

Checklist for HARP CAHPS Success

Here are ways you can improve your patients' experience and help with the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey that your Health and Recovery Plan (HARP) patients may receive this year. For your reference, the HARP CAHPS survey questions are available on the next page.

Actions To Take	
 <p>Before Appointments</p>	<input type="checkbox"/> Offer convenient appointment times by keeping blocks of time open for same-day, weekend, and early morning/evening slots.
	<input type="checkbox"/> Consider offering telemedicine service (by phone or video chat) as an alternative to in-person appointments.
	<input type="checkbox"/> Confirm appointments with patients one day prior to visit by text message, a live call, or an automated call-messaging system.
	<input type="checkbox"/> Provide options for registering in advance either by a patient portal or through an online scheduling system that lets patients provide their information before coming in.
	<input type="checkbox"/> Have patients' records ready and reviewed , and obtain any prior authorizations ahead of visit to expedite care.
	<input type="checkbox"/> Notify patients early if long wait times are expected or if there are any last-minute requests for lab work.
 <p>During Appointments</p>	<input type="checkbox"/> Do your best to see patients within 15 minutes of their appointment time.
	<input type="checkbox"/> Review patients' prescriptions , make sure they understand the importance of their medications, and alert them to any possible adverse drug interactions.
	<input type="checkbox"/> Communicate when patients' test results will be available and set reminders to review results with patients in a timely manner.
 <p>End of Appointments</p>	<input type="checkbox"/> Immediately schedule patients' follow-up appointments to ensure continuous care.
	<input type="checkbox"/> Account for specialist care by making sure specialist appointments were made or help patients schedule appointments if needed.
	<input type="checkbox"/> Encourage patients to use the patient portal , which lets them access their health records and ask providers questions.
	<input type="checkbox"/> Share health records with patients' other providers to keep everyone up-to-date.

CAHPS Measures	HARP CAHPS Survey Questions
 <p>Getting Needed Care</p>	<ul style="list-style-type: none"> In the last six months, how often did you get an appointment to see a specialist as soon as you needed? In the last six months, how often was it easy to get the care, tests, or treatment you needed?
 <p>Getting Care Quickly</p>	<ul style="list-style-type: none"> In the last six months, how often did you see the person you came to see within 15 minutes of your appointment time? In the last six months, when you needed care right away, how often did you get care as soon as you needed? In the last six months, how often did you get an appointment for a checkup or routine care at a doctor's office or clinic as soon as you needed?
 <p>Communication</p>	<ul style="list-style-type: none"> In the last six months, how often did your personal doctor explain things in a way that was easy to understand? In the last six months, how often did your personal doctor listen carefully to you? In the last six months, how often did your personal doctor show respect for what you had to say? In the last six months, how often did your personal doctor spend enough time with you?
 <p>Shared Decision Making</p>	<ul style="list-style-type: none"> Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Did you and a doctor or other health provider talk about the reasons you might <u>not</u> want to take a medicine? When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask what was best for you?

For questions on CAHPS or providing telemedicine services, please contact your assigned Healthfirst Clinical Quality Manager or Network Account Manager.