

# Member Experience Measurement and Improvement

## LEADING INDICATORS FOR MEMBER EXPERIENCE

Monitor and predict your experience measure rates with proprietary metrics and customized analytics. Target and improve the processes that influence member experience.

### TREND TO FUTURE CAHPS® RESULTS

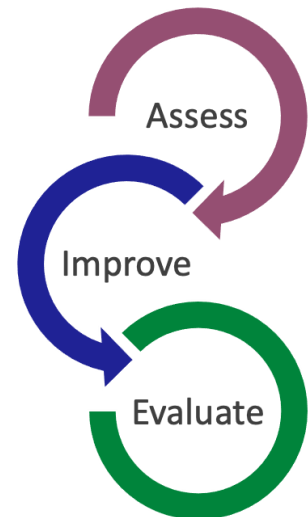
- Measure before the survey
- Track interventions

### MONITOR TRUE EXPERIENCE

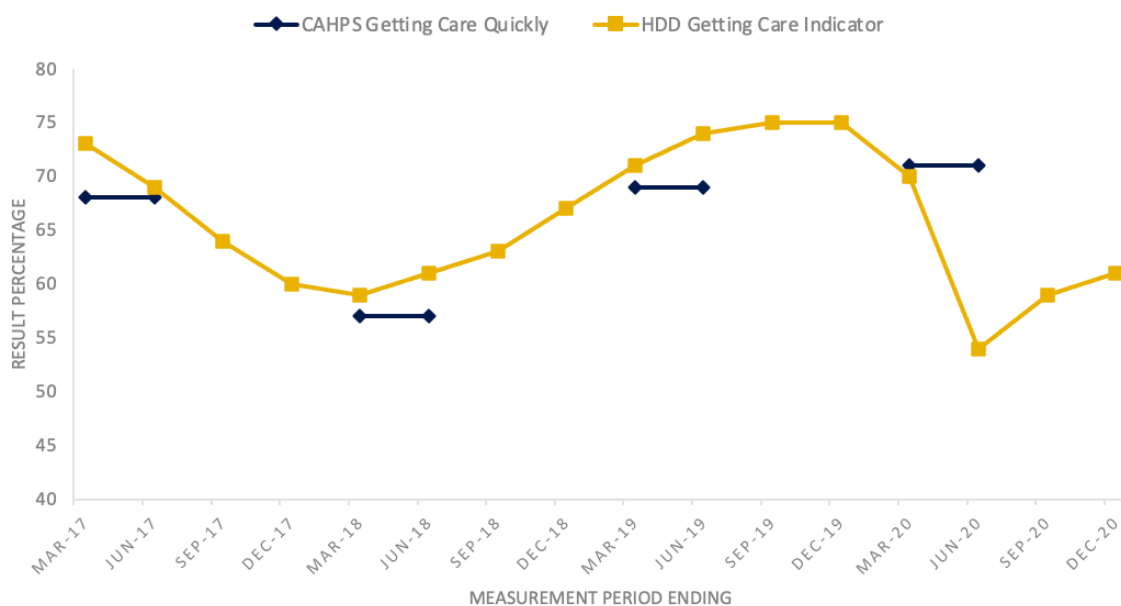
- Pandemic disruption
- Results of recovery

### MODEL THE PROCESS OF HEALTH CARE

- Influences of satisfaction
- Day to day experience



HDD GETTING CARE INDICATOR VS. CAHPS



### LIMITED PARTNERSHIP PROGRAM

The Experience Indicators are being tested as part of a limited partnership program with select health plans. Join us to receive insight before the wider release, and before it's too late to improve for the next measurement cycle.



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