

Creating a 5 Star Patient Experience

As the CMS Star Rating and OPM Clinical Quality, Customer Service, and Resource Use (QCR) programs continue to evolve, we are here to support you. The Consumer Assessment of Healthcare Provider & Systems (CAHPS) survey plays an even greater role in measuring performance and member satisfaction with provider offices. Below are some best practice recommendations to optimize the **Patient Experience**.

Improving Patient Experience Recommended Actions

1. Communicate with compassion and empathy.
 - Greet patient by name
 - Smile and thank them for coming in to see you
 - Introduce yourself and your role
 - Start the conversation with something non-medical
 - Engage patient by using eye contact and non-verbal language while documenting information
 - Include family members and caregivers into the conversation
2. Avoid the perception of being rushed and ask the patient about any questions they may have prepared in advance or any medical paperwork they may have brought with them.
3. Communicate what and why you are performing any procedures during the visit.
4. Provide clear instructions and confirm the patient's understanding of next steps using the teach-back method.
5. Incorporate patient experience observations by your staff into your scheduled team meetings.
6. Make easy access to care and information a top priority for your patients.
7. Assess for Social Determinants of Health needs and connect the patient to community organizations who can meet their need.

Thank you for your continued excellence in coordinating care for your patients as a valued partner with Blue Cross[®] Blue Shield[®] of Arizona and Blue Cross[®] Blue Shield[®] Federal Employee Program[®].