

A photograph of an elderly couple embracing outdoors. The man, on the left, has grey hair, wears glasses, and a light blue short-sleeved button-down shirt. The woman, on the right, has dark hair and is wearing a blue short-sleeved top. They are both smiling warmly. The background is a soft-focus outdoor setting with green foliage and a path.

Care Coordination

Office Staff Training



Agenda

- ▶ Introduction and objectives
- ▶ Sign-in sheets and surveys
- ▶ Course handouts
- ▶ Presentation

Care Coordination Objectives

- ▶ Define CAHPS
- ▶ Identify the difference between patient experience and patient satisfaction
- ▶ Describe the impact of the patient experience on healthcare
- ▶ Discuss the quality measures of care coordination

Understanding CAHPS

CAHPS: Consumer Assessment of Healthcare Providers and Systems

▶ What is CAHPS?

- Refers to an annual survey that ask patients to report on their healthcare experiences
- Administered by CMS

Understanding CAHPS

CAHPS: Consumer Assessment of Healthcare Providers and Systems

▶ What is the focus?

- Consumers can best assess patients' experience with healthcare providers and staff in doctors' offices.
- Quality measures include provider communication, ease of healthcare services, etc.

Understanding CAHPS

CAHPS: Consumer Assessment of Healthcare Providers and Systems

▶ Why is it important?

- CAHPS data equip consumers with information they can use to choose physicians and other healthcare providers, physician practices or medical groups.
- Survey data can be used to improve care provided by providers, sites, medical groups or provider networks.

CAHPS Survey Questions

- ▶ How often was it easy to get appointments with specialists?
- ▶ How often did you see the person you came to see within 15 minutes of your appointment time?
- ▶ How often did you and your personal doctor talk about the prescription medications you were taking?

Patient Experience Versus Patient Satisfaction

- ▶ Patient experience
- ▶ Range of interactions include:
 - Getting timely appointments
 - Ease of access to information
 - Good communications with providers
- ▶ Key issue
- ▶ Care that is respectful and responsive to the patients' needs

Patient Experience Versus Patient Satisfaction

- ▶ Patient satisfaction
- ▶ Patient expectations include:
 - How patients' feel about the care received
 - Healthcare encounters
 - Quality of the delivery of care
- ▶ Key issue
 - No two patients will give the same rating for the same care received

What Is the “Patient Experience”?



Patient-Centered Care

▶ Patient-centered care

- Caring for patients and their families
- Individualize care that is meaningful and valuable
- Listening, informing and involving patients and their caregivers
- Care that is respectful and responsive
- Care that meets the needs and values of the patient to guide clinical decisions

Eight Principles of Patient-Centered Care

1. Respect for patients' values, preferences and expressed needs
2. Coordination and integration of care
3. Information and education
4. Physical comfort
5. Emotional support and alleviation of fear and anxiety
6. Involvement of family and friends

Eight Principles of Patient-Centered Care

7. Continuity and transition

- Clear, detailed information
- Coordinate and plan ongoing treatment and services post-discharge
- Access to clinical, social, physical and financial support

8. Access to care

- Specialist or specialty services
- Location to hospitals, clinics and physicians
- Availability of transportation
- Ease and availability of scheduling appointments
- Education on referrals

5-Star Best Practices

5-Star Quality Rating

Centers for Medicare and Medicaid Services

- ▶ Open communication
- ▶ Effective coordination
- ▶ Timely access

5-Star Best Practices: Care Coordination

- ▶ Discuss lab results: blood values, X-rays.
- ▶ Review prescription medications.
- ▶ Provide recommendations for specialists.
- ▶ Develop re-medication renewal protocols.
- ▶ Work with patients to help manage their care.
- ▶ Open lines of communication with specialists.
 - Discuss care received
- ▶ Encourage the use of the patient portal.

5-Star Best Practices: Getting Appointments and Care Quickly

- ▶ Urgent or non-urgent appointments
- ▶ Triage patient calls: office or virtual visits
- ▶ Nurse practitioner/physician's assistant
- ▶ Schedule routine care appointments early
- ▶ Schedule appointments via patient portal, office phone number, after-hour phone number
- ▶ Provide support with referrals and authorization process
- ▶ “15-minute” timeframe—engage the patient

5-Star Best Practices: Getting Needed Care

- ▶ Timely referrals and appointments with specialists
- ▶ Timely appointments for care, tests and treatments
- ▶ Alternatives: 24-hour nurse advice line, e-portal, urgent care
- ▶ Add name to “on-call” list
- ▶ Set expectations and communicate referral process
- ▶ Onboard new patients re: referral process
- ▶ Access to care issues: urgent care and referrals

Optimal Experience

- ▶ What all patients want:
 - Confidence
 - Integrity
 - Pride
 - Passion

You always make me feel **special!**



Thank you!

For questions or training related inquiries,
please contact us at

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or call us at 855-SCAN-OST (855-722-6678).

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