

A Guide to Patient Satisfaction

Overview, Results, & Strategies from the CAHPS® Survey

What is the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey?

CAHPS® is a standardized patient satisfaction survey that measures healthcare consumers' satisfaction with the quality of care and customer service provided by their health plan. Your Meridian patients may receive this annual survey to rate their providers, health, and overall healthcare experience. It's important to increase patient satisfaction in your office. The more satisfied your patients are, the higher their retention rate and the more likely they will be to comply with your recommendations.

How did Meridian Perform in 2018 CAHPS®?

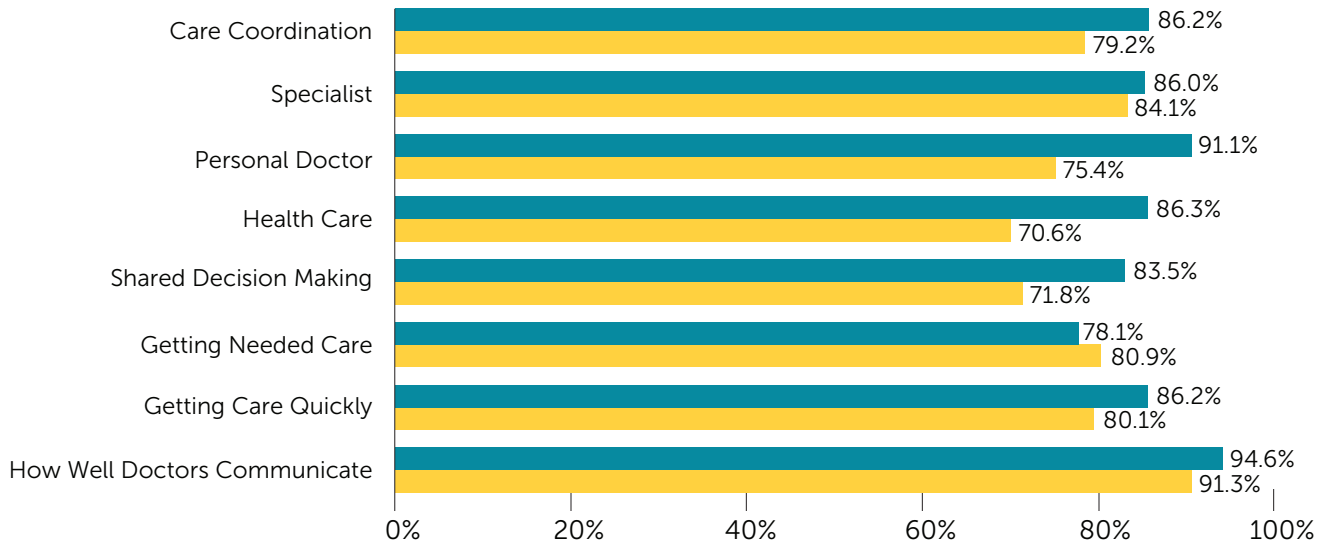
Certified survey vendors administer the survey and collect the data. Commercial and Medicaid CAHPS® data are submitted to NCQA; Medicare CAHPS® data are submitted to a Centers for Medicare and Medicaid Services (CMS) contractor. Below you will find the 2018 CAHPS® results of the measures you impact with the care you provide to your Meridian patients.

Illinois Medicaid Results

CAHPS® Measures

Child Results

Adult Results

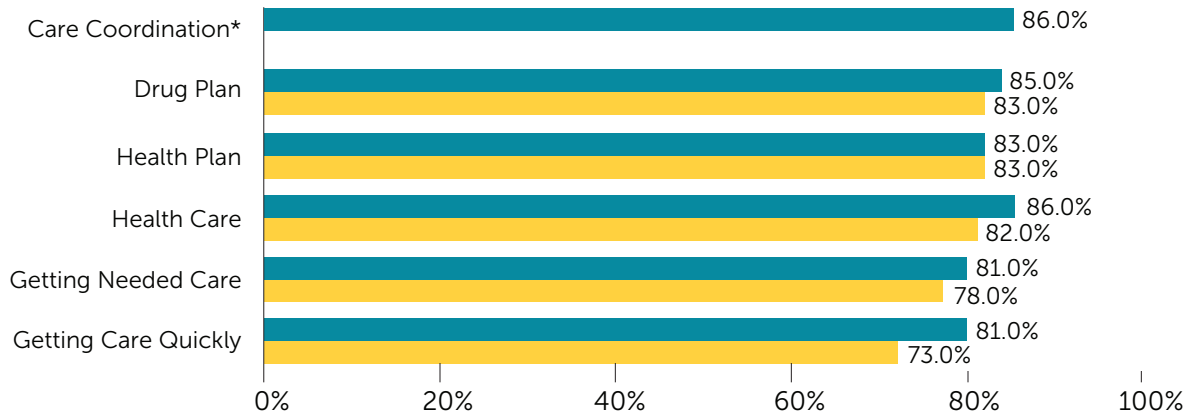


Illinois Medicare Results

CAHPS® Measures

MedicareCare Results

MeridianComplete Results



*MeridianComplete Care Coordination data is not available
Scores indicate the proportion of survey respondents who rated each measure favorably.



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How can you impact patient satisfaction?

Help your patients get care quickly

- Work to reduce wait times and communicate with them regularly
- Leave open appointments for sick visits and urgent access appointments
- Train staff to schedule appointments based on patient needs
- Ensure patients understand timeline for appointment follow-up
- Give resources to your patients advising them to contact you or the health plan with questions

Communicate with your patients

- Ask patients what their top three concerns are
- Prepare patients to write down concerns ahead of time
- Speak at a level the patients understand by making conversation clear and simple
- Use the teach-back method
- Provide a visit summary handout to patients

Assist your patients with getting the care they need

- Educate your patients on the importance of preventive services
- Complete necessary preventive services with specialists involved in your patients' care plans
- Schedule lab work before seeing the patient to review labs in office during visits if possible
- To ensure continuity of care, follow-up with your patients' specialists

Meridian is proud to partner with your office to maximize patient satisfaction. Taking action to improve patient satisfaction benefits you, and your patients, by increasing patient engagement, decreasing the volume of urgent requests, and increasing your potential for possible incentives. Meridian appreciates your time and dedication in improving the care of your patients. We hope that together we can meet and exceed the benchmarks in this quality endeavor and that you find these tips meaningful and impactful.

For more information on the CAHPS® survey, or a refresher on patient satisfaction, please visit the Training & Education page at <https://corp.mhplan.com/en/provider>.
For assistance, please call 866-606-3700.

Would you like additional resources on conducting a patient satisfaction survey?

Please email us at: ProviderHelp.IL@mhplan.com

