Improving the overall patient experience 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. The annual survey starts in March and runs through May.

Here is a question your patients will be asked on the CAHPS survey about how they would rate their care experience, and ideas to help you improve patients’ experience.

**Question About Overall Patient Experience**
What number from 0 to 10 (with 0 being the worst, 10 the best) would you rate your:
- Overall health care
- Personal doctor
- Specialist seen most often

**Ideas to Help Improve Patients' Overall Experience**
- Greet patients warmly. Example: “Good morning/afternoon! How may I help you today?”
- Give opportunities to ask questions. Example: “I want to make sure we cover everything you wanted to talk about today. Was there anything else you wanted to discuss or had questions about?”
- Explain the “why” behind a diagnosis, treatment, etc.
- Use common language that patients can understand. Try to stay away from technical medical terminology.
- Provide thorough instructions for what the patient needs to do next, such as setting follow-up appointments, taking medications, etc. Give the patient a printed copy of instructions to take home, if possible.
- Avoid interrupting or rushing a patient.

**We’re Here to Help**
For more information about the CAHPS survey, please contact your Provider Advocate or visit cahps.ahrq.gov. Thank you.