

How To Improve The Patient Experience And 'Ace' The CMS Patient Experience Surveys

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Disclosures

- Medtronic AV Advisory Board
- Patient Advocate/Advisor for Alio, Aveera, Mozarc, Phraxis, Sonavex, VentureMed

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Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS) Survey

- HOPD required survey for outpatient surgery 2024
- ASC required 2025
- Penalties up to 2% in ASC; Hospitals impact in Star ratings
- ASCs should be testing now
- HOPDs should be reviewing their data

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Overview of CAHPS® Surveys

Consumer
Assessment of
Healthcare
Providers and
Systems®

- Family of surveys designed to collect data from patients about their experiences with the care they receive from their providers
- Focus on issues where the patient is the best source of information, as opposed to clinical aspects of care (where patient may not be the best source of information)
- CMS is responsible for implementing several CAHPS® surveys, including OAS CAHPS

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SURVEY COVERS CRITICAL ASPECTS OF PATIENT CARE

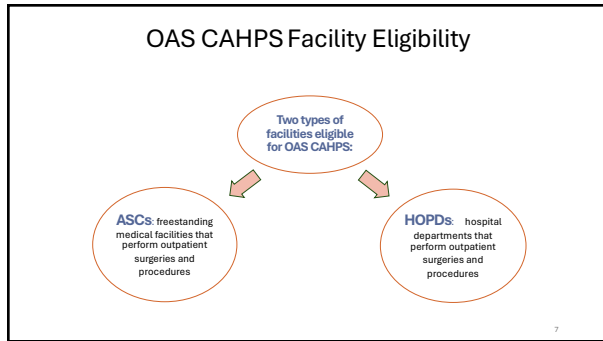
- Communication** between patients and healthcare staff, ensuring patients feel heard and understood
- Care and treatment** regarding pain management and following up with patients
- Facility cleanliness**, which is an essential factor in patient satisfaction, especially in surgical settings

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Goals of CAHPS® Surveys

- Conduct standardized surveys making comparisons feasible across health care providers
- Analyze and adjust data
- Publicly report data on a CMS website so:
 - **patients** can use the survey results to choose a health care provider
 - **providers** can use the data for quality improvement
 - **payers** (such as CMS) can monitor performance of health care providers.

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Communicating with Patients about OAS CAHPS

- It is acceptable for HOPDs and ASCs to:
 - Inform patients that the facility is participating in the survey
 - Explain the purpose of the survey, which is to learn about the quality of health care that patients receive
 - Give patients a heads-up that they may be invited to participate and note how they may be contacted (via mail, telephone or email)

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Communicating with Patients about CAHPS

- It is not acceptable for HOPDs or ASCs to:
 - Provide a copy of the OAS CAHPS questionnaire or any of the survey letters or email messages to patients
 - Ask patients OAS CAHPS Survey questions or ones that are similar
 - Add messages or materials that promote or market the facility to the OAS CAHPS Survey materials, including the survey letters, survey email messages, mail and web questionnaires, and telephone script
 - Include words or phrases verbatim from the OAS CAHPS Survey in marketing or promotional materials

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BEST PRACTICES FOR BEST RESULTS

- Engage your entire staff
- It starts at the front desk
 - Gather Patient Email
 - Document language preference
- Intake and discharge staff should remind patient they may get a survey
- Actively ask patient about their experience
- During follow-up call ask what you could have done better
- Use results to improve care through CQI

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More Tips

- Posters in Waiting Room
- Review your results/Reward Staff
- Let Patients Know Your Scores
- Look at your competitors
- Use results to improve your patient engagement

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The World of Patient Engagement

- Patient engagement is key to YOUR success
- Surveys will be public
- Vascular Access is an ongoing clinical episode of care, so engagement is key to success
- Access care should start and end with patient engagement
- Hear their voices for the best outcome

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Summary and Key Take-Aways

- 1**
Engage patients about the CAHPS survey
- 2**
Use these surveys to facilitate input/engagement
- 3**
Ask your patients questions along the way
- 4**
Monitor results and improve your scores

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The Patient Experience: More Than Just Satisfaction

-  To meet the needs of vascular access patients:
Recognize the interdependency among safety, quality, and the patient's experience of care
-  Overall patient experience depends on consistently delivering on all three
-  The Goal should always be delivering safe, high quality access care with empathy and understanding for every patient every day
-  Physician and patient engagement as the foundation

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Thanks!

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