

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

CAHPS is a standardized patient survey developed by the Agency for Healthcare Research and Quality (AHRQ) and required for Iowa Total Care by the National Committee for Quality Assurance (NCQA). The goal of the survey is to assess the patients' perspective of the healthcare they have received. It includes the accessibility to medical services, physician, specialists and communication skills of the physician.

Iowa Total Care participates in CAHPS surveys annually for both the adult and child members served. The survey results provide data that allows Iowa Total Care the opportunity to identify strengths and opportunities for improvement in the care our members receive from network physicians, specialists, and behavioral health providers.

Patient Experience

"Understanding patient experience is a key step in moving toward patient-centered care. By looking at various aspects of patient experience, one can assess the extent to which patients are receiving care that is respectful of and responsive to individual patient preferences, needs and values. Evaluating patient experience along with other components such as effectiveness and safety of care is essential to providing a complete picture of health care quality." - Agency for Healthcare Research and Quality

The CAHPS survey focuses on the patient experience with their healthcare and the areas that they are best qualified to evaluate. This includes areas such as:

- Communication skills of providers
- Access to needed care
- Understanding their diagnosis and treatment plan
- Ability to participate in treatment decisions
- Respect for their goals, preferences, and culture
- Customer Service

Specific questions on the CAHPS survey include:

PROVIDER COMMUNICATION
SHARED DECISION MAKING
COORDINATION OF CARE
HEALTH PROMOTION AND EDUCATION

Improving CAHPS Survey Scores

The [Agency for Healthcare Research and Quality](#) offers extensive resources related to the CAHPS survey on their website. This includes resources to help providers improve the consumer experience and CAHPS scores. Resources on their website include:

- [CAHPS Ambulatory Care Improvement Guide](#)
- [Strategies for Improving CAHPS Clinician & Group \(CG-CAHPS\) Survey Scores \(Webcast\)](#)
- [Research on improving patient experience](#)

Ask Me 3®

To improve the member experience, Iowa Total Care is promoting the use of the Institute for Healthcare Improvement's Ask Me 3 initiative. Members are encouraged at every medical appointment to ask:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

If you are interested in learning more about Iowa Total Care's CAHPS Program, please contact Iowa Total Care at quality@iowatotalcare.com or 844-738-5019 to speak with the Quality Improvement Department.