

January 2019

## 2018 CAHPS® Survey Results for Federal Employee Program® Members

Do your patients, our members, think of you as an outstanding physician? Do they consider us an excellent health plan? How they perceive us both is largely based on how they see their health care experiences with us. One way this can be measured is through the Consumer Assessment of Healthcare Providers and Systems<sup>1</sup> (CAHPS) survey.

We've received our 2018 CAHPS survey results which represent Florida Blue Federal Employee Program (FEP) patients' perceived health care **experiences** in 2017. The results show stability with some marginal increases over the previous year's survey findings.

Each year, February through May, the CAHPS survey is administered by the Agency for Healthcare and Research Quality to a random sample of FEP patients. The survey asks these patients questions about their health care experiences with their *providers, health plan, and health care facilities*, from the last calendar year. The results of the survey produce several measures of patient experience. These measures include composite measures, which combine two or more related survey items; rating measures, which reflect patients' ratings on a scale of 0 to 10; and single-item measures.

The categories that have improved minimally in the 2018 survey results are included below:

- Overall Personal Doctor Rating
- Plan Information on Costs
- Getting Needed Care
- Coordination of Care
- Overall Health Plan Rating

While we're pleased the results have remained constant and/or have changed slightly for the better, overall, they are considered average. It is our goal to see results that far exceed average. With a new survey approaching in February through May 2019, we encourage you to continue to focus on improving your patients' experiences in the following areas:

### Patient Experiences with Room to Improve:

**Getting Care Quickly** – Our survey results show that patients' positive experiences in this area slightly decreased from the prior year's survey results. Patients responded to questions based on how soon they can get an appointment with you, how long they must wait to see you once in your office, etc. Consider the following to help improve your patients' experiences in *getting care quickly*:

- Consider time for sick visits, same day appointments
- Schedule follow-up visits at the time of the initial visit
- For specialists: Help primary care physicians (PCPs) coordinate care by sending patients' visit notes back to the PCP
- Ask your patients what you can do to help them get care more quickly

**Coordination of Care** – Survey results show a slight improvement here. This area pertains to the way patients perceive how their care is coordinated and is mostly under their provider’s control. Patients look to their personal doctor to help them reach their health goals. Consider the following to help patients see their coordination of care more positively:

- Provide patients with information that’s easy to understand
- Proactively engage patients to get their flu vaccine and other needed immunizations
- Show patients you respect their opinions and that you’ve heard them
- Involve the patient in the decision-making process
- Ask your patients if they need assistance in managing the care they receive from other providers
- Ask your patients what you can do to help improve their coordination of care

As the 2019 CAHPS survey nears, we encourage you to continue to focus on improving your Florida Blue FEP patients’ overall health care service experiences, especially in those areas mentioned above.

Thank you for working with us to provide our members with some of their best health care experiences. With our combined efforts, we believe our upcoming CAHPS survey results will surpass average. Excellent results can only represent the highest-regarded providers and health care plans.

Visit [CAHPS methodology](#) to learn more about CAHPS.

<sup>1</sup> CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).