

Patient Experience & 2024 Measure Year CAHPS Survey

Each year, a number of CareFirst BlueCross BlueShield members receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to collect information about their experiences with both their healthcare providers and health insurance plans. The CAHPS Survey is mailed by a third-party vendor to a random and anonymous sample of members from March through May of each year based on their experience over the last six months.

What is the Focus of the CAHPS Survey?

CAHPS is focused on advancing knowledge, measurement, and improvement of patients' experiences with healthcare. The CAHPS Survey allows CareFirst and health care providers to better understand patient experience and barriers to health care. With these results, we will be able to make improvements in the quality-of-care our members and your patients need.

There are a wide range of patient-healthcare system interactions that are measured within the CAHPS Survey, listed below with survey questions.

MEASURE	SURVEY QUESTION
Getting Appointments and Care Quickly	<ul style="list-style-type: none"> How often did you see your provider within 15 minutes of your appointment time? When you needed care right away, how often did you get care as soon as you needed? How often did you get an appointment for routine care as soon as you needed it?
Getting Needed Care	<ul style="list-style-type: none"> 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 you needed?
Care Coordination	<ul style="list-style-type: none"> When you visited your provider for a scheduled appointment, how often did they have your medical records or other information about your care? When your provider ordered a blood test, X-ray, or other test for you, how often did someone from your doctor's office follow up to give you those results? When your provider ordered a blood test, X-ray, or other test for you, how often did you get those results as soon as you needed them? How often did you and your provider talk about all the prescription medicines you are taking? Did you get the help you needed from your provider's office to manage your care among these different providers and services? How often did your provider seem informed and up to date about the care you got from specialists?

How to Impact Patient Experience

In the coming weeks there are a few things your practice can do to support survey completion and positive response rates:

- Speak to your patients about the importance of responding to the survey and how you will use their feedback to improve access, coordination, and delivery of care. Remind them it will come via mail beginning in March.
- Share the survey questions with your staff and discuss the role they play in the results.
- Remind your patients of the access resources available to them such as a patient portal, online scheduling, telemedicine, and after-hours care.
- Help your patients understand why you are recommending certain types of care, tests, or treatments.
- Be sure your patients understand when and how to follow-up and that staff can help with scheduling if needed.

For this coming year, there are different approaches to help with CAHPS surveys based on provider type. Be on the lookout for a web based CAHPS Provider Training focused on how to improve your CAHPS scores.

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