

Physical Health

In general, would you say your health is:

- Excellent?
- Very good?
- Good?
- Fair?
- Poor?



Mental Health

How much time during the past four weeks:

- Have you felt calm and peaceful?
- Did you have a lot of energy?
- Have you felt downhearted or blue?



Physical Activity

In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity?



Fall Prevention

In the past 12 months, have you had a problem with balance or walking?



Bladder Control

Many people experience problems with urinary incontinence, or the leakage of urine. In the past six months, have you accidentally leaked urine?



Direct patients to resources like SilverSneakers® and encourage them to get started on a physical health plan.



Many patients will be apprehensive to talk about their mental health. Ask more than once to elicit a more honest response.



Fill in exercise recommendations on the worksheet Aetna has provided. Have patients record their own physical activity on the sheet.



Assess patients for gait and balance challenges and make sure to conduct regular vision and hearing tests to help patients have fewer falls.



Don't let the awkwardness of this topic stand in the way of starting this discussion. It is more than an inconvenience and can lead to falls if not controlled.

Help patients with what matters most.

This pocket guidebook is a quick reference to the 11 measures covered by the CAHPS and HOS surveys.

Use these tips and best practices for each measure to help improve the overall experience of your patients who are Aetna members.



Care Coordination

For scheduled appointments, how often did your doctor have your medical records or other information about your care?



Health Care Quality

Using any number from 0 to 10, what number would you use to rate all your health care in the last 6 months?



Flu Vaccine

Have you had a flu shot this year?



Getting Needed Care

How often was it easy to get the care, tests, or treatment needed from a doctor or specialist?



Getting Appointments and Care Quickly

How often did you see the person you came to see within 15 minutes of your appointment time?



Getting Needed Prescription Drugs

How often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?



Familiarize yourself with the patient's history before appointments. Patients report better experiences when they feel doctors know them personally.



Hold patient councils to understand the patient's experience with your practice and use them to make improvements.



Make sure your patients are well informed of the benefits and safety of the flu vaccine. Well-informed patients are much more likely to get the vaccine.



Help patients understand why types of care, tests or treatments are essential. This will help them adhere to a care plan and seek the care that is recommended or needed.



Are patients aware of potential scheduling timelines? Communicate these timelines with patients via phone, email, or text.



Consider these factors: drug availability and affordability, timely prescribing and up-to-date patient pharmacy choice. This results in patients getting the drugs they need.