



We heal and inspire the human spirit.

To: Provider Network & IPAs

From: Provider Relations

Date: May 14, 2026

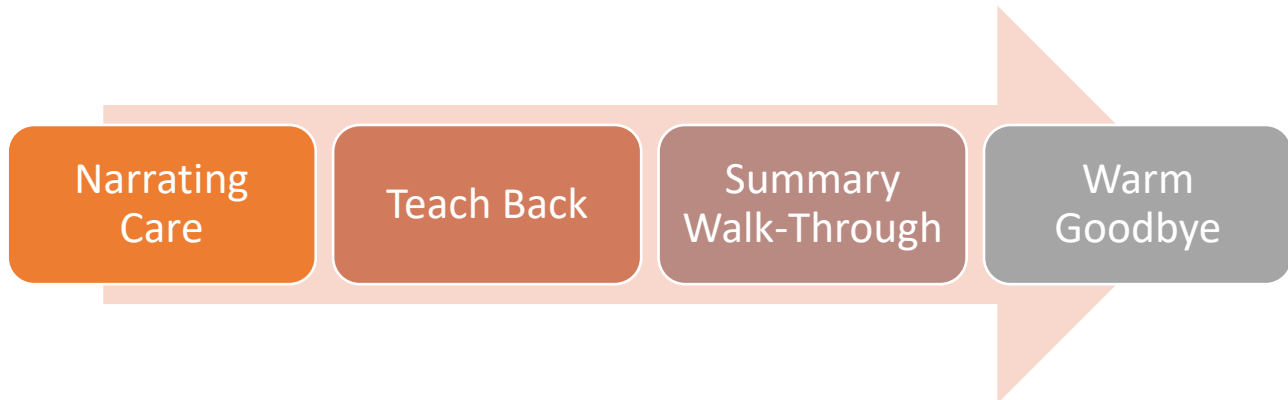
Subject: **Plan of Care Success – Improve Patient Understanding and Satisfaction**

The 2026 CAHPS survey season is almost over, but providing best-in-class patient care is something we strive for 365 days a year.

One way to improve patients' understanding of their plan of care and satisfaction is to implement the 4 Steps to Plan of Care Success. These simple tips minimize patient confusion about their care and improve adherence to the guidance you provide.

4 Steps to Plan of Care Success

- Narrating care – Talking through what’s happening in the moment. Use plain language - invite them into the conversation.
- Teach Back – Ask Members to explain key information in their own words
- Summary Walk-Through – Do a guided walk-through at the close of the visit, to ensure understanding and reduce calls to clarify plan of care.
- Warm Goodbye – Ensure their last moments of the visit make lasting, positive impressions



Make it your team’s goal to ensure every patient leaves your office ready and able to follow their plan of care.

To learn more about the principles of team-based care and explore patient experience best practices across the care continuum, check out our **Patient Experience Partnership (PEP) Learning Guides, available on the Provider Portal under “Clinical Resources and Tools.”**

We’re grateful for your partnership and all you do to heal and inspire the human spirit.

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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