



Member Satisfaction Webinar

Frequently Asked Questions

1. How providers can prevent survey burnout?

Providers can prevent survey burnout by using a randomized sampling of patients and then comparing to previous lists ensuring the same patient does not receive the survey.

2. Does the Alliance have a list of clinic survey questions providers could use to administer to their patients?

The Alliance is in the process of creating specifications for the CG-CAHPS inclusion into CBI. Within that, the Alliance plans to create a survey that providers can use in their own practices. In the meantime, please visit the AHRQ website where the CG-CAHPS surveys are located: <https://www.ahrq.gov/cahps/surveys-guidance/cg/index.html>. Providers can download the actual surveys, see the different composite categories, and review the questions from the survey.

3. Is Member Satisfaction part of the Care-Based Incentive program?

At present, it is not part of CBI. It will be included for CBI in 2020 as an exploratory measure.

4. Is there a Care-Based Incentive (CBI) measure that addresses the Nurse Advice Line?

Not at this time, but there is a member incentive.

5. Is Quality Improvement open to reviewing clinic surveys from providers prior to implementing the surveys in the office?

Absolutely! QI is here to help. Feel free to email QI@ccah-alliance.org.

6. Where can Primary Care Providers find the Urgent Visit Access sites?

Urgent Visit Access sites can be found on the online Provider Directory <https://provider.portal.ccah-alliance.org/providerdirectory/>. Please select the appropriate *Plan* (Medi-Cal or IHSS), select *Primary Care Providers*, check the *Urgent Visit Access Offices* box and then *Find a Provider* for a complete list of participating sites.

Resources:

- * **AHRQ Website:** <https://www.ahrq.gov/cahps/surveys-guidance/cg/index.html>
- * **Alliance Member Satisfaction Toolkit:** https://www.ccah-alliance.org/providerspdfs/Member_Satisfaction_ToolKit.pdf
- * **Nurse Advice Line information:** <https://www.ccah-alliance.org/providerspdfs/Nurse-Advice-Line-Card.PDF>
- * **CBI webpage:** <http://www.ccah-alliance.org/cbi-resources.html>.