







Patient care checklist:

To help improve CAHPS survey results

This checklist has key topics that should be addressed with your patients. It includes specific items from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program survey. This list also provides you with ways you can bring up these important topics to help drive improved patient experience and outcomes. As a starting point, use these suggested discussion topics with your patients.

CAHPS topics tied to healthcare provider

<input type="checkbox"/>	Annual flu vaccine  <i>"You can protect you and your loved ones by getting the flu shot. Would you like to get it today?"</i>	
<input type="checkbox"/>	Care coordination  <i>"Let's review your medical history together to find out if you have any new information or have seen a new specialist since I last saw you."</i>	<i>"If you receive any new lab tests, X-rays, or any other tests, I will be sure that I or a member of our office will review them with you as a follow-up."</i>
<input type="checkbox"/>	Getting appointments and care quickly  <i>"Sometimes urgent issues arise, and you wish to be seen right away. When this happens, be sure to call us so we can work to get you an appointment as quickly as possible."</i>	<i>"Before you leave, would you like to schedule your next routine visit?"</i>
<input type="checkbox"/>	Getting needed care  <i>"Have you had any issues obtaining care with a specialist? If so, let us know so we can work with that provider on your behalf."</i>	<i>"Have you had any issues with obtaining care, tests or treatment? If so, let me know so we can work through any barriers."</i>
<input type="checkbox"/>	Patient Communication  <i>When patients are asked the yes-or-no question "Do you understand?" they may be embarrassed to admit that they do not. ... ask patients to put the information in their own words to make sure that they understand.</i>	<i>"I want to make sure that I explained things clearly. Let's check how clear I was by having you tell me how you are going to take the pills."</i>
<input type="checkbox"/>	Health care quality  <i>"Do you have any other concerns you would like to discuss today? Or other topics about your care you are concerned with?"</i>	<i>"Be sure to fill out the office questionnaire so we can help improve your experience."</i>

