

# Patient Satisfaction

Consumer Assessment of Healthcare  
Providers and Systems (CAHPS)<sup>®</sup>  
Provider Education Webinar



# Why is **your patient's opinion** important?

- Turning patient opinion into patient satisfaction is key
- Your patients' satisfaction is now more transparent than ever
  - Yelp, social media, healthgrades.com, etc.
- Patients are customers of the healthcare system and desire high-quality care



# Objectives

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- Define *how* patient satisfaction is measured
- Understand *why* it is important to you
- Learn *what* you can do to improve

Improve patient satisfaction and engagement

Improve patient health outcomes

Improve Physician satisfaction  
Increase Physician financial rewards

# How is patient satisfaction measured?

- Standardized surveys are used among health plans nationwide to obtain patient feedback regarding their satisfaction of all healthcare services (including hospital, health plan and physicians)
  - Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey —*Medicaid and Medicare*
  - Qualified Health Plan (QHP) Enrollee Experience Survey —*Marketplace*



# Patient Satisfaction Poll

# Provider Focus: *Getting Needed Care*

## Example Survey Question

In the last six months, when you needed care right away, how often did you get care as soon as you thought you needed it?

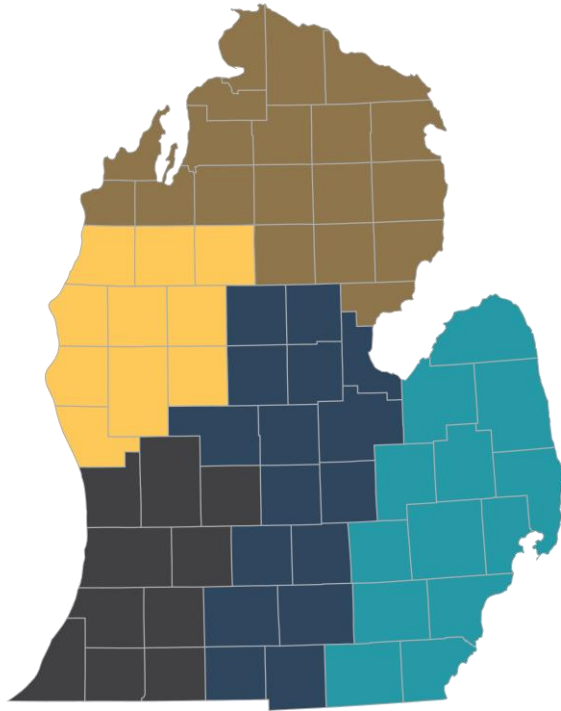
### Possible answers

- Always
- Usually
- Sometimes
- Never

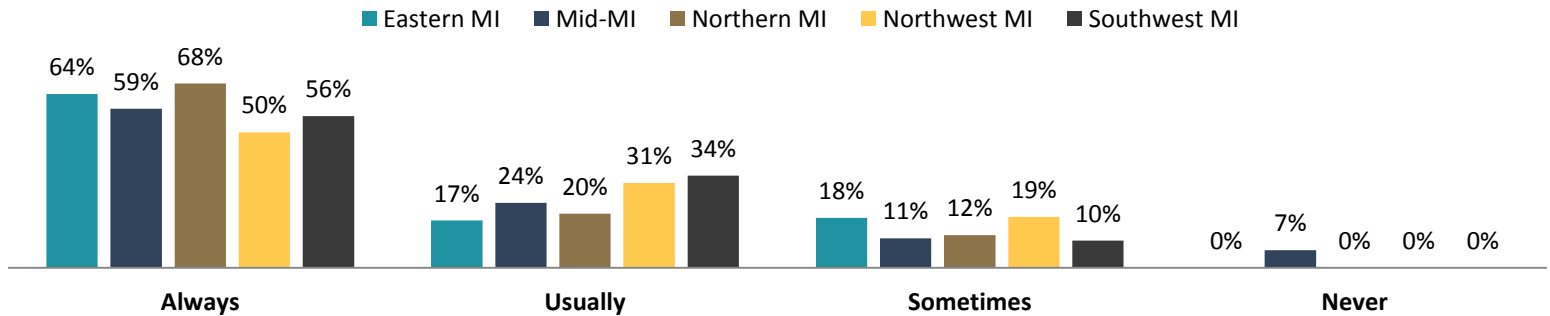
## Tips for Physicians

1. Reserve a few calendar spots for urgent access appointments
2. Ensure office staff make it easy for patients to schedule care and get answers to questions
3. Ensure patients understand the timeline for appointment follow-up
4. Utilize Meridian resources

# Getting Needed Care



### MI Medicaid (Adult, CAHPS 2017)



# Getting Needed Care - Access and Availability

## PCP/Specialist (Non-Behavioral Health) Appointment Availability Standards

| Appointment Types                              | Population        | Standard   |
|--|-------------------|--|
| Preventive/Routine Care                        | Child < 18 Months | 2 Weeks  |
| Preventive/Routine Care                        | Child > 18 Months | 4 Weeks  |
| Preventive/Routine Care                        | Adult             | Medicaid/Choice: 30 Days<br>MI Health Link/DSNP: 30-45 Days                |
| Routine/Symptomatic                            | Adult or Child    | 48-72 Hours<br>MI Health Link: 24 Hours                                    |
| Urgent Care                                    | Adult or Child    | Medicaid/Choice: 48 Hours<br>MI Health Link: 24 Hours<br>DSNP: Immediately |
| Non-Urgent                                     | Adult or Child    | 7 Days   |
| Emergency                                      | Adult or Child    | Immediately  |
| Office Wait Time                               | Adult or Child    | < 30 Minutes   |
| Scheduled Appointments per Hour, per Physician | Adult or Child    | ≤ 6 Per Hour   |
| Different Hours for Medicaid Recipients        | Adult or Child    | No; Must be the Same   |
| Different Hours for Medicare Recipients        | Adult             | No; Must be the Same   |

