

# Buckeye Health Plan's

## PATIENT EXPERIENCE VIDEO SERIES

Buckeye's Patient Experience Video Series emphasizes the role of member feedback in driving continuous quality improvement and improving CAHPS-related outcomes. Providers can leverage these insights to better understand factors influencing member experience and satisfaction, identify gaps in care delivery and support targeted quality improvement.



Through short, engaging videos, the series shares real-world member perspectives that highlight key drivers of the patient experience, including communication, respect and responsiveness. We encourage providers and practice teams to watch the videos and consider how the shared insights can be integrated into daily workflows and practice-level initiatives to enhance the patient's experience and overall quality of care.



**You will find the series of videos on our website at:**

[BuckeyeHealthPlan.com/providers/quality-improvement/QILatestNews/2025-patient-experience-video-series0.html](https://BuckeyeHealthPlan.com/providers/quality-improvement/QILatestNews/2025-patient-experience-video-series0.html)