

Federal Employee Program 2019 CAHPS Survey Results

You may recall that the Consumer Assessment of Healthcare Providers and Systems^{®1} (CAHPS) program conducts a survey every year asking patients, including Florida Blue Federal Employee Program[®] (FEP) members, to report on their health care experiences during the prior calendar year. The survey asks questions about the members' experiences with their *providers, their health plan, and the health care facilities* they used.

Our 2019 CAHPS survey results – representing FEP members' perceived health care experiences in 2018 – show stability with a gradual increase in several areas over the previous year's survey findings.

The categories that have improved in the 2019 survey results are:

- Overall Personal Doctor Rating
- Getting Care Quickly
- Customer Service
- Coordination of Care
- Flu Vaccinations for Adults Ages 18-64

While we're pleased the results have been trending upwards overall, the total scores are still considered average with the exception of Flu Vaccinations. Although our Flu Vaccination scores slightly increased, the total score is still below average. Our goal is to see results that far exceed average. With a new survey approaching in February through May 2020, we encourage you to continue to focus on improving your patients' experiences in all areas with added attention on improving the following areas:

Flu Vaccinations for Adults Ages 18-64 – Please continue to promote the flu vaccine with your patients. Here are some suggestions to ensure your patients receive their shot:

- Proactively engage with your patients about the vaccine.
Example: "The guidelines recommend you get the flu shot and I also recommend you get it". This may be all your patient needs to hear because they trust you. If they are hesitant, engage and address any misperceptions they may have.
- Offer the flu shot at your office – it helps when you can recommend the shot and administer it seamlessly during the same visit.
- Send flu shot reminders to your patients and include locations where they can get their shot - highlight where they can get it for free!
- Follow up with your patients via phone or email.

Getting Needed Care – This relates to how often a patient got an appointment to see a specialist as soon as needed, and how easy it was to get the care, tests, or treatment needed. Some ideas to help improve patients' experience with Getting Needed Care follow.

- Offer to help make appointments.
Example: "Would you like to schedule your specialist visit before you leave our office today?"

Getting Needed Care (continued)

- Discuss care needs with each patient.
Example: “We want to be sure you are getting the care, tests or treatments you need. Have we met your needs today?”
- Provide multiple services during one visit.
Example: “Is there anything else I can do for you while you’re here?”
- Consider extending office hours.
- Submit required prior authorization requests.

As the 2020 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 the CAHPS health plan survey.

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