

MedicareStarsMeasures CAHPS

Composite: Consumer Assessment of Health Plan Survey

MedicareStars Measures – Experience of Care

There are nine Medicare Stars measures which utilize the CAHPS: Annual Flu Vaccine, Care Coordination, Getting Care Quickly, Getting Needed Prescription Drugs, Overall Rating of Health Care Quality, Overall Rating of Plan, Customer Service, and Rating of Drug Plan.

CAHPS: Annual Flu Vaccine is based on one question:

- Have you had a flu shot since July 1, 2018?

CAHPS: Care Coordination is based on six questions:

- Doctor had medical records and other information about care
- Got follow-up on test results
- Got test results quickly
- Doctor spoke about prescription medicines
- Got help managing care
- Doctor is informed and up-to-date about specialist care

CAHPS: Getting Care Quickly is based on three questions:

- Got care as soon as you needed
- Got an appointment at doctor's office/clinic as soon as you needed
- Seen for appointment within 15 minutes of appointment time

CAHPS: Getting Needed Care is based on two questions:

- How often it was easy to get appointments with specialists
- How often it was easy to get care, tests, or treatment through the health plan

CAHPS: Getting Needed Prescription Drugs is based on three questions:

- Got medicines the doctor prescribed easily
- Filled prescriptions at a local pharmacy easily
- Filled prescriptions by mail easily

CAHPS: Customer Service is based on three questions:

- Got information or help you needed
- Were treated with courtesy and respect
- Forms were easy to fill out

CAHPS: Overall Rating of Health Care Quality is based on one question:

- Rate your health care in the last 6 months from 0 to 10

CAHPS: Overall Rating of Plan is based on one question:

- Rate your health plan from 0 to 10

CAHPS: Rating of Drug Plan is based on one question:

- Rating your prescription drug plan from 0 to 10

The CAHPS used for the Medicare Stars measures is run by DSS Research.

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.

The AHRQ CAHPS Improvement Guide is available here:

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