

# CAHPS/HOS Best Practices

Your interactions with your patients play a key role in their experience and overall health. You provide guidance and solutions to help them navigate the complexities of health care and help make it easier for them to get timely care, tests and treatment.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey and the Health Outcomes Survey (HOS) help provide feedback on your patient's experience with you, the provider and us. UnitedHealthcare's goal is to continue to help improve the overall experience for your patients and our members. Please refer to the following best practices.

Provider Best Practice	CAHPS/HOS STAR Measure(s)
If your practice uses an EMR technology, incorporate check points for patient visits to address preventive screenings and services.	Getting Needed Care
Maximize appointment availability by using NPs/PAs to schedule visits with patients. Or have recommendations ready on alternative locations for care when care is needed urgently.	Getting Care Quickly, Getting Needed Care
Offer appointment times outside regular hours and/or allow time slots for patients to walk in.	Getting Care Quickly
Help ensure open lines of communication between primary care provider and specialist offices that oversee the care of your patients.	Care Coordination
Remember your patient's time is as valuable as yours. Make sure patients don't wait more than 15 minutes to see their care provider.	Getting Care Quickly
Use patient experience consultants to coach and educate office staff.	Getting Needed Care, Getting Care Quickly, Care Coordination, Rating of Health Care
Consider surveying patients on their experience and use results to implement changes to improve the patient experience.	Getting Needed Care, Getting Care Quickly, Care Coordination, Rating of Health Care
Have someone in the office who champions the patient experience.	Getting Needed Care, Getting Care Quickly, Care Coordination, Rating of Health Care
Keep communication open with patients by proactively sending information on upcoming tests and preventive screenings. Include information on where services may be obtained as well as referral or service requisition forms. Ask your Practice Performance Manager or Network Advocate for form templates.	Getting Needed Care, Care Coordination
Identify patients who have had a fall or problems with balance or walking and talk with them about how to address these issues.	Falls Risk Management
Identify patients who experience urinary incontinence and talk with them about how to address the issues.	Management of Urinary Incontinence

Discuss the importance of physical activity with patients and encourage them to maintain or increase physical activity as appropriate.	Physical Activity of Older Adults
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## We're Here to Help

We also have a checklist with key topics from the CAHPS program survey and HOS, as well as ideas for how to discuss those topics with your patients to help improve their experience and your survey results. The checklist is online at [UHCprovider.com/path](https://UHCprovider.com/path). For more information about CAHPS and HOS, visit [cahps.ahrq.gov](https://cahps.ahrq.gov) and [cms.gov](https://cms.gov).

If you have questions, or have a best practice you would like to share, please contact your Practice Performance Manager or Network Provider Advocate. Thank you.

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PCA-1-20-00056-UHN-WEB\_01212020

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