

CAHPS Provider Tips

MDwise is committed to improving the healthcare experiences for our members. Annually, MDwise conducts a member experience survey utilizing a standardized tool called **CAHPS®** (Consumer Assessment of Healthcare Providers and Systems). Members rate their experience with their physician's care and the experience they have with physicians. Below are some provider discussion tips. **Please use this to improve opportunities for your patients' experiences.**

Provider Tips:

- Discuss alcohol and tobacco use and discuss risks of both including cessation programs.
- Screen for high blood pressure and cholesterol.
- Give the flu shot during flu season.
- Listen closely to the patient.
- Be respectful.
- Ensure patient concerns are addressed.
- Get patients scheduled appropriately for their symptoms.
- Assist in coordination of non-emergency transportation.
- Document and discuss all medications patient is taking.
- Practice empathy.
- Create a welcoming environment.
- Practice cultural sensitivity.
- Review patient satisfaction survey data.

Related CAHPS® Questions:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How much did a doctor or other health provider talk about the reasons you might want to take a medicine?