



How Providers Can Improve Patient Satisfaction Scores

Annually the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is sent to Blue Cross and Blue Shield (BCBSTX) members to assess their health care satisfaction. BCBSTX uses the results to identify opportunities for providers to improve patient satisfaction.

Results

- Customer Service rating improved from 89% in 2018 to 92% in 2019
- Overall Rating of Health Care improved from 79% in 2018 to 80% in 2019
- Health Promotion and Education improved from 69% to 71%

Improving Patient Satisfaction Scores

The most important things providers can do to impact patient satisfaction include:

Get Care Quickly

- Leave open appointments for sick visits and urgent appointments
- Ensure patients understand timeline for follow-up
- Discuss how to access care afterhours

Provide the Care They Need

- Educate patients on the importance of preventative services
- Follow up with specialists of patients to ensure continuity of care
- Educate patients on resources provided by BCBSTX such as the Nurse Advice Line

Communicate

- Ask patients about their top health concerns
- Keep conversations clear and simple
- Use the teach-back method to ensure understanding

Keep Patients Healthy

- Screen patients for risk factors and recommend appropriate lifestyle modifications
- Complete and document any health assessment
- Discuss the risks of tobacco use and recommend medication to assist in stopping
- Recommend and/or administer the flu shot during flu season
- Educate Patients on Texas Health Steps requirements

Medications and Shared Decision-Making

- Review and document all medications including those ordered by other providers and over the counter medications
- Discuss why patient may need to stop taking a medication
- Discuss patient's preference in medication they feel is best for them

Manage Chronic Conditions and Care Coordination

- Educate patients with diabetes and other chronic conditions on recommended monitoring
- Discuss any coordination of care needs for patients and connect them to BCBSTX care coordination resources
- Screen patients for depression and provide appropriate referrals to behavioral health resources
- Follow up with patients after urgent care/emergency services