

PROVIDER INFORMATION

CAHPS Member Satisfaction

What do member satisfaction scores say about the care members are receiving?

Each year Sunflower Health Plan conducts Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to determine member satisfaction with physicians, specialists, member-provider relationships, member-provider communications and services provided to members. CAHPS is an industry standard tool that helps to evaluate member satisfaction and is used to determine opportunities for improvement. The feedback from the survey can help with initiatives to improve member compliance and improve outcomes for members. The 2018 CAHPS member satisfaction survey data are in for Sunflower. Both adult and child survey results for Sunflower identified common areas for monitoring and/or improvement and those are noted below along with the specific CAHPS questions.

Customer Service

- Got information or help needed
- Treated member with courtesy and respect

Coordination of Care

- In last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from other doctors or health care providers

Getting Needed Care

- Ease of getting necessary care, tests or treatment needed
- Obtained appointment with specialist as soon as needed

Health Promotion and Education

- In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Getting Care Quickly

- Getting care as soon as needed
- Getting appointment as soon as needed

Additional areas of continued focus for improvement are:

Tobacco Cessation Discussions

- Do you smoke cigarettes or use tobacco every day, some days or not at all?
- In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?
- In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than a medication to assist you with quitting smoking or using tobacco?



Shared Decision Making

- Doctor/health care provider talked about reasons why you may want to take a medication
- Doctor/health care provider talked about reasons why you may not want to take a medication
- Doctor/health care provider asked what you thought was best when starting/stopping a prescription medication

Communication Reminders

Based on Sunflower's CAHPS member satisfaction survey results for both adult and children membership, Sunflower would like to share the communication tips listed below in an effort to increase member compliance and satisfaction with their health care providers, including both primary care and specialists, provider communications, and the care/services received from Sunflower network providers.

- Maintain eye contact when member is talking
- Use receptive body language, sit down, lean in, keep open body language
- Explain why tests, medications, treatments, referrals and follow up visits are necessary
- Use simple, easy to understand words
- Offer pharmacist review of medications with members as an option to increase understanding and compliance with medications
- Avoid using medical terminology and abbreviation
- Review all treatment options with member and/or parents/guardian and allow their input
- Review reasons why a member would want to take a medication, why they may not want to take a medication and ask member what they thought was best when starting or stopping a prescription medication
- Submit authorization requests and referrals timely
- Explain timeframes to expect with scheduling of appointments with a specialist
- Discuss preventive health tests and treatments, like flu and pneumonia injections and consider giving even when you see members for a sick visit
- Consider providing a preventive health care visit also when seeing a member for a sick visit
- Discuss risks of smoking/using tobacco, the medications and strategies used to help quit smoking or using tobacco
- Provide handouts, brochures, diagrams and other materials to help members understand about the tests, medications, referrals and health prevention steps that are recommended
- Allow their input, questions and collaboration in their treatment
- Review the member's chart for any consults or treatment by specialists prior to seeing the patient to help facilitate coordination of care
- Explain after-hours access to the physician on call, Sunflower after-hours nurse advice line, when to go to urgent care or seek emergency service

