



Aetna Better Health[®]
of Kentucky



IT'S SURVEY TIME

Patient experience CAHPS survey's are on the way to selected Medicaid members.



Help patients with what matters most.

This guide is a quick reference to the 6 measures covered by the CAHPS survey.

Use these tips and best practices for each measure to help improve the overall experience of your patients who are Aetna members.

Care Coordination

For scheduled appointments, how often did your doctor have your medical records or other information about your care



Familiarize yourself with the patient's history before appointments. Patients report better experiences when they feel doctors know them personally.



Health Care Quality

Using any number from 0 to 10, what number would you use to rate all your health care in the last 6 months

Hold patient councils to understand the patient's experience with your practice and use them to make improvements.

Flu Vaccine

Have you had a flu shot this year?



Make sure your patients are well informed of the benefits and safety of the flu vaccine. Well-informed patients are much more likely to get the vaccine.



Getting Needed Care

How often was it easy to get the care, tests, or treatment needed from a doctor or specialist?

Help patients understand why types of care, tests or treatments are essential. This will help them adhere to a care plan and seek the care that is recommended or needed.

Getting Appointments and Care Quickly

How often did you see the person you came to see within 15 minutes of your appointment time?



Are patients aware of potential scheduling timelines?
Communicate these timelines with patients via phone, email, or text.



CAHPS: Reference guide for physicians, with best practices



CAHPS member survey questions

Getting appointments and care quickly

? - When care was needed right away, how often did you get care as soon as you needed it?

? - How often did you see the person you came to see within 15 minutes of your appointment time?

? - How often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

Patients who are aware of potential scheduling timelines can plan for time needed and adjust accordingly. Notify patients by text, phone or in the waiting room if there are wait time delays. This helps manage patient expectations. Advocate for your patient and ask if they have transportation available for their appointment. Resources For Living (RFL), offered by Aetna can put your patients in touch with transportation resources

Getting needed care

? - How often did you get an appointment to see a specialist as soon as you needed?

? - How often was it easy to get the care, tests, or treatment needed?

Patients who understand why types of care, tests or treatments are essential are more likely to adhere to a care plan and seek the care that is recommended and needed. Encourage practice staff to provide patients with support in identifying in-network specialist care and services (e.g. labs, imaging, radiology).

How well doctors communicate

? - Were things explained to you in a way you could understand?

? - How often did your personal doctor spend enough time with you?

Effective communication with patients is key to improving patient engagement. Health literacy techniques, such as not using medical jargon and having the patient (or their caregiver) repeat back their plan-of care instructions in their own words, can break down communication barriers.

Coordination of care

? - For scheduled appointments, how often did your doctor have your medical records or other information about your care?

? - When your doctor ordered a blood test, x-ray, or other test for you, how often did someone from the doctor's office follow-up to give you those results? you get results as soon as you needed them?

? - How often did your doctor seem informed and up-to-date about the care you got from specialists?

? - How often did you and your doctor talk about the prescription medicines you were taking?

? - How often did you get the help that you needed from your doctor's office to manage your care among different providers and services?

Patients report having a more optimal experience when their providers are familiar with their history at the time of their appointments. Offering to walk through registration and use of your patient portal will go a long way in helping patients access their medical records and test results in a timely manner.

New and established patients without an appointment in the last year should be encouraged to schedule their Medicaid Annual Wellness Visit and a physical to ensure the conversations about their health, medications, and the care they receive from other providers. This will ensure annual preventive exams are scheduled and care is coordinated on behalf of the patient.

Overall rating of healthcare quality

? - Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Patient councils are great for helping clinical practices understand the patient's experience with the practice's process improvement initiatives.

Flu Shot

? - Have you had a flu shot this year?

Patients who are well informed of the benefits and safety of the flu vaccine are more likely to get the vaccine. Knowing it is protective and won't make them sick

also helps.

Cultural competence

? - When you needed an interpreter at your doctor's office or clinic, how often did you get one?

Understand language-preference and interpretation needs in advance of appointments to ensure resources are available.

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