



# Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Child Survey

## Your Success is Our Success

What are your patients saying about the care they received? Each year, a Consumer Assessment of Healthcare Providers and Systems (CAHPS) child survey is conducted to collect information about patient healthcare experience. Studies show patients who are happy with their personal doctor are more compliant with treatment plans and have better health outcomes.

Parents or guardians may be asked the following questions about the healthcare that you provided.

Domain	Questions
Getting Needed Care	<ul style="list-style-type: none"> <li>How often was it easy <b>to get the care tests and treatments</b> your child needed?</li> <li>How often did you get an appointment for your child to see a specialist as soon as you needed?</li> </ul>
Getting Care Quick	<ul style="list-style-type: none"> <li>When your child needed care right away, how often did your child get the care he or she needed?</li> <li>How often did your child get an appointment for <b>routine care or a checkup</b> as soon as you needed it?</li> </ul>
Shared Decision-Making	<p>When you talked about your child starting or stopping a prescription medicine:</p> <ul style="list-style-type: none"> <li>How much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?</li> <li>Did a doctor or other health provider <b>ask you what you thought was best</b> for your child?</li> </ul>
Rating of Healthcare Quality	<p>Using a number from 0 to 10, where 0 is the worst healthcare possible and 10 is the best care possible, what number would you use to rate your child's healthcare in the last 6 months?</p>

Quality care is a team effort.  
Thank you for playing a starring role!



<p><b>How Well Your Doctor Communicates</b></p>	<p>How often did your child's personal doctor:</p> <ul style="list-style-type: none"> <li>• Explain things about your child's health in a way that was easy to understand?</li> <li>• Listen carefully to you?</li> <li>• Show respect for what you had to say?</li> <li>• Spend enough time with your child?</li> </ul> <p>Is your child able to talk to his or her doctor about their health?  Did your doctor ask you about how your child was feeling, growing and behaving?  Did your doctor talk to you about specific things you could do to prevent illness in your child?</p>
<p><b>Rating of Personal Doctor</b></p>	<p>Using a number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?</p>

### Activities You Can Adopt in Your Practice to Improve Your Patient's Experience:

1. Tell patients and families how to get care on nights and weekends when your office is closed.  
**Consider offering extended, evening or weekend hours.**
2. Help your patients by scheduling follow-up appointments and appointments with specialists while the patient is still in your office.
3. Spend unhurried time with patients and ask them what's important to them.
4. Involve the patients and families in decisions about their care and treatment.
5. If you are running late, tell your staff to let your patients and parents/guardians know and to apologize.
6. Remember, it's just as important to explain why you are not doing something as it is to explain what you are doing.
7. Invite questions and encourage your patients or their parents to take notes.
8. Offer appointments or medication refill requests via email or text.
9. Create a list of in-network specialists you frequently use for your patients.
10. Educate your patients on the importance of completing a CAHPS survey if they are selected to participate.
11. Ensure your patients are taking their medications as prescribed.
12. Help you patients to understand the value of vaccines, and recommend your patients get their flu vaccines.

Improving your patient's experience during their office visit has been proved to improve healthcare outcomes and increase patient compliance with treatment plans.

CAHPS is a program of the Agency for Healthcare Research and Quality, U. S. Department of Health and Human Services.



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