

A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting



***Instrument Development:
CAHPS In-Center Hemodialysis Survey***

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Harvard CAHPS Team**



Contributors to survey development

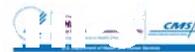
- **Stakeholders**
 - Patients, Caregivers, Physicians, Facility Administrators, ESRD Networks
- **Technical Expert Panel**
- **AHRQ and CMS staff members participated as part of the instrument development team.**
 - CMS renal professionals served as technical advisors at every step.
- **CAHPS II grantees from RAND, Harvard, and AIR.**





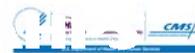
The CAHPS Design Principles for Survey Development

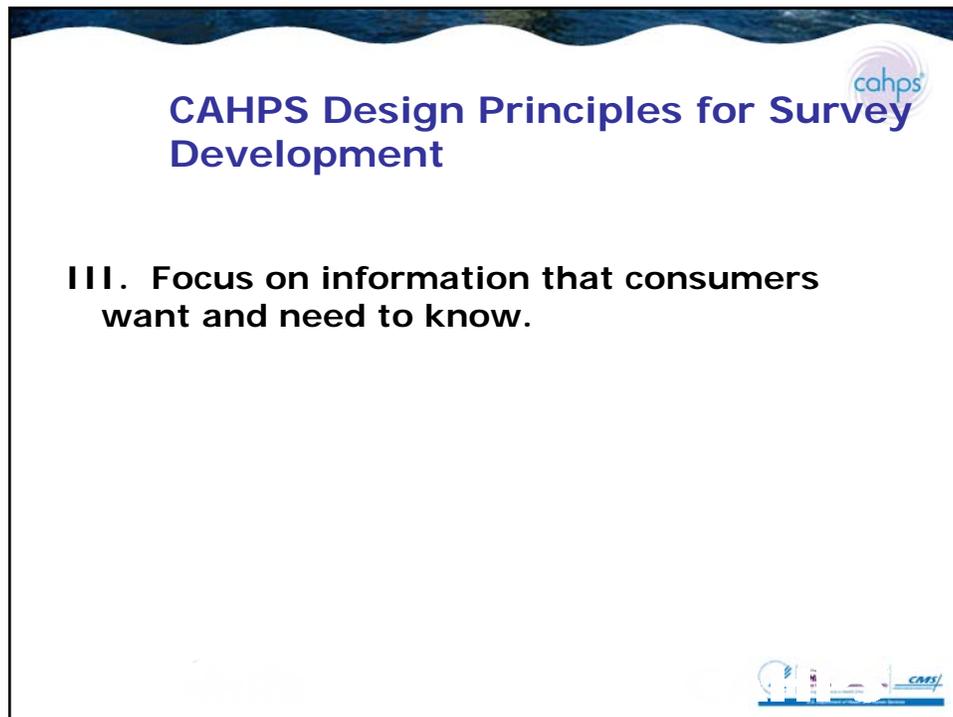
I. Develop survey instruments that are suitable for and allow valid comparisons across a wide range of potential users.



