



Care Coordination

Improving the Patient Experience

Office Staff Training



Learning Objectives

The participant will be able to:

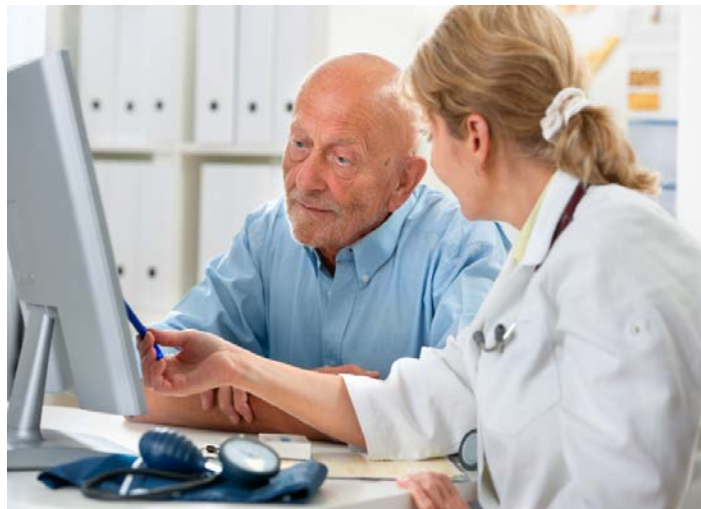
- Define CAHPS.
- Identify the difference between **patient experience** and **patient satisfaction**.
- Describe the impact of the patient experience on healthcare.
- Discuss the 5-Star quality measures related to Care Coordination.



What Is CAHPS?

Consumer Assessment of Healthcare Providers and Systems

Survey that asks **consumers and patients** to report on experiences with healthcare services in different settings



Improving Patient Experience

- CAHPS = quality improvement tool
- Standardized data is used to:
 - Identify strengths and weaknesses in the performance of providers and staff.
 - Determine where there needs to be improvement.
 - Track the providers' progress over time.



CAHPS Survey Questions

- How often was it easy to get **appointments** with specialists?
- How often did you see the person you came to see within **15 minutes** of your appointment time?
- How often did you and your personal doctor talk about the **prescription medications** you were taking?



Patient Experience Versus Patient Satisfaction

Patient Experience

- Range of interactions:
 - Getting timely appointments
 - Easy access to information
 - Good communication with providers

Key Issue:

Care that is respectful and responsive to patients' needs



Patient Experience Versus Patient Satisfaction

Patient Satisfaction

- Patient expectations:
 - How patients feel about care received
 - Healthcare encounter
 - Based on delivery of care



Key Issue:

No two patients will give the same rating for the same care received.



What Is the “Patient Experience”?



Patient-Centered Care

Definition:

- Caring for patients and their families
- Individualized care that is meaningful and valuable
- Includes listening, informing and involving patients
- Care that is respectful and responsive
- Care that meets needs and values and ensures patient values guide all clinical decisions





Eight Principles of Patient-Centered Care

1. Respect for patients' values, preferences and expressed needs

2. Coordination and integration of care

3. Information and education

4. Physical comfort

5. Emotional support and alleviation of fear and anxiety

6. Involvement of family and friends

7. Continuity and transition:

- Clear, detailed information
- Coordinate and plan ongoing treatment and services post-discharge
- Access to clinical, social, physical and financial support

8. Access to care:

- Specialist or specialty services
- Location to hospitals, clinics and physicians
- Availability of transportation
- Ease and availability of scheduling appointments
- Education on referrals

5-Star Best Practices



5-Star Quality Rating

Centers for Medicare and Medicaid Services

Open
communication

Effective
coordination

Timely access



5-Star Best Practices: Care Coordination



Order tests: blood, X-ray



Prescription medication review



Train staff



Recommendations from specialists



Communication about test results



Patient portal



Medical history review

5-Star Best Practices: Getting Needed Care



Timely referrals to specialist



Set expectations



Onboard new patients



Communicate referral process



Timely appointments for tests and treatments



Nurse advice line or e-portal



“On call” list

5-Star Best Practices: Getting Appointments and Care Quickly



Urgent or non-urgent appointments



Schedule appointments early



Nurse practitioner/physician's assistant



Triage patient calls: office or virtual visits



Patient portal: office phone number, after-hour phone number



Provide support with referrals and authorization process



"15-minute" timeframe



Optimal Experience



What all patients want:

- Confidence
- Integrity
- Pride
- Passion



Questions

