

# 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. Are you looking for ways to help improve patient satisfaction and increase CAHPS® scores? Here are a few suggestions that may help:

## Review appointment scheduling protocols and access to care standards

Tips		Benefits
The access standards below are based on standards outlined per contract:		
Visit Type	Access Standards	Sets patient expectations
HealthChoice Illinois, Molina Dual Options		
Urgent Care	Within 24 Hours	
Non-Urgent Routine Care	Within 3 weeks of request	
Infant (under 6 months) Preventive Care	Within 2 weeks of request	
Child, Adolescent and Adult Preventive Care	Within 5 weeks of request	
Specialist	Within 3 weeks of request	
Prenatal Care 1st Trimester 2nd Trimester 3rd Trimester	Within 2 weeks Within 1 week Within 3 days	Reduces no shows
Call patients 48 hours before their appointments to remind them about their appointments and anything they will need to bring		
Consider offering evening and/or weekend appointments		Better access to care
Provide clear instructions on how to access care after office hours		Reduces ER visits

## Additional resources 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

### Provider Web Portal

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

- Check member eligibility
- Submit a claim & check claim status
- Search for your patients
- Submit & check status of service request authorizations
- Review Patient Care Plan
- Obtain information on quality measures and HEDIS performance
- Submit HEDIS documentation files thru Provider Profile site

### Interpreter Services

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

(855) 687-7861

Molina Dual Options:

(877) 901-8181

TTY: 711

Molina Healthcare services are funded in part under contract with the state of Illinois

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## Maximize all visits

Tips	Benefits
For patients who are seen for an office-based E&M service (a sick visit) and are due for a preventive health care visit, consider performing a preventive health care visit if time and indications allow. If time does not allow, please schedule the preventive health care visit for another time.	Addresses patient needs and improves health outcomes Reduces future visits and opens up schedule
Molina Healthcare will reimburse for both E&M services that occur on the same patient on the same day when: 1. The ICD-9 or ICD-10 diagnosis codes support payment of both E&M codes (sick visit plus well check visit). 2. The office-based E&M service (sick code) reported with modifier 25 documents both E&M services as significant and separately identifiable E&M services. 3. Clinical records may be submitted with the claim documenting the criteria above. 4. Reimbursement assumes that all other claim payment requirements are satisfied.	Ensures preventive care needs will be addressed more timely

## Enhance patient triage process and office experience

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

## Encourage open communication with patient

Tips	Benefits
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 to 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 visit	Patients feel sufficient time was spent with them
Show empathy Take complaints seriously and try to resolve immediately	Shows patients that they are being heard

### Related CAHPS® questions:

- When you needed care right away, how often did you get care as soon as you needed?
- 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?
- 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 much did a doctor or other health provider talk about the reasons you might want to take a medicine?

