

NEWS&NOTES

The Newsletter for EmblemHealth, GHI and HIP Providers

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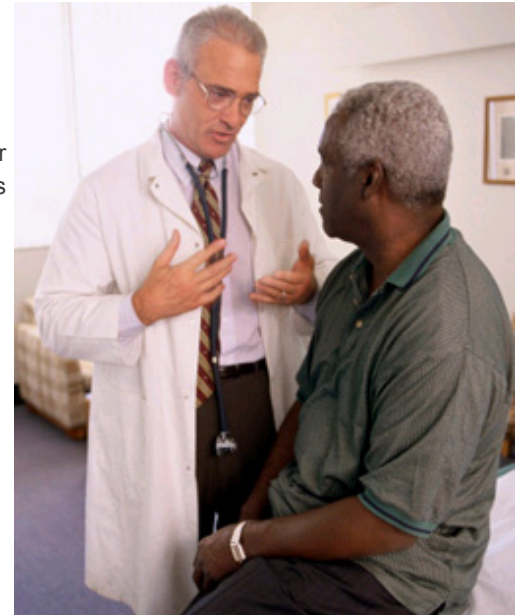
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UPDATE DIRECTORY INFORMATION ▶

Member Satisfaction

EmblemHealth is committed to member satisfaction, which is strongly influenced by member interactions with their doctors and office staff, as well as with us, their health plan. Member satisfaction is measured by member complaints and by both internal surveys and mandated surveys such as CAHPS® (Consumer Assessment of Healthcare Providers and Systems). Our CAHPS surveys are currently in the field.



What Can Practitioners Do To Improve Member Satisfaction?

Members appreciate having their physicians offer and respectfully communicate treatment options in a culturally sensitive manner. Member satisfaction improves when they:

- Receive care in a timely manner
- Have information explained in terms they understand
- Get written instructions before leaving the examination room
- Have help coordinating their care with medical specialists, behavioral health professionals and other health practitioners

Member satisfaction also improves when physicians initiate the conversation about uncomfortable topics. Regardless of age and gender, these topics could include:

- Feelings of sadness, depression, anxiety and associated fears
- Urinary incontinence and frequency of getting up during the night
- Diminished ability to hear, see, think or remember
- Single or repeated falls
- Being isolated or having limited social contacts
- Confusion regarding medications, taking medications and concerns about affordability
- How to care for themselves especially if caring for someone else



Other actions you can take to improve member satisfaction include:

- Seeing them within 15 minutes of their appointment times
- Spending unhurried time with the member
- Ensuring they receive needed preventive and disease-specific services

Integrated coordinated care may also help members improve their physical and emotional health and enhance their satisfaction with the care they receive. We urge you to make use of the services available through EmblemHealth to help members follow your plan of care and achieve your treatment goals.

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