

# Patient experience begins from that first hello to every moment after — a full-circle experience of growth and change



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.

Annually, a random sample of Molina Healthcare of Texas, Inc. (Molina) Members are surveyed about their experience with their doctors, services and health plan. Molina reviews the results to address any areas where Members indicated potential gaps in their care. Mitigating these potential gaps cannot be done solely by Molina — Providers also play a critical role. Molina is committed to partnering with our providers to aid in improving patient experience.

Molina is sharing best practices and information to help increase member experience as they access healthcare.



## Helping Members Get Appointments and Care Quickly

Annual surveys are conducted to ask Members about their experience in care and if they are getting care when they need it. Members are also asked about how often they can get an appointment for either a checkup or routine care.

### Review appointment scheduling protocols and access to care standards

Reviewing standard wait times sets expectations with your patients and with office staff that schedules appointments to assist in understanding what is expected for Molina Members when they call to schedule appointments. The access standards below are based on standards outlined in your contract:

Visit Type	Appointment Scheduling Time Frame
Urgent Care	Within 24 hours
Non-Urgent Routine Care	Within 14 days
Well Child/Adolescent Preventive Care	Within 60 days
Adult Preventive Care	Within 90 days
Specialist	Within 21 days



## Helping Members with Getting Needed Care

As part of the annual survey, Members are able to provide feedback about how easy it is to get care and any tests or treatments. Members are also asked about the frequency of getting a specialist appointment, if needed.

### Help set patient expectations for appointments

Tips	Benefit
Call 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.	Improves access to care.
Provide clear instructions on how to access care after hours.	Reduces ER visits.
Address critical concerns immediately, while the patient is in the office.	Reduces wait times.
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 patients expectations.
While waiting, consider providing something to occupy their attention (e.g. current reading materials, health information).	Shows patients you acknowledge that their time is important.



## Importance of Care Coordination

The survey is a forum for Members to provide insight into the coordination of care between multiple providers. Members are asked if their physician reviews their medications, if results from any labs or tests are discussed and if they receive the help they need when managing their health among providers.

### Effective methods for record review and feedback among providers

Tips	Benefit
Share patient care plan with specialists.	Reduces barriers on continuity and coordination of medical and specialty healthcare for patients.
Ask patients if they see any other providers.	When a patient has several providers, complete and timely communication is key to ensure that care is coordinated and follow-up is adequate.

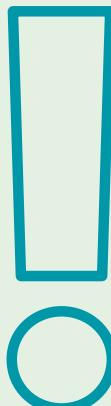


## Physician-Patient Relationship Begins with Communication

Another aspect of the survey is where Members can provide feedback on how well their doctor communicates. Members can respond on whether their doctor showed respect during the appointment and if they felt their doctor spent adequate time with them during the appointment.

### Encourage open communication with patient

Tips	Benefit
Review all treatment options with patient. Ask patients 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 encourage adherence.	Facilitates medication adherence and better health outcomes.
Offer resources, such as health education materials and interpreters. Ask patients if all questions and concerns were addressed before ending the visit.	Patients feel sufficient time was spent with them.
Encourage patients to register for your clinic's member portal.	Assist in answering questions.



### Stay ALERT

- A** – Always
- L** – Listen carefully to the patient/member and/or their representative.
- E** – Explain in an easy-to-understand way and wording, avoid using medical jargon or terminology.
- R** – Respect what the patient/member and/or their representative says, ask for their input and about the impact health concerns have on their daily life.
- T** – Time management perception by patient/member or their representative — taking time to sit down, lean into conversation with open/receptive body language.



### CAHPS® feedback is a win-win solution for everyone

It helps show both Molina and providers what Members think of the care and services they receive from both entities.

Benefit
Assists in improved health outcomes.
Find opportunities where improvement is needed.
Improves provider satisfaction.

## Focusing together on a positive patient experience will have many significant benefits to your practice:

- Increase patient retention.
- Increase compliance with physician clinical recommendations.
- Improve patient's overall wellness and health outcomes.
- Ensure preventive care needs are addressed timelier.
- Reduce no-show rates.



**Please encourage your patients who have received the CAHPS® survey to participate. Listed below are several questions asked in the survey regarding patient care:**

When you needed care right away, how often did you get care as soon as you needed it?

When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed it?

How often was it easy to get the care, tests and treatment you needed?

How often did your personal doctor listen carefully to you?

How often did your personal doctor spend enough time with you?

How often did your personal doctor explain things in a way that was easy for you to understand?

How often did you and your personal doctor talk about all the prescription medicines you were taking?

How would you rate your personal doctor?



## Helpful Tips and Best Practices to Keep in Mind

### Setting the tone for better care — from the first “hello”

- **First Impressions:** is your clinic setting the right tone for the patient's entire experience from the very first interaction?

### Improving patient care

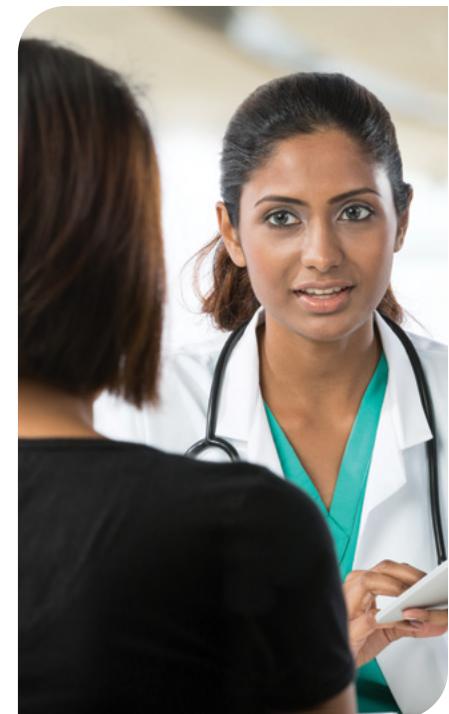
- **Ease of access and use:** how easy it for to get an appointment and is the patient portal user friendly?

### One size doesn't fit all

- **Personalization:** is each patient treated individually for his or her health condition?

### Eliminating barriers one patient at a time

- **Communication:** is plain and simple language being used, instead of medical terminology?





## Partnering Together for Patient Care

Initiate the conversation and encourage your patients to complete the CAHPS® survey if they receive it. It is an opportunity for them to provide feedback and inform Molina on how we can better assist with their care.



## Additional Resources: Molina Offers Support for Office Staff and Patients

### 24-hour Nurse Advice Line

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

- **(888) 275-8750 (English) TTY: 711**
- **(866) 648-3537 (Spanish) TTY: 711**



### Behavioral Health Service Crisis Hotline

Behavioral Health Service Employees are ready to help 24 hours a day, 7 days a week:

- **(800) 818-5837**

### Provider Web Portal

Providers can access the provider web portal at [provider.MolinaHealthcare.com/](http://provider.MolinaHealthcare.com/) to:

- Check member eligibility.
- Submit a claim and check claim status.
- Search for your assigned patients.
- Submit and check status of prior authorization requests.
- Review patient care plans.
- Obtain information on quality measures and HEDIS® performance.
- Obtain CAHPS® Tip Sheets.

### Interpreter Services

Molina Healthcare members can access interpreter services at no cost. Call Member Services at:

- STAR, STAR+PLUS & CHIP: **(866) 449-6849**
- CHIP Rural Service Area: **(877) 319-6826**
- Medicare: **(866) 440-0012**
- MMP: **(866) 856-8699**
- Marketplace: **(888) 560-2025**