

Patient Satisfaction

Consumer Assessment of Healthcare
Providers and Systems (CAHPS®)

Why is your patient's opinion important?

- Turning patient opinion into patient satisfaction is key
- Online patient reviews are transparent
- Yelp, Google, social media, healthgrades.com, are channels used
- Patients are customers of the healthcare system and desire high-quality care



How is patient satisfaction measured?

- **Standardized surveys are used by health plans nationwide for patient feedback about their satisfaction of all healthcare services (including hospital, health plan and physicians)**
 - Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey – Medicaid and Medicare
 - Qualified Health Plan (QHP) Enrollee Experience Survey – Marketplace

Survey Methodology:



CAHPS® Survey Sections

Getting Needed Care

Getting Care Quickly

Customer Service

Rating of Health Plan

Rating of Personal Doctor

Rating of Specialist

Rating of Health Care

Smoking Cessation

Flu Vaccine

Provider Focus: *Getting Needed Care*

Example Survey Question

In the last six months, when you needed care right away, how often did you get care as soon as you thought you needed it?

Answer choices

- Always
- Usually
- Sometimes
- Never

Tips for physicians

1. Office staff should help coordinate specialty appointments for urgent cases
2. Encourage patients and caregivers to view results on the patient portal when available
3. Inform patients of what to do if care is needed after hours
4. Offer alternative appointment types to expand access to care (e.g., telephone, telehealth, telemedicine, and patient portals)
5. Utilize Meridian resources
 1. <https://www.ilmeridian.com/providers/resources/quality-improvement.html>

Getting Needed Care – Access and Availability

PCP Appointment Availability Standards		
Appointment Types	Population	Standard
Preventive/ Routine Care	Child ≤ 6 Months	Medicaid: 2 weeks Marketplace: 30 calendar days Medicare: 1 Month MMP: 5 weeks
Preventive/ Routine Care	Child ≥ 6 Months	Medicaid: 5 weeks Marketplace: 30 calendar days Medicare: 1 month MMP: 5 weeks
Prevent/ Routine Care	Adult	Medicaid: 5 weeks Marketplace: 30 calendar days Medicare: 1 month MMP: 5 weeks
Urgent/Non-Emergent (Medically Necessary Care)	Adult or Child	Medicaid: 1 business day (24 hours) Marketplace: 24 hours Medicare: 24 hours MMP: Not listed
Non-Urgent/Non-Emergent Conditions	Adult or Child	Medicaid: 3 weeks Marketplace: Not listed Medicare: 3 weeks MMP: 3 weeks

Providers must ensure coverage for their practices 24 hours a day, seven days a week

Getting Needed Care – Access and Availability

PCP Appointment Availability Standards (continued)		
Appointment Types	Population	Standard
Initial Prenatal without Problems (First Trimester)	Enrollees of Childbearing Age	Medicaid: 2 weeks Marketplace: Not listed Medicare: Not listed MMP: 2 weeks
Prenatal (Second Trimester)	Enrollees of Childbearing Age	Medicaid: 1 week Marketplace: Not listed Medicare: Not listed MMP: 1 week
Prenatal (Third Trimester)	Enrollees of Childbearing Age	Medicaid: 3 days Marketplace: Not listed Medicare: Not listed MMP: 3 days
Office Wait Time	All	Medicaid: 30 minutes Marketplace: 30 minutes Medicare: 60 minutes MMP: Not listed
Hours Different for Medicaid Recipients	All	Medicaid: No; must be the same Marketplace: No; must be the same Medicare: No; must be the same MMP: No; must the be the same

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Getting Needed Care – Access and Availability

Behavioral Health (BH) Appointment Availability Standards

Appointment Types	Standard
Life Threatening Emergency	Medicaid: Immediately, or referred to the Emergency Room Marketplace: Immediately, or referred to the Emergency Room Medicare: Immediately, or referred to the Emergency Room MMP: 1 day
Non-Life-Threatening Emergencies	Medicaid: 6 hours Marketplace: 6 hours Medicare: 6 hours MMP: Not Listed
Urgent Care	Medicaid: 48 hours Marketplace: 48 hours Medicare: 48 hours MMP: Not Listed
Initial Visit for Routine Care	Medicaid: 10 business days Marketplace: 10 business days Medicare: 10 business days MMP: Not Listed

