

Rating of Health Care Quality, Personal Doctor, and Specialist Seen Most Often

Measure Descriptions

The Rating of Health Care Quality, Rating of Personal Doctor, and Rating of Specialist Seen Most Often measures evaluates patients' overall satisfaction with their health care quality, personal doctor, and the specialist that they have seen most often.

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

Survey Questions

- **Rating of Health Care Quality:** Using any number between 0 and 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care?
- **Rating of Personal Doctor:** Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- **Rating of Specialist Seen Most Often:** Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Ways to Improve Patient Satisfaction

- Maintain eye contact, listen intently and demonstrate comprehension. Empathize with and respect patients.
- Use easy to understand language, avoid use of medical terminology.
- Sit down to show you are dedicating and taking time with each patient, even if only for a few minutes.
- Ask patients how you may assist them have a better health care experience.
- Train office staff and providers about the value of patient satisfaction and how it affects CAHPS ratings.
- Attempt to make processes and/or procedures simpler for patients.
- Make sure that any unfulfilled care gaps are addressed at every patient visit.
- Keep track, examine and evaluate complaints about the standard of treatment, providers' choices, accessibility to care, UM, etc.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards, follow-up call/text/email, etc.).
- Promote the use of Molina's secure online Member Portal which allows patients access to their health care information.
- Minimize wait times. Periodically analyze appointment scheduling timeframes versus types of office visits.
- When appropriate, encourage patients to use the 24-hour Nurse Advice Line and/or after-hours clinics to acquire health care information. Make sure all communications are coordinated and consistent.

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