

Consumer Assessment of Healthcare Providers and Systems: Access to Care (CAHPS: Access) Medicare

Performance Measure Set: CCO Incentive Medicare Star Rating

Quality Measurement Type: Structure Process Outcome Patient Experience

Data Type: Claims Chart Documentation eCQM Survey Other

Who: All members who have been enrolled with the Medicare Advantage Plan for 6 months or longer are eligible to receive a survey.

Why: Patient experience surveys focus on how patients experienced or perceived key aspects of care, not how satisfied they were with their care. The survey contains questions relating to patients' communication with their doctors, understanding their medication instructions, and the overall coordination of their healthcare needs. The CAHPS program is funded and overseen by the U.S. Agency for Healthcare Research and Quality (AHRQ), which works closely with a consortium of public and private research organizations to ensure survey standards and rigor.

What: The Survey is administered annually to a large sample of members through two survey mailings and follow-up calls made to non-respondents from February through June. Questions included fall into these categories: Annual Flu Vaccine, Care Coordination, Getting Care Quickly, Getting Needed Prescription Drugs, Overall Rating of Health Care Quality, Overall Rating of Plan, and Rating of Drug Plan.

How: The CAHPS Ambulatory Care Improvement Guide is a comprehensive resource for health plans, medical groups, and other providers seeking to improve their performance in the domains of patient experience measured by CAHPS surveys of ambulatory care. Use this guide to help your organization:

- Cultivate an environment that encourages and sustains improvements in patient-centered care.
- Analyze the results of CAHPS surveys and other forms of patient feedback to identify strengths and weaknesses.
- Develop strategies for improving performance.

The AHRQ CAHPS Improvement Guide is available here:

<https://cahps.ahrq.gov/quality-improvement/improvement-guide/improvement-guide.html>

Exclusions: None Coding: **N/A**