

Improving Patient Satisfaction: Tips for Your Provider Office

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes. Are you looking for ways to help improve patient satisfaction and increase CAHPS® scores? Here are a few suggestions that may help:

Review appointment scheduling protocols and access to care standards

The access standards below are based on standards as outlined per contract.		
Tips		Benefits
Appointment Type	Access Standards	
Urgent Care	Within 24 Hours	Sets patient expectations
Non-Urgent Routine Care	Within 3 weeks of request	
Infant (under 6 months) Preventative Care	Within 2 weeks of request	
Child, Adolescent and Adult Preventative Care	Within 5 weeks of request	
Specialty Care	Within 3 weeks of request	
Initial Prenatal Care		
1 st Trimester	Within 2 weeks of request	
2 nd Trimester	Within 1 week of request	
3 rd Trimester	Within 3 days of request	
After Hours Care	24 hours/day; 7days/week availability	
Call or text patients 48 hours before their appointments to remind them about their appointments and anything they will need to bring.		Reduces no shows
Consider offering evening and/or weekend appointments.		Increases access to care
Provide clear instructions on how to access care after office hours (includes local urgent care centers).		Reduces ER visits

Additional resources for office staff and patients:

24 Hour Nurse Advise Line

For additional after hours coverage, Molina Healthcare members can call:
 (888)-275-8750 (English) TTY: 711
 (866)-648-3537 (Spanish) TTY: 711

Provider Web Portal

Providers can access the provider web portal at www.MolinaHealthcare.com to:

- Search for patients & check member eligibility
- Submit service request authorizations and/or claims & check status
- Review Patient Care Plan
- Obtain information on quality measures, HEDIS performance and HEDIS/CAHPS Tip Sheets
- Submit HEDIS documentation files through Provider Profile site
- Participate in online Cultural Competency trainings

Interpreter Services

Molina Healthcare members can access interpreter services at no cost by calling Member Services:
 HealthChoice Illinois: (855)-687-7861 TTY:711
 Molina Dual Options: (877)-901-8181 TTY:711

Maximize all visits

Tips	Benefits
For a patient who is seen for an office-based E&M service (a sick visit) and due for a preventive health care visit, schedule the preventive health care visit for another time before the patient leaves your office.	Addresses patient's needs and improves health outcomes.

Improve patient point of contact experience through positive framing

Tips	Benefits
Offer patient available appointment with an alternative provider, if requested provider is not available within standard timeframe.	Increases access to care Improves patient's perception of getting care timely
Express appointment availability in relation to access standard (e.g., when a patient requests a non-urgent, routine appointment, let the patient know that the standard wait is three weeks but you are offering an appointment within two weeks).	Sets patient expectations Improves patient's perception of getting care timely
Consider if a telehealth visit is appropriate for the patient's needs.	Acknowledges that patient's time is important
Ask if patient has transportation to the appointment. If not, refer patient to Member Services number on the back of their Molina Member ID card.	Ensures patient's needs are met Increases access to care

Enhance patient triage process and office experience

Tips	Benefits
Assign staff to perform preliminary work-up activities (e.g., blood pressure, temperature, etc.).	Shortens patient's perceived wait time
Give a brief explanation for any provider delays and provide frequent updates. Offer options to reschedule or be seen by another provider (including a PA or NP).	Sets patient expectations Acknowledges that patient's time is important

Encourage open communication with patient

Tips	Benefits
Review all treatment options with patient and ask patient to list key concerns at the start of the visit.	Ensures patient's needs are met
Review all medications to ensure understanding for taking the medication and to encourage adherence.	Facilitates medication adherence and better health outcomes
Offer resources, such as health education materials and interpreters. Ask patient if all questions and concerns were addressed before ending visit.	Improves patient's perception that sufficient time was provided
Show empathy. Be aware of and respect cultural differences and communication styles. Participate in and encourage staff to complete Molina's online Cultural Competency trainings. Take complaints seriously and try to resolve immediately.	Shows patients that they are being heard and respected

Related CAHPS® questions:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?
- How often was it easy to get the care, tests treatment you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?
- How would you rate the specialist you saw most often in the last six months?
- Have you had a flu shot since July 1 (of previous year)?