

# CAHPS: Importance of Care Coordination

Care coordination was identified by the Institute of Medicine as one of several national priorities to improve quality and make care safe, effective, patient centered, timely, efficient and equitable. Each year, the Agency for Healthcare Research and Quality (AHRQ) sends a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to gather feedback from consumers about their overall health care experience, including care coordination. The annual survey starts in March and runs through May. This feedback helps us find ways to better serve members and help them live healthier lives.

Here are the types of questions your patients will be asked on the CAHPS survey about care coordination, and ideas to help you improve patients' experience.

## Questions About Care Coordination

- How often did your personal doctor seem informed and up-to-date about the care you got from other doctors or health providers?
- Has your personal doctor or doctor's office managed your care among different providers and services to your satisfaction?

## Ideas to Help Improve Patients' Experience with Care Coordination

- Review your patient's medical record. Example: "To provide the best care, I'm going to take a minute to review your medical record for any new information like tests, prescriptions or visits to a specialist, and ask you some questions."
- Let patients know you want to be involved with all aspects of their care. Example: "It's important to us to manage your overall care and make sure you are satisfied."
- Explain any recommended tests, including results. Example: "I want to make sure I've explained this in a way that's easy to understand. Does this information make sense? Do you have any questions about what I've covered with you?"
- Remind patients to share your contact information during visits with other care providers.
- Make sure test results are shared between primary care and specialist providers.

## We're Here to Help

For more information about the CAHPS survey, please contact your Provider Advocate or visit [cahps.ahrq.gov](https://cahps.ahrq.gov). Thank you.

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