

Provider checklist for member surveys

Each year, our members are surveyed on various aspects of their health care experience through the *Consumer Assessment of Health Care Providers and Systems (CAHPS®)* survey and the *Health Outcomes Survey (HOS)*. This checklist contains topics that your patients will be asked about in these surveys, as well as Healthcare Effectiveness Data and Information Set (HEDIS®) measure data that is captured during these surveys.

HEDIS measures

Several HEDIS measures are collected using the survey methodology. The surveys ask the member if they have had a conversation with their provider about:

- Fall risk and management strategies (HOS)
- Urinary incontinence and treatment options (HOS)
- Physical activity, including recommendations (HOS)

The surveys also ask the member if they have received the following services from their provider:

- Osteoporosis testing (HOS)
- Flu vaccination since July of the previous year (CAHPS)
- Medical assistance with smoking or tobacco cessation (CAHPS)

HOS survey

The HOS survey focuses on physical and mental functional status. Questions explore how much difficulty the member has carrying out activities of daily living and if the difficulty is related to:

- Pain
- Poor memory

- Impact of chronic conditions
- Poor sleep quality or quantity
- Emotional and/or behavioral health issues
- Physical impairments (poor eyesight, hearing, etc.)

CAHPS survey

The CAHPS survey asks the member if their provider:

- Listened carefully
- Spent enough time with them
- Showed respect for what they had to say
- Kept them waiting longer than 15 minutes
- Followed up and explained the results of tests
- Explained things in a way they could understand
- Helped them coordinate care with other providers
- Seemed informed about any care received from specialists
- Had their medical record and/or other information about their care
- Reviewed and discussed all prescription medications they are taking

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