

## Improving patient experience through care coordination

The following information is excerpted from the UnitedHealthcare 2023 Patient Experience Guidebook on [www.uhcprovider.com](http://www.uhcprovider.com) and reprinted by permission.

Each year, CMS sends the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey and Health Outcomes Survey (HOS) to Medicare beneficiaries, including Peoples Health Medicare Advantage plan members, to gather insights into how they feel about patient experience. CMS uses a Star Ratings Program to help consumers understand a practice’s performance.

### Your patients as partners

Delivering care that is coordinated, managed and continuously improved in active partnership with patients and their care partners is associated with the following benefits:

- Increased patient satisfaction
- Lower costs for the patient
- Increased success in self-management of disease
- Reduced illness burden
- Fewer hospitalizations
- Decreased use of emergency department
- Shorter lengths of stay

### Care coordination

Coordinating care among health care professionals helps improve efficiency and shows patients that you respect their time.

Patient experience survey question	Pre-visit tip	During the visit tip	Close of visit tip
<b>Did your doctor seem informed and up to date about the care you received from a specialist?</b>	Ask patients to list their current specialists on the patient portal or to send this information in advance of their visit. If available, gather notes from specialist referrals.	Ask your patients about all the specialists they are seeing. You may be surprised to learn your patients are seeing specialists you’re not yet aware of.	Summarize and review specialist information with the patient. Give them a copy of the information they need to take home and post it to the patient portal so it’s easily accessible online.

### Preparing for positive patient experiences

Taking certain steps as you plan for delivering excellent patient experiences may help you receive high patient experience scores in post-visit surveys.

Establish a care coordination process. For instance:

- Obtain and/or order medical records and review them (e.g., lab test results, specialist records and preventive screening results)
- Send medical records to referring health care professionals

Patient survey questions related to care coordination may ask the following and provide similar answer choices:

**Did your doctor seem informed and up to date about the care you received from a specialist?**

- Yes, my doctor talked to me about care from my specialist
- No, my doctor did not speak to me about care from my specialist
- I did not see a specialist

**Has your personal doctor or doctor's office managed your care among different providers and services to your satisfaction? (CAHPS)**

- Yes
- No

**Why is care coordination a focus?**

The main goal of care coordination is to meet patients' needs and preferences in the delivery of high-quality, high-value health care. This means that the health care professional knows the patient's needs and preferences, and they communicate them at the right time to the right people. This information is used to guide the delivery of safe, appropriate and effective care.