Standards apply to Michigan Medicaid, MeridianChoice, MI Health Link, and MI DSNP unless otherwise specified



# Getting Needed Care - Access and Availability

## Behavioral Health (BH) Appointment Availability Standards

| Appointment Types                              | Standard   |
|--|--|
| Life Threatening Emergency                     | Immediately, or referred to the Emergency Department |
| Non-Life Threatening Emergency                 | Within 6 Hours                                       |
| Urgent Visit                                   | Within 48 Hours                                      |
| Routine Office Visit                           | Within 10 Business Days                              |
| Follow-Up Routine Care Visit                   | Within 14 Business Days                              |
| Office Wait Time                               | < 30 Minutes   |
| Scheduled Appointments per Hour, per Physician | ≤ 6 Per Hour   |
| Different Hours for Medicaid Recipients        | No; Must be the Same                                 |
| Different Hours for Medicare Recipients        | No; Must be the Same                                 |

Standards apply to Michigan Medicaid, MeridianChoice, MI Health Link, and MI DSNP unless otherwise specified

# Quiz!

Let's test your knowledge  
about creating patient satisfaction!



# Provider Focus: *How Well Doctors Communicate*

## Example Question

In the last six months, how often did your personal doctor listen carefully to you?

### Possible answers

- Always
- Usually
- Sometimes
- Never

## Example Question

In the last six months, how often did your personal doctor explain things in a way that was easy to understand?

### Possible answers

- Always
- Usually
- Sometimes
- Never

## Tips for Physicians

1. Always let your patient know you are doing everything you can to help them
2. Ask your patient to repeat instructions back to you to ensure understanding
3. Provide a visit summary handout for your patient to refer back to
4. Give resources to your patient advising them to contact you, or the health plan, with questions
5. Always make conversation clear and simple

# Medicare Stars **Historical Performance**

Rating of Healthcare Quality



Getting Needed Care



Getting Appointments



Provider Care Coordination



Rating of Health Plan



Rating of Drug Plan



Health Plan Customer Service



Getting Needed Prescriptions



# Scale of Importance for Patient Satisfaction

| <b>Most Important</b>                | <b>Less Important</b>                                 |
|--------------------------------------|---|
| Staff cared                          | Wait time before doctor                               |
| Doctor concern for comfort           | Nurse courtesy  |
| Doctor explained                     | Nurse concern for privacy                             |
| Information to care for self at home | Staff permitted family and friends to be with patient |
| Doctor kept patient informed         | Cleanliness   |
| Nurse kept patient informed          | Helpfulness of first person asking about condition    |
| Information about delays             | Wait time for radiology                               |
| Family and friends kept informed     | Comfort during blood draw                             |
| Nurses attention to needs            | Wait time before treatment area                       |
| Doctor listened                      | Comfort during radiology                              |
| Pain control                         | Personal insurance privacy                            |
| Doctor courtesy                      | Radiology staff courtesy                              |
| Respect for privacy                  | Waiting area comfort                                  |
| Nurses listened                      | Ease to provide insurance                             |
| Courtesy to family and friends       | Courtesy taking insurance                             |
|                                      | Wait time of staff notice                             |

# Questions are the Answer

- Video - “Waiting Room: Ask Questions”  
by Agency for Healthcare Research  
and Quality

# Quiz!

Let's test your knowledge  
about creating patient satisfaction!



# What can *you* do?

Let's work together to  
keep your patients happy, healthy and satisfied!

G

Greet each patient in a friendly and welcoming manner

R

Relate to your patient, recognize how they feel and help them trust that you understand their concerns and needs

E

Exceed patient expectations

A

Always work to solve concerns and meet patient needs

T

Thank your patient for choosing your practice



# Your Impact

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- Taking action to improve patient satisfaction benefits you and your patients
  - Increased patient engagement
  - Decreased volume of urgent requests due to routine preventive care
  - Increased incentive potential

*The more satisfied your patients are,  
the better their retention rate,  
and the more likely they will be to comply  
with your recommendations!*



## We can help!

Contact Meridian for patient postcards, CAHPS® Provider Education, and talking points that can help to improve patient satisfaction.

For more information, or a refresher on patient satisfaction, please visit the Annual Training section of our website, and click on the CAHPS® module:

[Annual Training](#)



For further assistance, please contact Meridian at  
**888-437-0606**  
and select "Option 2" for Providers.

<https://www.surveymonkey.com/r/RR96L23>

PCPs can contact their  
Network Development Representative or email us at:  
[ProviderHelp.MI@mhplan.com](mailto:ProviderHelp.MI@mhplan.com)