CAHPS Design Principles for Survey Development

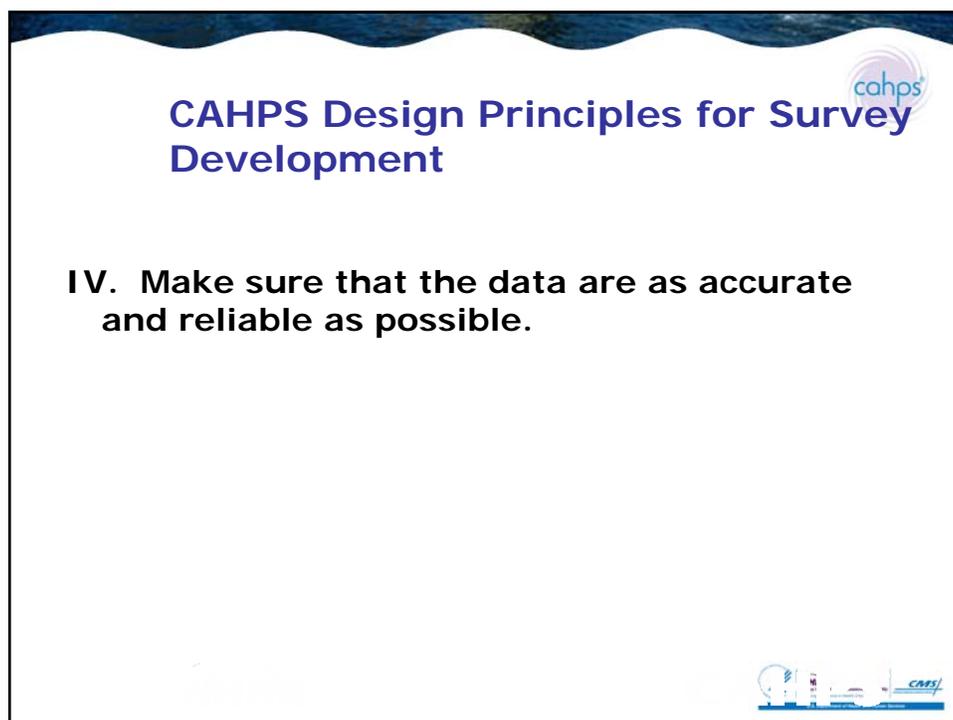
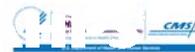
II. Focus on assessments of health care experiences for which consumers are the best or only source of information.





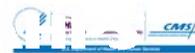
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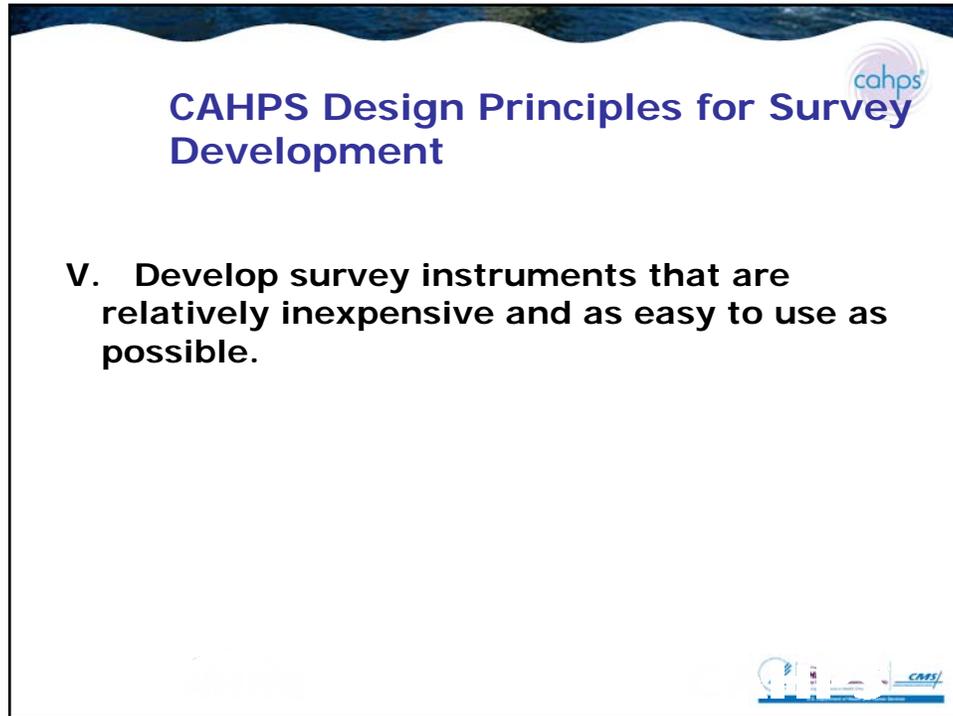
III. Focus on information that consumers want and need to know.