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Getting Needed Care – Access and Availability

Specialist Appointment Availability Standards		
Appointment Types	Population	Standard
Follow-Up Visit for Routine Care	Medicaid: 14 business days Marketplace: 10 business days Medicare: 10 business days MMP: Not Listed	Follow-Up Visit for Routine Care
Office Wait Time	Medicaid: 30 minutes Marketplace: 30 minutes YouthCare: 60 minutes Medicare: 15 minutes MMP: Not Listed	Office Wait Time
Different Hours for Medicaid	Medicaid: No; must be the same Marketplace: No; must be the same Medicare: No; must be the same MMP: No; must be the same	Different Hours for Medicaid
General Specialty Visit	All	Medicaid: Not Listed Marketplace: 30 calendar days Medicare: 30 calendar days MMP: 5 weeks

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Getting Needed Care – Access and Availability

Specialist Appointment Availability Standards		
Appointment Types	Population	Standard
Routine Office Visit	Adult	Medicaid: 45 calendar days Marketplace: Not Listed Medicare: Not Listed MMP: Not Listed
Routing Office Visit	Child	Medicaid: 21 calendar days Marketplace: Not Listed Medicare: Not Listed MMP: Not Listed
Urgent Visit	All	Medicaid: 72 hours Marketplace: 48 hours Medicare: Not Listed MMP: Not Listed
Office Wait Time	All	Medicaid: 30 minutes Marketplace: 30 minutes YouthCare: 60 minutes Medicare: 15 minutes MMP: Not Listed
Different Hours for Medicaid	All	Medicaid: No; must be the same Marketplace: No; must be the same Medicare: No; must be the same MMP: No; must be the same

Providers must ensure coverage for their practices 24 hours a day, seven days a week

Provider Focus: *Getting Care Quickly*

Example Questions

In the last six months, when you needed care right away, how often did you get care as soon as you needed?

In the last six months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Answer choices

- Always
- Usually
- Sometimes
- Never

Tips for physicians

1. Ensure a few appointments each day are available to accommodate urgent visits
2. Offer appointments with a nurse practitioner or physician assistant for short notice appointments
3. Keep patients informed if there is a longer wait time than expected and give them an option to reschedule
4. Utilize Meridian resources
 1. <https://www.ilmeridian.com/providers/resources/quality-improvement.html>

Provider Focus: *How Well Doctors Communicate*

Example Questions

In the last six months, how often did your personal doctor listen carefully to you?

In the last six months, how often did your personal doctor explain things in a way that was easy to understand?

Answer Choices

- Always
- Usually
- Sometimes
- Never

Tips for physicians

1. Consider using the Teach-Back Method to ensure patients understand their health information
2. Always make conversation clear and simple
3. Provide a visit summary for your patients to refer to
4. Give resources to your patients advising them to contact you, or the health plan, with questions
5. Utilize Meridian resources
 1. <https://www.ilmeridian.com/providers/resources/quality-improvement.html>

What can you do?

Let's work together to keep your patients happy, health and satisfied!

G

- Greet each patient in a friendly and welcoming manner

R

- Relate to your patient, recognize how they feel and help them trust that you understand their concerns and needs

E

- Exceed patient expectations

A

- Always work to solve concerns and meet patient needs

T

- Thank your patient for choosing your practice

Your impact

Taking action to improve the patient experience benefits you and your patients

- Increased patient engagement
- Decreased volume of urgent requests due to routine preventive care
- Increased incentive potential

The more satisfied your patients are, the better their retention rate, and the more likely they will be to comply with your recommendations!



Questions?

Provider Services Contact Information

[ILmeridian.com](https://www.ilmeridian.com)

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Thank you!