

Improving Patient Satisfaction: Tips for Your Provider Office

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention, but can also help increase compliance with physician recommendations and improve patient outcomes. Below are tips to help improve patient satisfaction and increase CAHPS® scores.

Review access to care standards

Tips			Benefits
Appointment Type		Access Standard	
Primary Care Physicians (PCPs):	Emergency needs	Immediately upon presentation	Sets patient expectations
	Urgent care	No later than the end of the following business day after the patient's initial contact with the PCP site	
	Regular and routine care	Not to exceed six weeks	
OB/GYN	Pregnancy (initial visit)	Within two weeks	
	Routine visit	Within six weeks	
Oncology	Emergency needs	Immediately upon presentation	
	Urgent care	Not to exceed 24 hours	
	Regular and routine care	Within six weeks	
Non-PCP Specialist	Emergency needs	Immediately upon presentation	
	Urgent care	Not to exceed 24 hours	
	Regular and routine care	Within eight weeks	
Behavioral Health Specialists	Emergency needs	Immediately upon presentation	
	Non-life-threatening emergency	Not to exceed six hours	
	Urgent care	Not to exceed 48 hours	
	Initial visit for routine care	Not to exceed ten business days	
	Follow-up routine care	Not to exceed ten business days based off the condition	
All	After-hours care	Must be available by phone 24 hours a day, seven days a week	
	Office wait time	Maximum of 30 minutes	

Review appointment scheduling protocols

Tips	Benefits
Call or text patients 48 hours before their appointments to remind them about their appointments and anything they will need to bring.	Reduces no-shows.
Consider offering evening and/or weekend appointments.	Increases access to care.
Provide clear instructions on how to access care after office hours (includes local urgent care centers).	Reduces ER visits.

Maximize all visits

Tips	Benefits
For a patient who is seen for an office-based E&M service (a sick visit) and due for a preventive health care visit, schedule the preventive health care visit for another time before the patient leaves your office.	Addresses patient's needs and improves health outcomes.

Improve patient point of contact experience through positive framing

Tips	Benefits
Offer patient an available appointment with an alternative provider, if requested provider is not available within standard timeframe.	Increases access to care. Improves patient's perception of getting timely care.
Express appointment availability in relation to access standard (e.g. when a patient requests a routine, asymptomatic appointment, let the patient know that the standard wait is within 6 weeks, but you are offering an appointment within two weeks).	Sets patient expectations. Improves patient's perception of getting timely care.
Consider if a telehealth visit is appropriate for the patient's needs.	Acknowledges that the patient's time is important.
If patients need transportation to health care appointments, Molina Healthcare members can call a Transportation Specialist to assist: Medicaid: (866) 642-9279 MyCare Ohio: (844) 491-4761	Ensures patient's needs are met. Increases access to care.

Enhance patient triage process and office experience

Tips	Benefits
Assign staff to perform preliminary work-up activities (e.g., blood pressure, temperature, etc.).	Shortens patient's perceived wait time.

Give a brief explanation for any provider delays and provide frequent updates. Offer options to reschedule or be seen by another provider (including a PA or NP).	Sets patient expectations. Acknowledges that the patient's time is important.
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Encourage open communication with patient

Tips	Benefits
Review all treatment options with patient and ask patient to list key concerns at the start of the visit.	Ensures patient's needs are met
Review all medications to ensure understanding for taking the medication and to encourage adherence.	Facilitates medication adherence and better health outcomes
Offer resources, such as health education materials and interpreters. Ask patient if all questions and concerns were addressed before ending visit.	Improves patient's perception that sufficient time was provided
Show empathy. Be aware of and respect cultural differences and communication styles. Participate in and encourage staff to complete Molina's online Cultural Competency trainings . Take complaints seriously and try to resolve them immediately.	Shows patients that they are being heard and respected

Additional resources for office staff and patients:

24-Hour Nurse Advice Line

For additional after hours coverage, Molina Healthcare members can call:

Medicaid: (888) 275-8750, TTY: (866) 735-2929

MyCare Ohio: (855) 895-9986, TTY: 711

Provider Portal

Providers can access the provider portal at www.MolinaHealthcare.com to:

- Search for patients & check member eligibility
- Submit service request authorizations and/or claims & check status
- Review Patient Care Plan
- Obtain information on quality measures, HEDIS performance and HEDIS/CAHPS Tip Sheets
- Submit HEDIS documentation files through Provider Profile site
- Participate in online Cultural Competency trainings

Interpreter Services

Molina Healthcare members can access interpreter services at no cost by calling Member Services:

Medicaid: (800) 642-4168, TTY: 711 Monday to Friday, 7 a.m. to 7 p.m.

MyCare Ohio: (855) 665-4623, TTY: 711 Monday to Friday, 8 a.m. to 8 p.m., local time.