



June 2015

Providers: What our Members are Saying

Results from the 2014 Members Satisfaction Survey guide our improvement efforts. How patients rate their health care is an important measure of quality. The Consumer Assessment of Healthcare Provider and the Systems (CAHPS) Survey asks patients to report and evaluate their experiences with health care.

Overall, BCBSTX scored above 80% on the following constructs in 2014:

- overall health plan rating
- how well doctors communicate customer service, and
- receiving care quickly.

Areas where BCBSTX scored below 80% included:

- receiving needed care,
- health promotion, and
- care coordination.

Shared decision making scored the lowest from the survey resulting in **47% Adult responses and 52% Child responses indicating a need to improve in the shared decision making between Provider and Patient.**

Provided below are some examples of Shared Decision making that you can implement to improve communications and dialogue between you and your patient.

- ***Invite patients to participate***

Often patients don't realize that there is more than one viable option for treatment. By offering an invitation, you are letting them know they have options and that their goals and concerns are an important part of the decision making process.

- ***Present options***

Before making an informed decision, patients need to know all the options available to them.

- ***Facilitate deliberation and decision making***

Patients may not be ready to make a decision immediately. Probing for what else they need to know before making the decision can be helpful.

Annual CAHPS Survey results are shared with BCBSTX Performance Improvement Team, Quality Improvement Committee to identify strategic opportunities and to implement performance improvement interventions.

BCBSTX takes our Members' concerns very seriously and will work with you to improve their satisfaction throughout 2015 and beyond.