



sunshine health™



CAHPS Resource Guide

CAHPS (Consumer Assessment of Healthcare Providers and Systems)

Yearly, a sample of Sunshine Health members are surveyed on their experience with our doctors, services, and health plan. It is an important to ensure that our members and patients are satisfied, not only with the outcome of their health, but also with their experience. CAHPS surveys allow patients to evaluate and share feedback on all aspects of care delivery. Sunshine Health is committed to partnering with our providers to deliver exceptional patient experience. As a provider, you play a critical role in that experience. We want to ensure that you know how your patients are assessing your care. Please take a moment to review and familiarize yourself with some key components of the CAHPS survey.

CAHPS MEASURE: GETTING NEEDED CARE

The Getting Needed Care measure assesses the ease with which patients received the care, tests, or treatment they needed. It also assesses how often they were able to get a specialist appointment scheduled when needed.



Incorporate the following into your daily practice:

- Office staff should help coordinate specialty appointments for urgent cases.
- Encourage patients and caregivers to view results on the patient portal when available.
- Inform patients what to do if care is needed after hours.
- Offer appointments or refills via text and/or email.

[Getting Needed Care \(PDF\)](#)

CAHPS MEASURE: GETTING CARE QUICKLY

The Getting Care Quickly measure assesses how often patients got the care they needed as soon as they needed it and how often appointment wait times exceeded 15 minutes.



Incorporate the following into your daily practice:

- Create an open or modified open schedule that can include walk-ins.
- Offer appointments with a nurse practitioner or physician assistant for short notice appointments.
- Offer virtual or telehealth visits.
- Make access easier by adding early, late or weekend options.
- Maintain a streamlined triage system to ensure access to nurse for urgent and emergent situations.
- Keep patients informed if there is a longer wait time than expected and give them an option to reschedule.

CAHPS MEASURE: CARE COORDINATION

The Care Coordination measure assesses providers' assistance with managing the complex healthcare system, including access to medical records, timely follow-up on test results, and education on prescription medications.



How to advance care coordination?

- Obtain and reference medical records in your conversations with patients.
- Encourage patients to bring in their medications to each visit.
- Consider the whole patient when discussing treatment options. Help engage and coordinate with specialists. Assist with requesting referrals and authorizations.
- Share test results in a timely and efficient manner. Invite questions to help with understanding.
- Help set expectations and understand steps in the process.

[Care Coordination \(PDF\)](#)

CAHPS MEASURE: HOW WELL DOCTORS COMMUNICATE

The How Well Doctors Communicate measure assesses patients' perception of the quality of communication with their doctor. Consider using the Teach-Back or Show-Me method to ensure patients understand what their provider has told them.



How to enhance communication:

- Body language matters. Start by sitting down when talking to your patients.
- Explain things in a way that is easy to understand. Keep it simple and avoid using any jargon.
- Use Teach-Back or Show-Me method to confirm patients understand what they are being told.
- Deliver messages with compassion and be sensitive to others in the room with your patient.
- Help recap your patient's visit and summarize next steps in away that is easy to understand.

CAHPS MEASURE: RATING OF HEALTHCARE QUALITY

The CAHPS survey asks patients to rate the overall quality of their healthcare on a 0-10 scale.



Incorporate the following into your daily practice:

- Encourage and help patients make their routine appointments for checkups.
- Educate your patients on the importance of preventative care.
- Ensure that open care gaps are addressed during each patient visit.
- Make use of the Secure Provider Portal when requesting prior authorization.