

Patient Satisfaction Survey

Practices are required to complete a baseline patient satisfaction survey and submit to Medicaid at the end of the second quarter of participation. Each practice will complete a patient satisfaction survey to determine areas of improvement that have been identified through the survey. Practices may choose their own preferred survey. The survey will be submitted semi-annually.

Clinics are encouraged to use the Patient-Centered Medical Home (PCMH) Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey created by the Agency for Healthcare Research and Quality. The following link gives a detailed description of each of the surveys the agency has to offer.

https://cahps.ahrq.gov/clinician_group/