

CAHPS Sample Questions	Tips for Improvement
<p>▶ Access & Scheduling</p> <ul style="list-style-type: none"> • Did you experience any difficulty scheduling an appointment? • Do you know the after hours help number for urgent needs or do you know where to go if you need to be seen? 	<ul style="list-style-type: none"> • Allow patients to schedule appointments online. • Offer walk-in time slots, telehealth options and/or appointment times outside regular hours. • Educate patients on after hours options for urgent needs.
<p>▶ Medication Management</p> <ul style="list-style-type: none"> • Did your healthcare team review all of your prescription medications with you? • When you and healthcare team talked about starting or stopping a prescription medicine, did healthcare team ask what you thought was best for you? 	<ul style="list-style-type: none"> • Ask patients to bring a list of their current medications to their appointment, send in advance or list on patient portal. • Ask patients about their preferences and input when starting or stopping a medication.
<p>▶ Timely Care</p> <ul style="list-style-type: none"> • How long after your scheduled appointment time did you wait to see your healthcare team? 	<ul style="list-style-type: none"> • Use text or message boards to let patient know if running behind schedule. • Have staff take patient vitals within 15 minutes of arrival.
<p>▶ Integrated Care</p> <ul style="list-style-type: none"> • Did you have any difficulty getting a referral to see a specialist from your healthcare team? • Did your healthcare team seem informed and up-to-date about the care you received from other providers? 	<ul style="list-style-type: none"> • Ask patient to bring a list of their current specialists to their appointment, send in advance or enter on patient portal. • Confirm that the specialist is accepting new patients before making a referral. • Schedule patient’s specialist appointment at end of visit. • Submit prior authorization request immediately.
<p>▶ Follow-Up</p> <ul style="list-style-type: none"> • Did you receive follow-up from your healthcare team’s office after any blood tests, x-rays or other tests that you may have had completed? 	<ul style="list-style-type: none"> • Tell patients when to expect their test results and if they’ll need a follow-up visit.
<p>▶ Conversations</p> <ul style="list-style-type: none"> • Did your healthcare team talk to you about falling or difficulty with balance and walking? • Did your healthcare team talk to you about ways to better control leaking of urine? 	<ul style="list-style-type: none"> • Ask all patients, regardless of their recent fall history, if they are having difficulty with balance. • Ask all patients to complete a fall assessment in person or prior to their visit. • Display posters to encourage discussion of balance, falls and treatment options. • Ask if are having difficulty with urine leakage and have them complete a bladder control assessment.
<p>▶ Anxiety & Depression</p> <ul style="list-style-type: none"> • Did anyone on your healthcare team ask you if there was a period of time when you felt sad, empty, depressed or talk about things in your life that worry you or cause you stress? 	<ul style="list-style-type: none"> • Assess and discuss mental health status at every appointment regardless of current or past depression screening results.
<p>▶ Healthy Living</p> <ul style="list-style-type: none"> • Did your healthcare team advise you to start, increase or maintain your exercise level and talk about a healthy diet and healthy eating habits? 	<ul style="list-style-type: none"> • Talk to all patients about their current exercise routine. Use the wording “start, increase or maintain exercise level” to help with patient recall. • Display posters to encourage discussion of exercise routines and healthy eating habits.
<p>▶ Patient Perspective</p> <ul style="list-style-type: none"> • How often did your healthcare team listen to you, show respect for what you had to say, and spend enough time with you? • How often did your healthcare team explain things in a way that was easy to understand? 	<ul style="list-style-type: none"> • Create the perception of shared time by sitting down next to the patient during the visit. • Reaffirm what the patient said in a non- judgmental tone. • Provide choices to encourage patient contribution and shared decision-making. • Provide small pieces of information at a time, checking with the patient throughout the process to ensure the patient understands.