



Health Services Update  
February 2018



**CAHPS® Survey Season**  
**Working Together to Improve Patient Satisfaction**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry standard survey tool required by the National Committee for Quality assurance (NCQA) to evaluate and improve patient satisfaction.

The CAHPS survey was recently distributed to a random sample of McLaren Health Plan (MHP) members. Please encourage your patients who have received the CAHPS survey to participate.

Listed below are a few topics addressed in the survey regarding patient care:

- Getting Needed Care
- Getting Care Quickly
- How Well the Doctors Communicate

When we work together to ensure a positive patient experience, there may be many important benefits to your practice:

- increased patient retention
- increased compliance with clinical recommendations
- improved overall health outcomes
- preventive care needs addressed timely
- reduced no show rates

**McLaren Health Plan thanks you for the quality care you deliver!**

**PCP Feedback** (Please print)

Comments, requests, questions, etc.: FAX to **(877) 502-1567**

**Name** \_\_\_\_\_ **Phone** \_\_\_\_\_

**Email** \_\_\_\_\_

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