

# interChange Provider Important Message

## **Attention Federally Qualified Health Centers (FQHCs), Medical Clinics, Advanced Practice Registered Nurses, Physicians and Physician Assistants: Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey**

Providers are in a unique position to work with HUSKY Health members to increase opportunities of health and wellness through engagement and positive member experiences. Patient and family engagement is essential for improved health outcomes and positive member experiences. Engagement is established with effective communication, mutual respect, and individualized care planning.

CHNCT surveys members annually regarding their experience with their providers. The tool that is used is the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

What does the CAHPS® Survey ask members about provider communication?

- How often did your personal doctor listen carefully to you?
- How often did your personal doctor explain things in a way that is easy to understand?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?

In the coming weeks, your practice will receive a one-page CAHPS® Provider ALERT Communication Tool in the mail. It is a clinical communication strategy to enhance provider effectiveness. In this very busy time, we believe it provides tips to easily assist providers with patient experience and engagement as it relates to the CAHPS® survey.

To access more information about CAHPS and the CAHPS® Provider ALERT Communication Tool, copy and paste the following address into your browser; <https://www.huskyhealthct.org/providers/PCMH/pcmh-consumer-protection.html>

Quality Management Team

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