

# NEWS & NOTES

The Newsletter for EmblemHealth, GHI and HIP Providers

**SPRING 2012**  
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## CAHPS Member Satisfaction Surveys Are in the Field!

Each year, EmblemHealth asks our members to rate their satisfaction with their doctors and their plan by completing the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The survey measures how well we are meeting our members' expectations and allows us to compare our performance with that of our competitors. The CAHPS surveys are currently in the field.

The following CAHPS survey categories address members' experiences with their physicians when obtaining care and service:

- Getting care quickly
- How well doctors communicate
- Shared decision making
- Coordination of care
- Rating of personal doctor and specialist



The quality of your interactions with our members is reflected in the survey results. You can help us improve member satisfaction by seeing patients within 15 minutes of their appointment times, explaining medical matters in easy-to-understand terms and involving the patient in treatment decisions.