

Checklist to Help Improve CAHPS and Health Outcomes Survey Results

The following checklist has key topics from the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) program survey and Health Outcomes Survey (HOS), as well as ideas for how to discuss those topics with your patients to help improve their experience and your survey results. These survey results are used by the Centers for Medicare & Medicaid Services (CMS) to evaluate care providers.

CAHPS Topics and Discussion Ideas

- Annual Flu Vaccine:** Getting your annual flu shot is important. Would you like to get a flu shot today?

- Care Coordination:** When you have any lab tests, X-rays or other tests, I will review the results with you.

- Care Coordination:** To provide the best care possible, I'm going to review your medical record for new information from any specialist you may have visited. It's important to me to manage and coordinate your care.

- Getting Appointments and Care Quickly:** Would you like to schedule your next routine care visit before you leave our office today?

- Getting Appointments and Care Quickly:** We understand the need to get urgent care right away. When this occurs, please call our office for assistance.

- Getting Needed Care:** I want to make sure that you are getting the care, tests or treatments you need. Have those things been easy for you?

- Getting Needed Care:** If you have issues getting appointments with a specialist, please let our office know so we can assist you in getting a timely appointment.

- Getting Needed Prescription Drugs:** Do you have any questions about the medications you are taking?

- Getting Needed Prescription Drugs:** I see you're prescribed [medication name]. It's important to me that you find it easy to get your medicines. Are you finding that to be the case?

HOS Topics and Discussion Ideas

- Falls Prevention:** I'd like to talk about preventing falls with you. Falling is not a normal part of aging, so we want to talk about preventing that from happening to you. Have you had any changes in walking, balance or had a fall since your last visit? If yes: Let's talk about how to address that.

- Improving or Maintaining Mental Health:** Just as we talk about your physical health, it's equally important that we talk about your emotions and mental health. Do your emotions or mental health limit you in your work or daily activities? In the past month have you felt calm and peaceful?

- Improving or Maintaining Physical Health:** It's important that we talk about your physical health and if it affects your ability to get around in any way. Does your health right now limit you in climbing stairs or housecleaning? Has it been a problem in these areas over the past month?

- Urinary Incontinence:** I have some questions about bladder control. This is an important health topic to talk about with each other, and I don't want you to be embarrassed. Have you ever talked with a health care provider about having an issue with urine leakage? If yes: Let's talk about how we can control and manage that.

We're Here to Help

If you have questions, please contact your Provider Advocate. For more information about CAHPS and HOS, visit cahps.ahrq.gov and cms.gov. Thank you.

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