

IMPROVE PATIENT EXPERIENCE AND HEALTH OUTCOMES

Attend this Medicare on-demand webcast and earn CME credit

Cigna is pleased to present this important Medicare learning opportunity.

HOS Success Series

Objectives:

1. Describe the survey methodology and the domains that the HOS survey covers.
2. Describe ways to create and promote a positive provider-patient relationship.
3. Explain strategies used to improve each of the HOS measures.

Presentation time

30 Minutes

Credit Hours

0.5 Credits

Questions?

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Watch this webcast at:

MedicareProviders.Cigna.com > Provider Education > Stars

Providers can receive CME credit by:

- › Watching the on-demand webcast in its entirety
- › Visiting <http://cme.iafp.com/> to complete the post-test and evaluation under the Post-Tests & Evaluations only tab.

Top reasons to improve patient experience and health outcomes

- › CMS Star Quality ratings affect payments to Medicare providers and MCOs
- › Patients are making more informed health care decisions, based on public CAHP/HOS* survey results
- › We are aligning provider incentive programs to drive improvements in quality patient care
- › Improved patient experiences and outcomes lead to healthier, happier patients

Together, all the way.®



*Consumer Assessment of Healthcare Providers and Systems (CAHPS®) & Health Outcomes Survey (HOS)

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