

Introducing the ALWAYS Satisfied Patient System: Your guide to improving patient perception and CAHPS



Success Comes From Your Satisfied Patients

Our shared goal is ALWAYS providing high quality patient care. Every year, CMS may send your patient a CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey asking patients to rate their experiences and overall satisfaction **with the care you provided**. The answers to these questions will impact Alignment's Overall Star Rating, which may impact payment from your medical group.

Incorporating the ALWAYS Satisfied Patient System in your offices can help your patients always answer ALWAYS!

The ALWAYS Satisfied Patient System

- ✓ **ALWAYS** reserve daily time blocks for walk-in and urgent same-day appointment ensuring your patients that you are ALWAYS there for them
- ✓ **ALWAYS** provide the phone number for a 24/7 or after-hours Urgent Care facility on your answering service. The Alignment Health Plan Concierge team is also available 24/7 at **(833) 242-2223 (TTY: 711)**
- ✓ **ALWAYS** set expectations for in-office wait time by providing patients with estimated wait time and updated during check-in; this can improve perceived wait time.
- ✓ **ALWAYS** have the patient leave the office with something in-hand such as an appointment reminder card or copy of a referral to decrease delays in care and improve perception of getting care as soon as needed.
- ✓ **ALWAYS** have the office staff assist in scheduling a specialty appointment or follow-up visit prior to the patient leaving the office.
- ✓ **ALWAYS** review/update the patient's medication list at every visit – make sure the patient understands the prescribed medications and encourage adherence.
- ✓ **ALWAYS** set expectation with patients on receiving their test results. Set a practice goal to communicate test results to patients within 24 hours of receipt.
- ✓ **ALWAYS** ask the patient if they have any questions and address any additional concerns before the end of the appointment.

Introducing the Healthy Outcomes System: Your guide to improving patient health outcomes and HOS



Success Comes From IMPROVING Your Patients Health

Our shared goal is IMPROVING patient health. Every year, CMS may send your patient a Health Outcomes Survey (HOS) asking patients to evaluate their health and **recall the health discussions they had with you**. The answers to these questions will impact Alignment's Overall Star Rating, which may impact payment from your medical group.

Practicing the Healthy Outcomes System can help your patients ALWAYS respond positively!

The Healthy Outcomes System

- ✓ **IMPROVE** physical health by establishing health interventions, such as monthly physical therapy, as part of their care plan.
- ✓ **IMPROVE** health habits with goal setting and action plans to help patients take active roles in improving their health. Set follow-up appointments for goal check-ins.
- ✓ **IMPROVE** emotional health by educating patients on staying positive, practicing mindfulness, getting enough sleep, eating healthy, limiting alcohol, and staying connected with loved ones.
- ✓ **IMPROVE** mental health by referring patients to behavioral health services when clinically appropriate.
- ✓ **IMPROVE** physical health by setting weight-loss, fitness, and mobility goals. Alignment's ACCESS On-Demand Concierge team is available 24/7 at **(833) 242-2223 (TTY: 711)** to provide a list of no-cost gym memberships to help patients reach these goals.
- ✓ **IMPROVE** self-sufficiency by referring patients with limited or decreased mobility to physical therapy to learn safe/effective exercises.
- ✓ **IMPROVE** patient understanding of how to control leakage of urine by educating them on treatment options such as medication, engagement in bladder training exercises, or surgery.
- ✓ **IMPROVE** patient safety by reducing fall risk! Encourage patients to remove throw rugs, clutter, and tripping hazards. Advise proactive solutions such as handrails on stairways, grab bars in bathrooms, non-slip shower mats, and use of nightlights throughout the home.
- ✓ **IMPROVE** financial well-being. Alignment's ACCESS On-Demand Concierge team is available 24/7 at **(833) 242-2223 (TTY: 711)** to provide patients with their Over-The-Counter allowance for help with obtaining personal care items, hearing aids, or other health supplies.