

WELCOME

Today you'll Today you'll learn how to add
the magic to every “patient service
experience” while improving **CAHPS** Scores





Today's Agenda



- 25 Review background industry standards and tools to help set the Stage for great service
- 25 NCQA – National Committee for Quality Assurance. NCQA A non profit organization dedicated to improving healthcare quality. NCQA was founded in 1990 and is often referred to as the seal or symbol of Quality in healthcare.
- 25 CAHPS survey is 1 component of NCQA
- 25 So today we talk about what can WE do everyday?

"Service" is Key

NCQA Accreditation

- 25 **NCQA** Accreditation is a rigorous, comprehensive and transparent evaluation process through which the quality of the systems, processes and results that define a health plan are assessed.
- 25 **C**onsumer **A**ssessment of **H**ealthcare **P**roviders and **S**ystems (CAHPS).....
 - 5 Evaluation includes the care and service that plans deliver in important areas such as diabetes, childhood immunizations and mammograms and more....

What does this all mean?

- 25 We live in a “Consumer Driven” Society
- 25 NCQA publishes Health Plan Ratings
- 25 NCQA site allows consumers to compare Health Plans and is designed for employers and “consumers” to make “informed” choices regarding healthcare
- 25 Satisfied customers choose to stay in your practice and seek care at your facilities
- 25 NCQA and CAHPS results will eventually be used by state and federal payers to determine compensation rates

NCQA Site

IEHP University - Microsoft PowerPoint

Health Plan Report Card - Windows Internet Explorer

http://reportcard.ncqa.org/plan/external/PlanList.aspx?name=&state=CA&zipcode=-1&platype=2&state=California

7 results match your search

Select	Plan Name ?	Plan Type ?	Accredited Product ?	Overall Accreditation Status ?
<input type="checkbox"/>	Anthem Blue Cross of California Partnership Plan Blue Cross of California Partnership Plan	Medicaid	HMO	Commendable
<input type="checkbox"/>	Care1st Health Plan	Medicaid	HMO	Commendable
<input type="checkbox"/>	Community Health Group Healthy Families, Medi-Cal	Medicaid	HMO	Commendable
<input type="checkbox"/>	Health Net of California, Inc.	Medicaid	HMO	Commendable
<input type="checkbox"/>	Inland Empire Health Plan Healthy Families, Medi-Cal	Medicaid	HMO	Commendable
<input type="checkbox"/>	Local Initiative Health Authority, dba L.A. Care Health Plan Healthy Families, Healthy Kids, Medi-Cal	Medicaid	HMO	Excellent
<input type="checkbox"/>	Molina Healthcare of California Partner Plan, Inc. Molina Healthcare of California	Medicaid	HMO	Commendable

Updated as of 3/31/2011

[Why is my plan not listed?](#)

Compare Selected

Slide 5 of 11 | Concourse

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Current NCQA Score: Commendable

IEHP Goal: Excellent

Health Plan Report Card - Windows Internet Explorer
http://reportcard.ncqa.org/plan/external/PlanSummary.aspx?WipsPlanId=277

Inland Empire Health Plan

Print Close this window

General Information

Plan Type:	Medicaid
Accredited Product:	HMO
Address:	303 E. Vanderbilt Way, Suite 100, San Bernardino, CA, 92408
Number of members enrolled:	471,483
Website:	www.iehp.org
Other Names:	Healthy Families, Medi-Cal

This health plan serves members in the following state(s):
California

For specific areas covered, please contact the plan directly.

Accreditation Details

Accreditation Type:	Health Plan Accreditation
Expiration Date:	06/02/2012
Date of Next Review:	03/07/2012
HEDIS measures included in results:	Yes
CAHPS measures included in results:	Yes

Performance Results

Accreditation Status:	Commendable
Accreditation Star Ratings	
Access and Service:	★★★★
Qualified Providers:	★★★★☆
Staying Healthy:	★★★★☆
Getting Better:	★★★★☆
Living with Illness:	★★★★☆

Other

For cost of benefits information, please contact this plan directly or speak with the benefits manager at your place of work.

[Close this window](#)

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NCQA Accreditation

NCQA Health Plan Accreditation helps employers and consumers distinguish between health plans based on quality and value. These plans cover 109 million Americans or 70% of all Americans enrolled in health plans.



NCQA Seal is a widely
recognized symbol of Quality
Excellence

What is CAHPS?

Consumer Assessment of Healthcare Providers and Systems (CAHPS).....

The Assessment is a standardized survey mailed randomly to health plan Members. The survey is designed to assess members/patient satisfaction with their healthcare “experience”.

CAHPS Goals:

- ✓ A tool to advance Patient Centered Care
- ✓ Used to compare and report on performance
- ✓ Improve quality care and service in the Healthcare System


CAHPS Survey

25 Questions range from specific questions relating to IEHP and questions about their experience with their doctors office as well as getting specialty care


25 So lets take a look.....



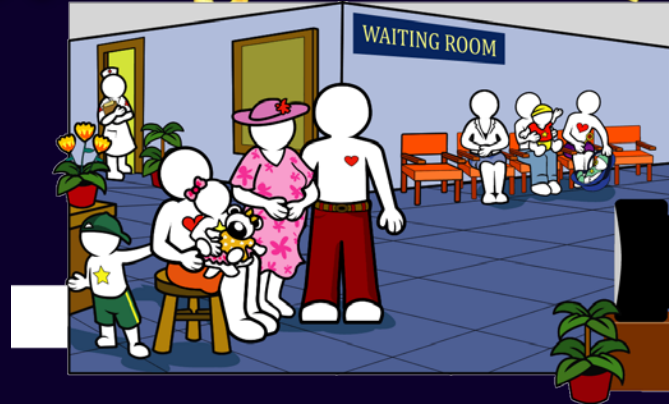
CAHPS- Sample Questions

 Q31) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?



