












# Patient care checklist:

## To help improve CAHPS and HOS survey results

This checklist has key topics that should be addressed with your patients. It includes specific items from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program survey and the Health Outcomes Survey (HOS). This list also provides you with ways you can bring up these important topics to help drive improved patient experience and outcomes. As a starting point, use these suggested discussion topics with your patients.

### CAHPS topics tied to healthcare provider

- |                          |   |  |
|--------------------------|---|--|
| <input type="checkbox"/> | <b>Annual flu vaccine</b><br> "You can protect you and your loved ones by getting the flu shot. Would you like to get it today?"   |  |
| <input type="checkbox"/> | <b>Care coordination</b><br> "Let's review your medical history together to find out if you have any new information or have seen a new specialist since I last saw you."  |  "If you receive any new lab tests, X-rays, or any other tests, I will be sure that I or a member of our office will review them with you as a follow-up." |
| <input type="checkbox"/> | <b>Getting appointments and care quickly</b><br> "Sometimes urgent issues arise, and you wish to be seen right away. When this happens, be sure to call us so we can work to get you an appointment as quickly as possible." |  "Before you leave, would you like to schedule your next routine visit?"   |
| <input type="checkbox"/> | <b>Getting needed care</b><br> "Have you had any issues obtaining care with a specialist? If so, let us know so we can work with that provider on your behalf."  |  "Have you had any issues with obtaining care, tests or treatment? If so, let me know so we can work through any barriers."                              |
| <input type="checkbox"/> | <b>Getting needed prescription drugs</b><br> "Do you have any questions or concerns about the medicines you are prescribed?"   |  "Let's make sure we review your formulary (drug list) in addition to your preferred pharmacy today."  |
| <input type="checkbox"/> | <b>Health care quality</b><br> "Do you have any other concerns you would like to discuss today? Or other topics about your care you are concerned with?"   |  "Be sure to fill out the office questionnaire so we can help improve your experience."  |

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### HOS topics tied to healthcare provider



#### Fall preventions



*"A fall is when your body goes to the ground without being pushed. In the past 12 months, have you had a problem with falls, balancing or walking?"*



*"Falling is not a normal part of aging. So, let's make sure we check your vision and hearing today. As you probably know, your hearing and balance are connected. So, we want to make sure we address any issues."*



#### Improving or maintaining mental health



*"Your mental wellness is just as important as your physical health. Have you felt emotionally down or unable to complete your daily tasks?"*



*"Did you know that Aetna offers a program called Resources for Living (RFL)? There's no cost to call RFL. And you can get a list of community resources such as social groups, caregiver support and more."*



#### Improving or maintaining physical health and monitoring physical activity



*"It's important to talk about your physical health. Are you able to climb stairs, clean the house, or take a walk without any issues? Did you know Aetna offers Healthy Home visits, where someone can come in and ensure you have a safe living space?"*



*"Did you know Aetna offers Silver Sneakers? It's a fitness membership with access to in-person and virtual fitness classes at no cost. Silver Sneakers is a great way to get started on your physical fitness goals."*



#### Urinary incontinence



*"Bladder control is an important health topic. It affects many adults and you shouldn't be embarrassed about it. Have you experienced issues with bladder leakage?"*



*"Did you know incontinence can also lead to other issues, like falls? Let's talk about some ways we can work together to address it."*