

Priority	CAHPS MEMBER SURVEY QUESTIONS with Significant Disparities	POTENTIAL CAUSES	TIPS FOR PHYSICIANS AND OFFICE STAFF
	ACCESS: Getting Appointments and Healthcare When Needed		
1	Q7. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?	Different cultures express a need for urgency with different words, tone or expectations	<ul style="list-style-type: none"> - Learn about the patient need for urgent care e.g., ask about symptom, pain, and availability constraints like mobility, transportation, family or work obligations. - Listen to the patient's choice by offering multiple appointment times, e.g. 2 hrs, 1/2 day, 1 day, 2 days.
	ADULT BEHAVIOR: Mental/Emotional Health		
2	In the last 12 months, did anyone in this provider's office ask you: (Q39) if there was a period of time when you felt sad, empty, or depressed? (Q40) about things in your life that worry you or cause you stress? (Q41) about a personal problem, family problem, alcohol use, drug use or a mental or emotional illness?	<ul style="list-style-type: none"> - Limited time for visit - Not comfortable to ask - Concerned with cultural misinterpretation 	<ul style="list-style-type: none"> - Review/set-up practice process and standard questionnaires on mental health for EACH routine visit, in a culturally sensitive manner - Refer to Florida Blue behavioral health resources for mental health screening
	SHARED DECISION MAKING: Medications		
3	In the last 12 months, did you and this provider talk about: (Q28/Q30) starting or stopping a prescription medicine and what you thought was best for you? (Q38) all the prescription medicines you were taking?	<ul style="list-style-type: none"> - Limited time for visit - Not aware of cultural preferences for medication 	<ul style="list-style-type: none"> - Educate patients and staff on shared decision making - Understand patient's health literacy level - Understand patient's cultural preferences, e.g. botanical treatments, herbal teas, the use of healers or alternative medicine.
	COMMUNICATION: How Well Providers Communicate OFFICE STAFF: Courteous and Helpful		
4	Q27. In the last 12 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?	<ul style="list-style-type: none"> - Lack coordination or tracking system - Lack supporting explanations 	<ul style="list-style-type: none"> - Review/set-up practice process to communicate test results

Definitions

Culture: "...integrated patterns of human behavior that include the language, thoughts, actions, customs, beliefs, values, and institutions that unite a group of people."

Cultural Competence: "...the capability of effectively dealing with people from different cultures."

Available Resources

Online: Florida Blue offers a webpage specific to "[Health Care Disparities and Cultural Competency](#)" on the Providers tab of the FloridaBlue.com website under the Tools and Resources section. In addition, "[Cultural Competency for the Health Care Team](#)", a computer-based training module, is available on the website. Go to the Providers tab; click on Tools and Resources; then select OnLine Training. Look under the Other Resources section for the training module or on the Health Care Disparities and Cultural Competency webpage. The training module is accredited for 1.0 CEU contact hours for Florida nurses.

Handout: The "[Patient Communication Tips](#)" guide -created by Florida Physicians- is available through Florida Blue nurse consultants.

Multicultural Patient Experience Disparities Assessment		Statistically Significant Disparities (95% Confidence level)				
Priority	CAHPS MEMBER SURVEY QUESTIONS	Caucasian baseline	African American Disparity	Other/Asian Disparity	Non Hispanic Baseline	Hispanic Disparity
1	ACCESS: Getting Appointments and Healthcare When Needed					
	Q6. In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	92.2		-5.1	71.2	-10
	Q7. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?	80.9	-11.1	-11.6	79.2	-6.9
	Q9. In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	95.6		-4.3	95.2	-5.4
	Q12. In the last 12 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?	32.9		+15.7		
	Q16. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	72.3		+18.9		
	Q18. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	72.3	-3.7	-6	71.6	-3.7 (NS)
2	ADULT BEHAVIOR: Mental/Emotional Health					
	Q39. In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?	46	-6.8	-6.5		
	Q40. In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?	54.8	-8.1	-10.6	53.3	-5.3 (NS)
	Q41. In the last 12 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	34.9	-4.1	-8.3	34.1	-3.2 (NS)
3	SHARED DECISION MAKING: Medications					
	Q28. In the last 12 months, did you and this provider talk about starting or stopping a prescription medicine?				55.9	-7.4
	Q30. When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?	50.4	+5.8		50.5	+8.4 (NS)
	Q31. When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	84.4	-7.2			
	Q38. In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?	91.2	-5.8	-6.1		
4	COMMUNICATION: How Well Providers Communicate					
	OFFICE STAFF: Courteous and Helpful					
	Q23. In the last 12 months, how often did this provider seem to know the important information about your medical history?	95.8		-3.8		
	Q27. In the last 12 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?	92.3		-4.1		
	Q42. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	93.7		-3	93.7	-2.6 (NS)
	Q43. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	96.9		-3.3		
N/A	LANGUAGE					
	Q22A. What language are you most comfortable speaking with your doctor or nurse?	99.7		-3.3	99.7	-6.5
	Q22B. How well do you speak English? Would you say ... (Very Well...)	97.1	-2	-14.6	96.8	-8.4
	Q22C. An interpreter is someone who repeats or signs what one person says in a language used by another person. In the last 12 months, did you need an interpreter to help you speak with doctors or other health providers?	0.3		+1.3	0.3	+1.5
	HP1. In the last 12 months, did you need an interpreter or translator to help you to speak with your health plan?	9	+5	+13	10	+6
	HP1. In the last 12 months, when you needed an interpreter or translator to help you to speak with your health plan, how often did you get one?	9.3	-5.1	-1.7	7.5	+11.6
Note: Red numbers represent the % points scored by the minority patients below the benchmark (bold red for differences greater than 5 % points)						