 Q32) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Getting Care Quickly



- 25 Q4) In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
- 25 Q6) In the last 6 months, not counting the times that you needed care right away, how often did you get an appointment for your healthcare at a doctor's office or clinic as soon as you thought you needed?

Rating of Personal Doctor



Q21) Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Rating of Specialist



Q25) We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your specialist?

How Well Doctors Communicate

- 25 Q15) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- 25 Q16) In the last 6 months, how often did your personal doctor listen carefully to you?
- 25 Q17) In the last 6 months, how often did your personal doctor show respect for what you had to say?
- 25 Q18) In the last 6 months, how often did your personal doctor spend enough time with you?

CAHPS Survey Comments






- 25 Questions are broad and up to the patient to interpret....when they ask about “the personal doctor” or “Specialist” it is really the whole experience.
- 25 To help understand the service experience lets talk about a subject we are all familiar with.....FOOD!
- 25 We all enjoy going out to eat.....lets see how this “service” experience is similar to the healthcare “service” experience.....

So....Lets Talk Food?!

- ❁ Lets compare going out to a “fine dining” to healthcare. Remember I said we live in a consumer driven society.....
- ❁ Scenario– Couple celebrating their 25th wedding anniversary and want to go out to dinner to celebrate this occasion....
- ❁ What steps do they need to make this happen?

5 Star Restaurant Experience?

Service Experience/Touch points: Making the reservation, arrival at restaurant (service, décor & cleanliness) ordering, food quality/taste, price/value

-  Quality of food
-  How was the Service
-  Presentation
-  Décor/cleanliness
-  Price or value

The five-star rating is not easily obtained

Is it one person the makes this happen? Is it all about the Chef?

Magical Healthcare experience

- 25 Now lets make an appointment....
- 25 What are the touch points to a magical experience?
 - 5 Call to make an appointment (service, options, empathy)
 - 5 Arrive at the appointment
 - 1 What does the office or service setting look like?
 - 5 Staff greeting and paperwork process
 - 5 Initial interaction with clinical team
 - 5 Doctor or clinician interaction
 - 5 Exit process – patient understanding, next appointment, other concerns

Is one person responsible for a magical patient experience? Is it all about the Doctor?

So how do we make “Magical Service Moments” ?



Customer/Patients/Members



Call to make an appointment



Greeting



Smile



Willingness to help, show empathy, provide options



Arrive at the appointment



Greeting



Smile



Willingness to help, show empathy



What does the office setting look like? Clean, organized, welcoming?



Initial interaction with clinical team (repeat)

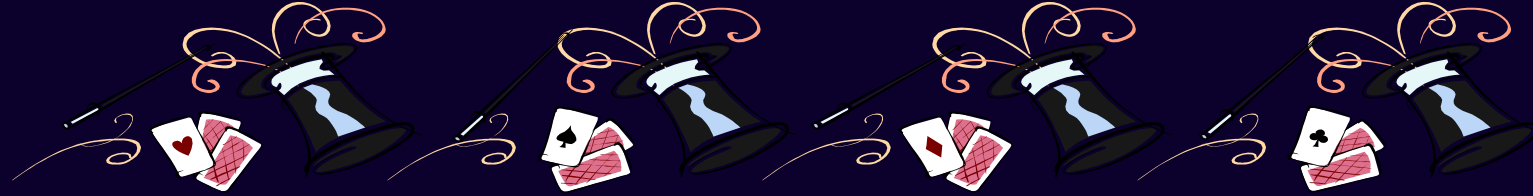


Doctor or clinician interaction (repeat)



Exit process – patient understanding, next appointment, other concerns (Willingness to help, thankful of their business)?

- 25 Greeting – Smile
- 25 Make the Customer feel important
acknowledge/solution
- 25 Offer options, alternatives
- 25 No Jargon (PCP, IPA, STAT, CAHPS, NCQA)
- 5 Helpful and positive attitude
- 5 Took care of things right away



Tips for those Difficult/Upset Patients:

✓ Be humble

✓ Courteous

✓ Offer options

✓ Listen to them

✓ Focus on a Solution

✓ Understand their situation

✓ Remain poised

✓ Take them seriously

✓ Avoid defensiveness

✓ Take immediate action

✓ Listen

✓ Give the assurance

Power of our Partnership

- 25 IEHP and you..... **NCQA** & **CAHPS** in review:
- 25 As you saw today the survey questions focus on the patients' "Service Experience(s)" and perceived quality of care.
- 25 There are many "touch points" in this process.....I hope you have learned today how to add the "MAGIC" to each of these moments.

Hocus Pocus.....



Questions?