

# Creating a 5 Star Patient Experience: Care Coordination

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.

## Care Coordination Best Practices

### 1. Implement a process to share test results with patients

- Help patients use your or your lab partner's member portal by providing an instruction sheet and/or email guiding them through the process. (Quest Labs and Labcorp both have patient portals).
- Emphasize to patients that if tests results are normal, they may not hear from you.
- Review the list of members who need to be contacted with their test results during daily office huddles.

### 2. Ensure safe and effective use of medications

- List new and current medications and instructions in the discharge instructions or visit summary report to help patient understand how to take the medications.
- Ensure all medications will be filled by the same pharmacy or the patient's preferred pharmacy.

### 3. Stay informed on specialty care

- Include a list of all specialty care the patient is receiving in the discharge instructions or visit summary.
- Have the front office/triage team ask patients about any specialists they are seeing and ensure the PCP/prescriber includes in the visit summary.

### 4. Use Electronic Health Record for efficient communication

- a. Flag the Electronic Health Record for PCP/prescriber to confirm that the patient's medications were reviewed during the triage process and alert the PCP/prescriber about any requests, side effects, etc.
- b. Flag the Electronic Health Record for PCP/prescriber to inform their patient they are aware of their specialist care and will coordinate care with the specialist's office including reviewing treatment records.

**Thank you for your continued excellence in coordinating care for your patients as a valued partner with Blue Cross® Blue Shield® of Arizona.**