CAHPS Design Principles for Survey Development

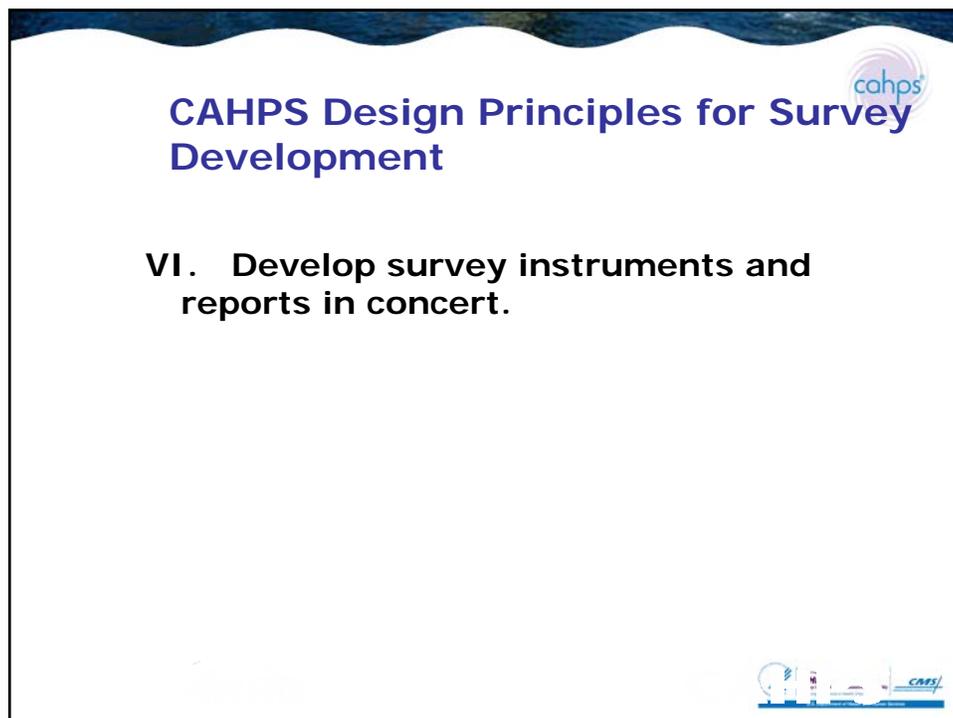
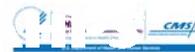
IV. Make sure that the data are as accurate and reliable as possible.





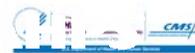
CAHPS Design Principles for Survey Development

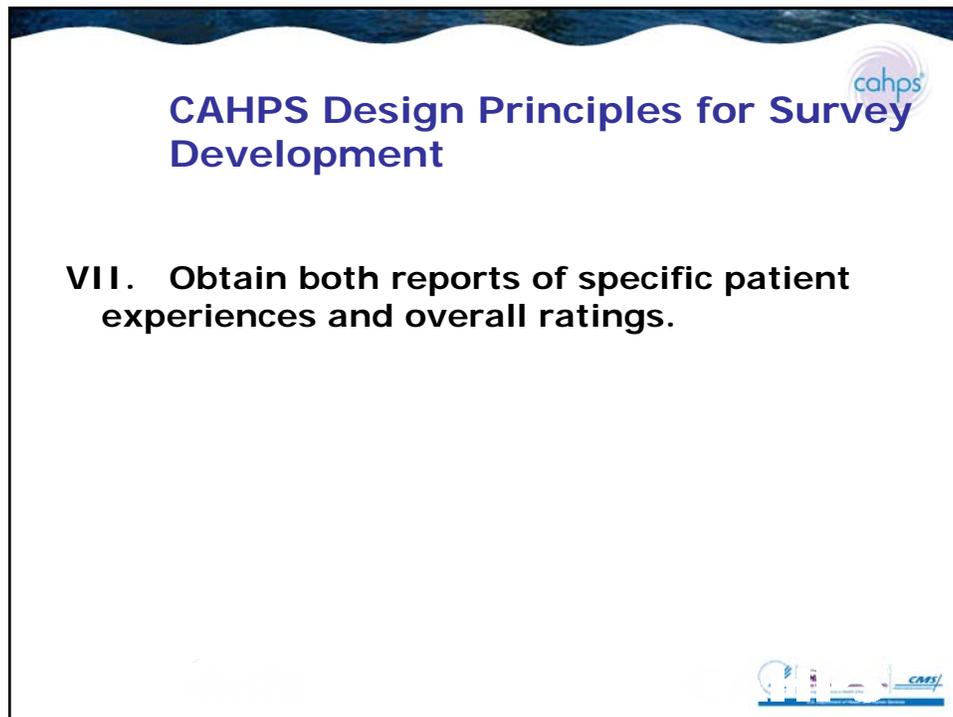
V. Develop survey instruments that are relatively inexpensive and as easy to use as possible.



