

CAHPS® Tip Sheet

Getting Needed Care

Measure Description

The Getting Needed Care measure evaluates patients' satisfaction with how easy it was for them to get needed care and see specialists.

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

Survey Questions

- How often was it easy to get the care, tests or treatment you needed?
- How often did you get an appointment to see a specialist as soon as you needed?

Ways to Improve Patient Satisfaction

- If the appointment is not urgent, set realistic expectations about how long it could take to arrange an appointment with the specialist.
- Address critical concerns right away, reduce wait times, and keep patients updated on appointment timings and test findings.
- Before patients leave, help them schedule the next visit with their PCP or visits with specialists. If your office has an established relationship with a specialist, let your patient know how you might assist them get an appointment sooner.
- Encourage and inform patients about how to access alternate care venues, such as telehealth visits and urgent care centers.
- Help the patient understand why you are recommending certain types of care, tests or treatments, especially if the patient requested or asked about other types.
- Evaluate and simplify patient communications, assuring that patients are clearly told why something is not approved. When appropriate, offer suggestions for next steps or alternatives.

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