

CAHPS® Tip Sheet

Care Coordination

Measure Description

The Care Coordination measure evaluates patients' satisfaction with how well their provider coordinates their care among multiple providers, stays informed and up-to-date about the care they have received, shares test results timely, and reviews their prescription medications during each visit.

This is self-reported by patients and collected annually as part of the Consumer Assessment of Healthcare Providers Systems (CAHPS®) Survey.

Survey Questions

- When you visited your personal doctor for a scheduled appointment, how often did they have your medical records or other information about your care?
- When your personal doctor ordered a blood test, X-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
- When your personal doctor ordered a blood test, X-ray or other test for you, how often did you get those results as soon as you needed them?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- Did you get the help you needed from your personal doctor's office to manage your care among different providers and services?
- How often did your personal doctor seem informed and up to date about the care you got from specialists?

Ways to Improve Patient Satisfaction

- Establish a process in your office to ensure prompt communication of test findings.
- Create ongoing and timely reminders/messaging to encourage and enhance communication between all provider types.
- Ask patients how they would like to receive results and be upfront with patients about the timing of test results.
- Ask your patients if they have seen any other medical professionals since their last appointment. If you are aware that a patient receives specialist care, talk to them about their visit and treatment regimen, including any new medications.
- Inform all relevant providers about the patient's test findings and medical history.

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