



Surveys and Tools  
To Advance Patient-Centered Care

# CAHPS Clinician & Group Survey: New Survey Developments

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# Developing a “Provider Neutral” Version of Clinician & Group Survey



- **To measure experience with a broader range of primary care providers (physicians, nurse practitioners, physician assistants)**
- **Available as a beta survey instrument by the end of 2009**

# Customizing Clinician & Group Survey with Supplemental Items



- **Adult Primary Care**
  - 17 topics covered by supplemental items
  - Includes health promotion and education, shared decision making, communication items for QI, most recent visit.
- **Child Primary Care**
  - 7 topics covered by supplemental items
  - Includes doctor communication with child, health improvement, shared decision making.
- **Adult Specialty Care**
  - 6 topics covered by supplemental items
  - Includes coordination of care, shared decision making, surgery or procedures performed by this doctor.

# Supplemental Items: Under Construction



- **Health Literacy**
- **Cultural Competency**
- **Health Information Technology**

# Purpose of Health Literacy Items



- **Develop a set of items to measure patients' perspective on how well health information is communicated to them by health care professionals**
- **Link between health literacy—the ability to understand and act upon health information effectively—and health outcomes**

# Content of Health Literacy Items



- **Patient-Provider Communication**
- **Communication About Health Problems or Concerns**
- **Disease Self-Management**
- **Communication About Medications**
- **Communication About Test Results**
- **Communication About Forms**

# Timeline: Health Literacy Items



- **Analysis of field test data and refinement of items will be completed in summer 2009**
- **Items will be released in fall 2009**

# Purpose of Cultural Competency Items



- **Develop a set of items that can be used to measure patients' assessment of the cultural competency of the health care they receive**
- **Culturally competent care is responsive to diversity and cultural factors such as language, beliefs, attitudes and behaviors that affect health and health care**

# Content of Cultural Competency Items



- **Overall Provider Communication**
- **Provider Oral Communication**
- **Preventive Care**
- **Alternative Medicine**
- **Equitable Treatment**
- **Trust**
- **Language Barriers**

# Timeline: Cultural Competency Items



- **Analysis of field test data and refinement of items will be completed by end of 2009**
- **Items will be released in spring 2010**

# Purpose of Health Information Technology Items



- **Develop a set of measures to assess patient experience with technology as they access and utilize health care**
- **Health information technology (HIT) is a major issue on the national agenda. As HIT rolls out it is important to assess how it affects the patient's experience of care**

# Content of Health Information Technology Items



- **Patient Access to Online Personal Health Information**
- **E-mail Communication/Web Messaging**
- **Experience with E-prescribing**
- **Physician Use of Computer**

# Timeline: Health Information Technology Items



- **Supplemental items will be field tested in fall 2009**
- **Analysis of field test data and refinement of items will continue into 2010**
- **Supplemental items will be released in summer 2010**