



Surveys and Tools
To Advance Patient-Centered Care

Participating in the Clinician & Group Component of the CAHPS Database

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The CAHPS Database



- **National repository of data from the CAHPS family of surveys**
- **Two major applications:**
 - **Benchmarking** to evaluate health system performance and support quality improvement
 - **Research** on consumer assessments of quality
- **Funded by AHRQ and administered by Westat through the CAHPS User Network**

CAHPS Database Components



- **CAHPS Health Plan Survey Database**
 - 3.4 million records collected
 - 11 Annual Chartbooks (1998 – present)
- **CAHPS Hospital Survey Database**
 - .8 million records collected
 - 3 Annual Chartbooks (2006 – present)
- **CAHPS Clinician & Group Survey Database**

CAHPS Database Products



- **Online Reporting System**
- **Annual Chartbooks**
- **Customized Sponsor Reports**
- **Research Files**
- **Support to AHRQ's National Healthcare Quality and Disparities Reports**
- **Special Analyses and Reports**

CAHPS C&G Database



- **Currently developing in response to user demand**
- **Working with key organizations to provide guidance on implementation**
 - Survey vendors
 - Health plans and medical groups
 - Aligning Forces for Quality and CVE markets
 - National medical boards
- **Aim is to support all C&G versions and users through standardized data submission specifications**

Benefits of Participating

- **Free service open to all survey users on a voluntary basis**
- **Access to comparative results by survey version through Online Reporting System**
- **Support to participants provided through**
 - Data submission specifications
 - Online data submission system *more on that later*
 - Custom analysis and reports *as time and resources permit*
 - User network
 - Email and phone technical support

Online Reporting System



- **Will support all CAHPS surveys maintained by CAHPS Database**
 - CAHPS Health Plan Survey
 - CAHPS Hospital Survey
 - CAHPS C&G Survey
- **Public portal available to everyone**
 - Ability to view summary-level data only
- **Password-protected portal will be accessible only to participants who contribute data**
 - Ability to view your own results compared to selected benchmarks

Clinician & Group Comparative Data



- **C&G reporting categories:**
 - Survey type (12 month, visit-specific) and population (adult, pediatric)
 - Geographic location
 - Physician specialty
 - Size of group or practice
 - Ownership and affiliation of group or practice
- **All identities are protected unless specific authorization is granted by participant**

Online Reporting System

Public Portal Sample View



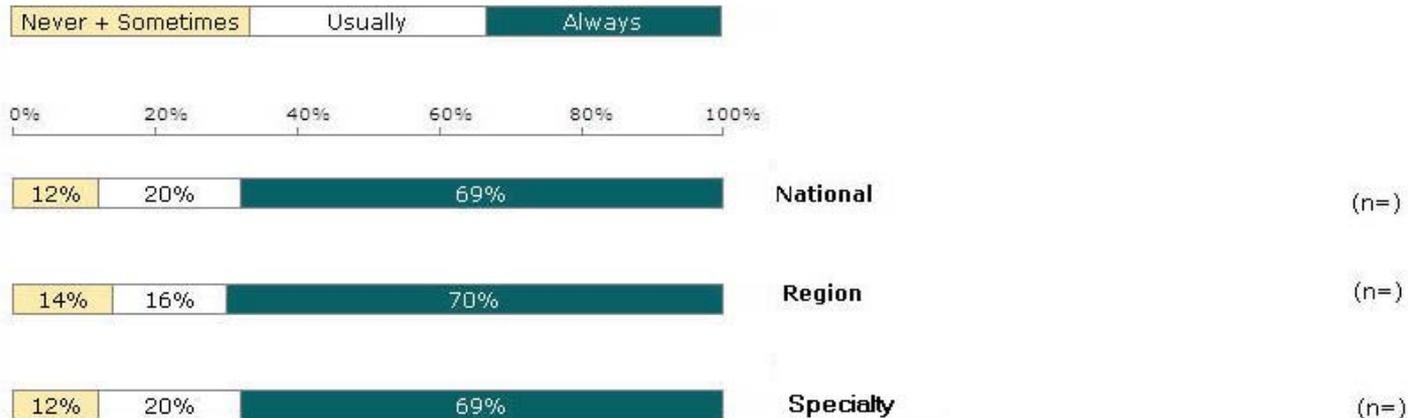
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Getting Needed Care



Online Reporting System

Password-Protected Portal Sample View



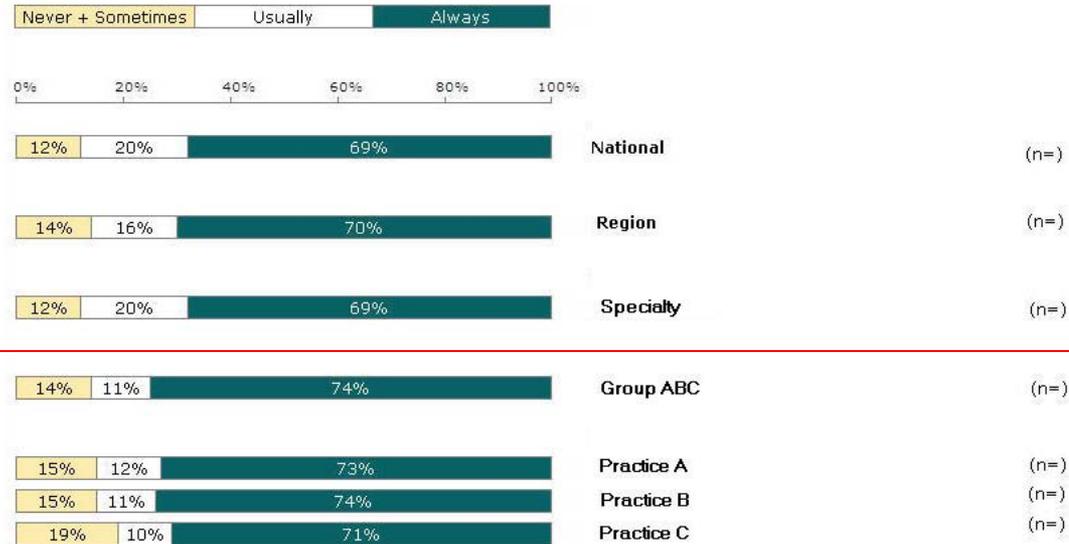
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Getting Needed Care



Data Submission Process

- **Simple submission process**
 - Register for an account
 - Sign and fax Data Use Agreement (DUA)
 - Submit a copy of questionnaire for review
 - Upload data files for review
 - Receive final approval of submission
- **Online C&G submission system will begin testing in late July 2009**
- **Submissions accepted on a rolling basis**
- **C&G Database will be updated routinely and segmented by calendar year**

Next Steps

- **Visit the Online Reporting System:**
 - www.cahps.ahrq.gov
 - Select “Comparative Data” from menu
- **Contact the CAHPS Database for assistance:**
 - Free consultation for organizations who want to implement C&G
 - Data submission system questions
 - Online reporting questions
 - Custom reporting
- **Email: NCBD1@ahrq.gov**
- **Phone: 1-888-808-7108**