



# CAHPS® Checklist to Improve Survey Results

Blue Cross and Blue Shield of Illinois (BCBSIL) conducts an annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to assess members' satisfaction with BCBSIL and our providers. The following checklist has key focus areas from the CAHPS survey as well as tips and best practices for discussing these focus areas with your patients.

## Key Focus Checklist

	Focus Area	Sample Survey Question	Discussion Tip
<input type="checkbox"/>	Annual Flu Vaccine	Did you receive a flu shot or flu spray in the nose (during the survey reporting period)?	<ul style="list-style-type: none"> <li>• Would you like to get a flu shot today?</li> <li>• Explain the importance of the flu vaccine.</li> </ul>
<input type="checkbox"/>	Care Coordination	How often did your personal doctor seem informed and up-to-date about the care you got from other health providers?	<ul style="list-style-type: none"> <li>• Review results of any labs or tests with your patient.</li> <li>• Review your patient's medical record for information from any other provider/specialist.</li> </ul>
<input type="checkbox"/>	Getting Care Quickly	How often did you get care/an appointment for a check-up as soon as you needed?	<ul style="list-style-type: none"> <li>• Offer the option to schedule next routine care appointment with office staff before your patient leaves.</li> </ul>
<input type="checkbox"/>	Getting Needed Care	How often was it easy to get the care, tests, or treatment you needed?	<ul style="list-style-type: none"> <li>• Ask your patient if getting the care they need has been easy for them.</li> <li>• Tell your patient to work with office staff if they need assistance making an appointment.</li> </ul>
<input type="checkbox"/>	How Well Doctors Communicate	<p>How often did your personal doctor listen carefully to you?</p> <p>How often did your personal doctor explain things in a way that was easy to understand?</p>	<ul style="list-style-type: none"> <li>• Listen to your patient and ask follow-up questions.</li> </ul>

	<b>Focus Area</b>	<b>Sample Survey Question</b>	<b>Discussion Tip</b>
<input type="checkbox"/>	Smoking Cessation	How often did your doctor discuss or provide methods and strategies to assist you with quitting smoking or using tobacco?	<ul style="list-style-type: none"> <li>• Discuss smoking cessation methods with your patients who smoke.</li> </ul>
	<b>Focus Area</b>	<b>Sample Survey Question</b>	<b>Discussion Tip</b>
<input type="checkbox"/>	Prescription Drugs	When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	<ul style="list-style-type: none"> <li>• Ask your patient if they have any questions about the medications they are taking.</li> <li>• Ask your patient about any side effects or concerns with the medications they are taking.</li> </ul>

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