



We heal and inspire the human spirit.

To: Provider Network

From: Provider Relations

Date: April 16, 2026

Subject: One Team, One Purpose - Improve Patient Experience and CAHPS Survey Results!

The 2026 CAHPS survey season is underway!

From February through May, your members are receiving a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey by mail, phone, or online. This is an opportunity for your patients to share their experience with IEHP, you, and your support team.

Every interaction with a patient is an opportunity. Together, we can exceed member expectations and raise our CAHPS scores – showcasing our commitment to exceptional care.

One Team, One Purpose

When patients seek care at your practice, they expect a seamless, coordinated experience from the time they call your office to schedule an appointment to the time they receive follow-up care instructions.

When your team works together as one, you communicate to your patients that their care is your top priority. Social capital is the invisible currency that powers high-performing teams. In healthcare, social capital determines whether teams work as isolated individuals or as a unified force for member care.

Teams can be built and strengthened through the following principles:



To learn more about the principles of team-based care and how to improve the patient experience, check out our **Patient Experience Partnership (PEP) Learning Guides, available on the provider portal under “Clinical Resources and Tools.”**

If you have any questions, please reach out to your Provider Relations Manager or call IEHP’s Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.

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