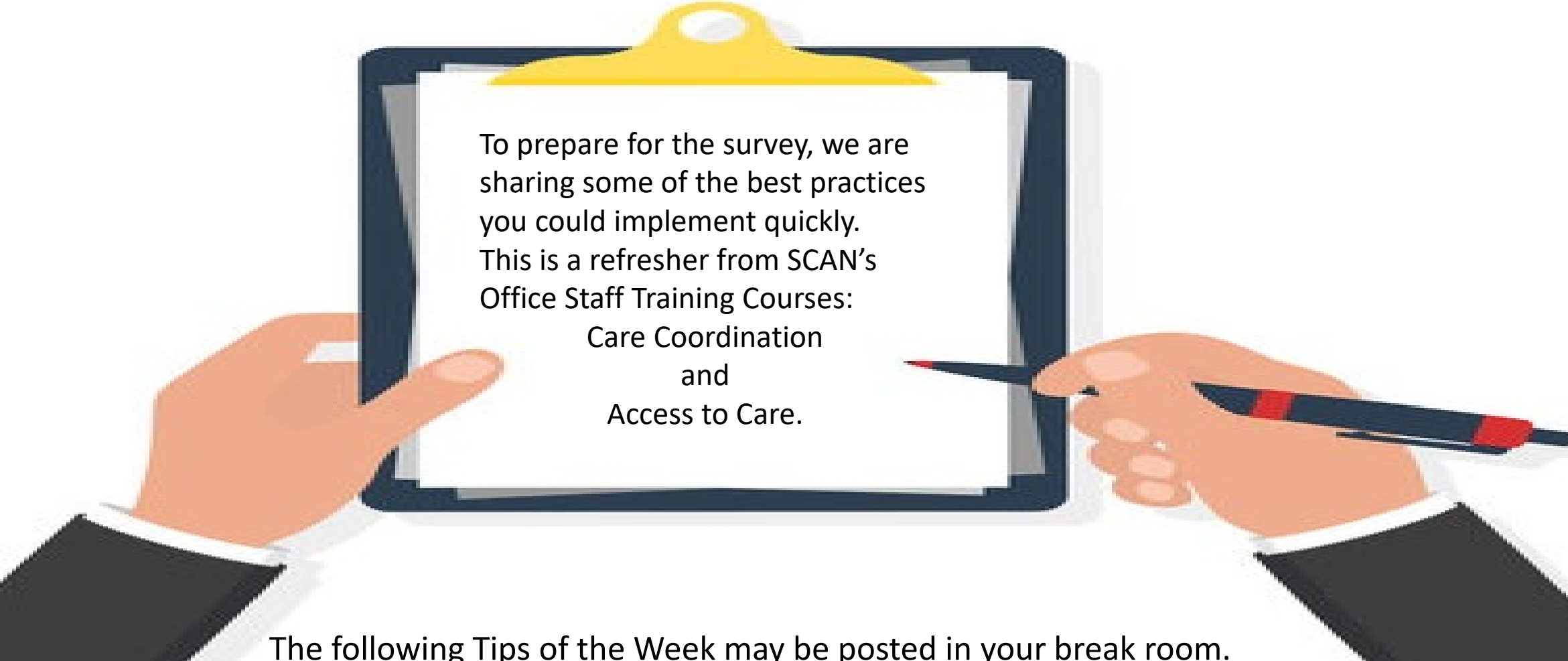


It Is CAHPS Survey Time from March to May 2024!!!



To prepare for the survey, we are sharing some of the best practices you could implement quickly. This is a refresher from SCAN's Office Staff Training Courses:
Care Coordination
and
Access to Care.

The following Tips of the Week may be posted in your break room.

CAHPS Survey – TIP OF THE WEEK #3: 15 Minute Wait Time

QUESTION: In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?

BEST PRACTICES:

Advise the patient to come 15 minutes prior to their appointment time so that all administrative tasks are completed:

- Insurance forms, address/phone updates, report results, etc.

Ensure that the patients are receiving staff attention if a provider is delayed.

- Communicate about the delay or offer to reschedule if needed.

If a patient is in the exam room during that wait time, engage the patient in activities and conversation:

- Check on the patient every 15 minutes to see that they are comfortable. Consider offering a blanket or water.
- Measure vital signs and review the reason for the patient's visit.
- Review medications or treatments
- Provide educational materials about their condition, e.g., nutrition, medications, procedures, etc.
- Engage in discussions related to common geriatric conditions: UI, Falls, Mental Health, Physical Activities, etc.

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Scripting for Tip of the Week #3 Best Practices

BEST PRACTICE: The offices are always extremely busy. Advise the patient to come 15 minutes prior to their appointment time so that all administrative tasks are completed (e.g., insurance, address and phone updates, report results, etc.)

SCRIPTING: “Good morning, Mr. or Mrs. (name of patient)! Your appointment will begin in about 15 minutes but while you wait, we can complete all the paperwork we need for your visit.”



IT'S CAHPS TIME!!

TIME FOR YOU TO SHINE.

LET'S GIVE

OUR PATIENTS

WORLD CLASS SERVICE!!!