

Best practices to  
**Maximize your  
practice's Star  
Rating performance**



# Hi! We're Oscar!

We're on a mission to be the health insurance partner that [makes your job easier](#).

We researched and collected the best practices used nationwide to improve Star Rating performance for your office. So you can get back to the important things... [like exceptional care](#).



# Opportunities prior to a visit

Your patients' perception of your practice starts before the first visit. Right now, patients value convenience, time efficiency, and customer service. Here are some best practices to consider implementing:

## CONVENIENCE

- Provide opportunities for same-day, acute care visits<sup>1</sup>
  - Use or implement a patient portal to share test results and consider automatically releasing the results once they're reviewed by the provider
  - Eliminate barriers to flu shots and other vaccinations by offering multiple options (walk-in appointments, flu shot clinics, vaccinations at every appointment type, if the patient's eligible)<sup>2</sup>
  - Offer telemedicine services to make it convenient for patients to connect with a providers - by phone or video - as an alternative to in-person appointments<sup>3</sup>
- Online Information saves phone calls and increases efficiency
  - Consider adding virtual patient forms, pharmacy refill requests, prior authorization information and "Contact Us" feature for email correspondence<sup>4</sup>
  - Clearly outline expectations and average turnaround times for responses<sup>5</sup>



# Opportunities at the front office

Every interaction with patients – both direct and indirect – has an impact on your patients’ perception of your practice. Here are some opportunities to make the best impression with your patients.

CONNECTION	COMMUNICATION	CONSIDERATION
<p>Positive interactions start with positive introductions</p> <ul style="list-style-type: none"><li>• Welcome patients by their name and thank them for coming<sup>1</sup></li><li>• Be curious about the patient: what name do they prefer to be called, how do they prefer to be notified of important information (phone, text, email)?<sup>2</sup></li><li>• Take a genuine interest in the patient<sup>3</sup></li></ul>	<p>Go beyond telling patients what to do and explain the “why” behind it</p> <ul style="list-style-type: none"><li>• Keep patients informed of unexpected delays in service<sup>4</sup></li><li>• Listen effectively to patients’ requests and promptly take the necessary actions to assist them<sup>5</sup></li><li>• Consistent eye contact is linked to empathy and patient satisfaction<sup>6</sup></li></ul>	<p>The golden rule is still golden</p> <ul style="list-style-type: none"><li>• Be mindful of patients’ wait times and expedite care whenever possible</li><li>• Give frequent updates as to delays &gt;10 minutes or offer the opportunity to reschedule or see another provider<sup>8</sup></li><li>• Ask about transportation; offer to call and schedule pick-up prior to check out to reduce patient wait times for a pick-up</li><li>• Provide patients the opportunity to use the restroom prior to seeing the provider<sup>11</sup></li></ul>

# Simple tips to get an accurate blood pressure reading

The common positioning errors can result in inaccurate blood pressure measurement. Figures shown are estimates of how improper positioning can potentially impact blood pressure readings.

- **Don't have a conversation:** Talking or active listening adds 10 mm Hg\*
- **Use correct cuff size:** Cuff too small adds 2-10 mm Hg\*
- **Put cuff on bare arm:** Cuff over clothing adds 5-50 mm Hg\*
- **Support arm at heart level:** Unsupported arm adds 10 mm Hg\*
- **Support back/feet:** Unsupported back and feet adds 6 mm Hg\*
- **Keep legs uncrossed:** Crossed legs add 2-8 Hg\*
- **Repeat the BP reading in 5-10 minutes if elevated** with a SBP >140 and/or DBP >90
- Any BP reading SBP >180 and DBP >110 should be considered hypertensive urgency and communicated to a provider immediately



# Opportunities during the provider visit

The central focus of your patient's visit is their time with the provider. You can make the most of this time spent together to connect and provide a great experience for your patient.

## COMMUNICATION

Let the patient lead the conversation and encourage them to express concerns or ask questions

- Make eye contact with your patient. Consistent eye contact is linked to empathy and patient satisfaction<sup>1</sup>
- Practice active, empathetic listening; listen for potential unspoken issues<sup>2</sup>
- Avoid acronyms and jargon; speak in simple, layman's terms about diagnoses and treatments<sup>3</sup>
- Prompt the patient to ask questions and verify understanding<sup>4</sup>
- When addressing patient concerns, ask for specifics as to how the physical ailment is impacting the patient's daily life (i.e. ADLs, iADLs)<sup>5</sup>



# Opportunities surrounding medications

## PRESCRIBING MEDICATIONS

Patients' medication adherence is directly linked to provider communication of instructions<sup>1</sup>

- With new medications: address the key information about the drugs (what, why, when, how, and how long)<sup>2</sup>
- Collaborate with the patient by engaging, negotiating, and yes, sometimes compromising the plan of care to ensure optimal patient adherence<sup>3</sup>
- Refer the patient to their pharmacist for additional questions after the visit or direct the patient to contact your office<sup>4</sup>
- Order 90-day supply for all maintenance medications<sup>5</sup>
- Electronically prescribe medications<sup>6</sup>
- Choose generics to avoid cost barriers<sup>7</sup>



# Opportunities in care coordination

Much of the success of your practice is related to the coordination of your patient's care. Patients of all ages require assistance in navigating the healthcare system. By proactively addressing patient's potential needs, practices can reduce missed appointments, medication non-adherence, and gaps in needed care.<sup>1</sup>

## PATIENT/PROVIDER CARE COORDINATION

Managing patients' expectations is a major component to patient satisfaction<sup>2</sup>

- When referring patients to a specialist, assist members in identifying an appropriate specialist.
- Give patients an expected timeline for:
  - Referral to first appointment with specialist
  - Prior authorization requests
  - Results of labs and tests
- Establish a workflow to share results and updates with patients as results are received

## ASSESSING & ASSISTING W/ SOCIAL DETERMINANTS OF HEALTH

Screening patients for socioeconomic barriers to care improves health outcomes and compliance with treatment plans<sup>3</sup>

- Ask about transportation needs for:
  - Appointments with your practice
  - Prescription delivery
- Inquire about patients' support system at home:<sup>4</sup>
  - Are there other family members for whom the patient is a caregiver?
  - Does the patient have a caregiver? How is communication shared with that individual?
  - Are there assistive devices or durable medical equipment (DME) needs in the home?

# Opportunities at check-out

Similar to the check-in process, the patient check-out process is the perfect opportunity to elevate your practice's customer service and patient-centered teamwork.

## GRATITUDE & SETTING THE STAGE FOR A FOLLOW-UP

### Ensure continuity of care

- Immediately schedule the patient's follow-up appointment<sup>1</sup>
- Refer patients to in-network providers/facilities, inform patients of any authorization requirements, and assist patients with scheduling appointments when needed<sup>2</sup>
- Encourage patients to use your patient portal to access their health records, request prescription refills, and ask their provider any questions<sup>3</sup>
- Offer an alternative format of patient communication, if a portal is not available or the patient cannot access it<sup>4</sup>
- **Always** express gratitude for the patient coming in for the appointment and reiterate the date and time of the patient's next appointment<sup>5</sup>

