

# CAHPS: Improving Getting Needed Care

Improving patients' ability to get needed care is one of the ways we can better serve members and help them live healthier lives. 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 their experience with getting needed care. The annual survey starts in March and runs through May.

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

## Questions About Getting Needed Care

- 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 treatments you needed?

## Ideas to Help Improve Patients' Experience with Getting Needed Care

- Offer to help make appointments. Example: "Would you like to schedule your specialist visit before you leave our office today?"
- Discuss care needs with each patient. Example: "We want to be sure that you are getting the care, tests or treatments you need. Have we met your needs today?"
- Provide multiple services during one visit. Example: "Is there anything else I can do for you while you're here?"
- Consider extending office hours.
- Submit required prior authorization requests.

## 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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