

# What you should know about CAHPS and HOS quality measures

## What are CAHPS and HOS?

The Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program is a multiyear survey administered by the Centers for Medicare & Medicaid Services (CMS) to assess patients' experiences with healthcare. These surveys focus on aspects of quality that patients are best qualified to assess, such as rating the quality of healthcare received and the ease of access to healthcare services. CMS selects a random sample of health plan members from eligible Medicare Advantage (MA) contracts to participate in CAHPS each year between March and June.

More details on the CAHPS survey and how it applies to Medicare Advantage plans can be found at <https://ma-pdpcahps.org>.

The Health Outcomes Survey (HOS) assesses the ability of an MA organization to maintain or improve the physical and mental health of its members over time. A random sample of health plan members is selected from eligible MA contracts to participate in the HOS program each year. The HOS survey is administered between August and November.

More details about HOS measures can be found at [www.hosonline.org](http://www.hosonline.org).

The importance of CAHPS and HOS survey results has increased significantly over the last few years as CMS continues to make patient experience a focal point. CAHPS and HOS ratings have grown from more than a quarter of the overall CMS Star quality rating, **now accounting for 36% of the overall rating**. When these quality ratings improve, it is an indicator that your Humana-covered patients are enjoying healthier, happier and more productive lives.



**Physicians drive performance on the following CAHPS and HOS quality measures. You will find impactful talking points and advice beneath each measure.**

## Annual Flu Vaccine

Patients report whether they have received an influenza vaccination since the previous July.

- Ask patients if they received the flu vaccination.
- Discuss benefits of the flu vaccine and answer any patient questions.

## Getting Needed Care composite measure

Patients rate how often it was easy to get appointments with specialists and how often it was easy to get the care, tests or treatment they needed through their health plan in the previous six months.

- Make scheduling as easy as possible.
- Ask staff to schedule specialist appointments and write down the details for your patients.

## Getting Appointments and Care Quickly composite measure

Patients rate how often they were able to schedule an appointment and get care as soon as needed in the previous six months. Patients also rate how often they saw the person they came to see within 15 minutes of their appointment time.

- Break up wait times by moving patients from the waiting room into an exam room to take vitals.
- Contact your patients by telephone, text or email when delays are expected.
- Advise patients of the best days or times to schedule appointments.

## Overall Rating of Healthcare Quality

On a 0 to 10 scale, patients rate their healthcare in the previous six months.

- Ask open-ended questions to give your patients a chance to disclose health issues and concerns.
- A quick explanation for lengthy wait times has been shown to improve patient satisfaction significantly.

## Overall Rating of Health Plan

On a 0 to 10 scale, patients rate their health plan.

- Remind your Humana-covered patients about possible rewards for obtaining certain preventive services, such as a flu vaccine.
- Encourage members to use health plan resources (e.g., SilverSneakers®) and register for the member portal.

## Coordination of Care composite measure

Patients rate their physicians' familiarity with their medical history and prescriptions, how well physicians are following up with them after tests and how well "personal doctors" are managing care with specialists or other healthcare providers.

- Encourage patients to bring their Humana SmartSummary® statement to doctor visits.
- Expedite the time it takes to follow up on blood tests, X-rays and other tests.
- Remind patients to bring a list of their prescriptions with them when they receive care.
- Prior to appointments, speak with patients' specialists to review the care they have provided.

## Getting Needed Prescription Drugs composite measure

Patients recall the previous six months and rate how often it was easy to use their health plan to get prescribed medicines, to fill a prescription at a local pharmacy and to use their health plan to fill prescriptions by mail.

- Use the formulary to identify Humana-covered medicines.
- Consider 90-day fills.
- Synchronize medications, when appropriate.
- Work prior authorizations in a timely manner and set expectations with patients regarding resolution time if a prior authorization is needed. To submit a prior authorization for your patient, call **800-555-2546**.

## Improving or Maintaining Physical Health

Patients report whether their physical health is the same as or better than expected in the past two years.

- Praise your patients' physical health when possible, and encourage them to stay positive.

## Improving or Maintaining Mental Health

Patients report whether their mental health is the same as or better than expected in the past two years.

- Ask about your patients' mental health. Simple recommendations, such as increased social activity, exercise and healthy eating, can have a big impact on a patient's sense of emotional well-being.

## Monitoring Physical Activity

Patients report whether they have discussed exercise with their doctor and if they were advised to start, increase or maintain their physical activity level during the year.

- Strengthen recommendations by being specific. For example, suggest walking at a particular local park or shopping mall so patients have a specific, actionable idea.

## Improving Bladder Control

Patients who report having a urine leakage problem are asked whether they have discussed it with their doctor. Those who have are asked whether they received treatment for the problem.

- When you recommend Kegel exercises or other less conventional remedies, emphasize that you are providing treatment options so patients will take your recommendations seriously.
- Consider recommending treatment options, if clinically appropriate, no matter the frequency or severity of the bladder control problem.

## Reducing the Risk of Falling

Patients who had a fall or problems with balance and discussed it with their doctor or other healthcare provider are asked whether they received a fall-risk intervention in the last year.

- In the U.S., about 36 million older adults fall each year.\* Remind patients that installing handrails or using a cane can help prevent falls.

\* Keep on Your Feet—Preventing Older Adult Falls. (2020, Dec. 16) Retrieved June 1, 2021, from Centers for Disease Control and Prevention, [www.cdc.gov/injury/features/older-adult-falls/index.html](http://www.cdc.gov/injury/features/older-adult-falls/index.html).

## Resources that can help

Humana offers resources that can be of value to your patients.

- **SilverSneakers** – offers live virtual classes on physical fitness, stress management and stability/fall prevention, as well as on-demand videos and a SilverSneakers GO app with a meditation series.
- **Humana Neighborhood Center** – offers daily online virtual classes such as cooking demos, crafts and meditation.
- **Go365**®† – rewards our plan members for making healthier choices.

† SilverSneakers and Go365 are not available in every plan. Patients can check their eligibility for these resources through their personalized account on [Humana.com](http://Humana.com).

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