relationships.

How will this benefit you and your office staff?

Through the use of compelling real-life stories that convey practical strategies for implementing patient care, providers learn how to apply best practices.

You'll learn tips and techniques to:

- Improve communication skills.
-

Build patient trust and commitment.

-

Expand your knowledge of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

Get CME credits!

Providers may apply their completion of the course toward continuing medical education (CME) credit certification. The training has been reviewed and is acceptable for up to one (1) prescribed credit by the American Academy of Family Physicians.*

Like you, Anthem is committed to improving the patient experience in all interactions, and we are proud to work collaboratively with our provider network to provide support and tools to reach our goal.

Take the course today!

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

Sources

What Is Patient Experience? Agency for Healthcare Research and Quality, Rockville, MD. (Content last reviewed March 2017.) <http://www.ahrq.gov/cahps/about-cahps/patient-experience/index.html>

CAHPS®: Assessing Health Care Quality From the Patient's Perspective Agency for Healthcare Research and Quality, Rockville, MD. (Content last reviewed March 2016.) http://www.ahrq.gov/cahps/about-cahps/cahps-program/cahps_brief.html

Physician Communication and Patient Adherence to Treatment: A Meta-analysis Zolnierok, Kelly B. and DiMatteo, M. Robin (2009.) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2728700/>

* This Enduring Material activity, What Matters Most: Improving the Patient Experience, has been reviewed and is acceptable for up to 1.00 Elective credit(s) by the American Academy of Family Physicians. AAFP certification begins April 30, 2018. Term of approval is for one year from this date. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

URL: <https://providernews.anthem.com/indiana/article/what-matters-most-improving-the-patient-experience-cme-1>

Featured In:**December 2018 Anthem Indiana Provider Newsletter**

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare or WCIC; CompCare Health Services Insurance Corporation (CompCare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.