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VI. Develop survey instruments and reports in concert.

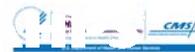


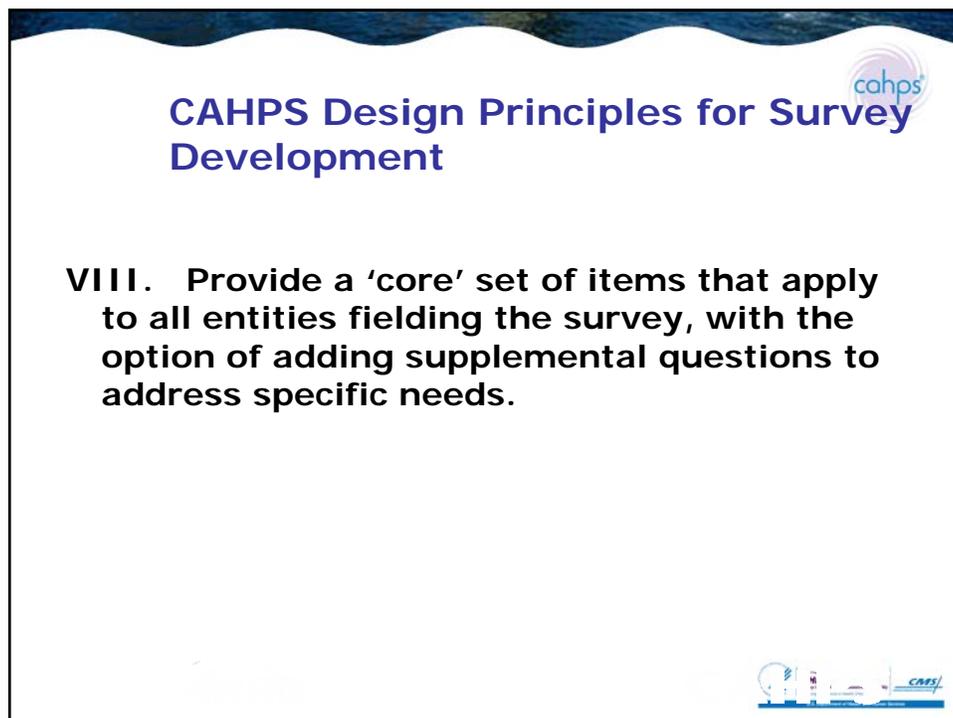


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VII. Obtain both reports of specific patient experiences and overall ratings.



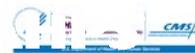




CAHPS Design Principles for Survey Development

VIII. Provide a 'core' set of items that apply to all entities fielding the survey, with the option of adding supplemental questions to address specific needs.





Literature Review – the first step



- **Thorough review of the relevant literature**
- **Identification of:**
 - *The key issues*
 - *What work has already been done*
 - *Gaps in the literature*



Input from Stakeholders



- **Interviews with:**
 - Administrators of Dialysis Facilities
 - ESRD Networks
- **Focus Groups**
 - Patients
 - Caregivers
 - Physicians



Call for Measures



- **Federal Register “Call for Measures” in August, 2003.**
- **Submissions received from 16 sources.**
- **More than 700 items reviewed.**
- **Criteria for consideration included:**
 - documented instrument/item validity and reliability
 - additional testing, e.g., field tests and cognitive testing.



Technical Expert Panel



- **The TEP was convened 6 times to review:**
 - *The Call for Measures*
 - *The Feasibility Report*
 - *The Survey Design*
 - *The Draft Survey Instrument*
 - *The Results of Cognitive Testing*
 - *A Final Review and Discussion*





In addition, the Development Team for CAHPS the In-Center Hemodialysis Survey drew upon other sources to develop an instrument for testing including:

- **Extensive previous experience with CAHPS surveys**
- **State of the art scientific evidence for all aspects of survey methodology**



- **The In-Center Hemodialysis Survey instrument was designed to accommodate items from existing surveys.**
- **Testing of an integrated questionnaire will allow facilities to track the trending of data for quality improvement purposes.**





Testing of the Instrument

- **Cognitive Interviews with members of the target population**
 - Multiple rounds
 - English and Spanish
 - Instrument revised based on testing
- **Pilot Test**

