



**Health Program Analysis
& Evaluation Directorate**

CAHPS® User Group Meeting
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CAHPS Clinician & Group Survey

- The CAHPS Clinician & Group Survey provides quick, frequent, civilian benchmarked feedback on the satisfaction of beneficiaries who receive care through a DoD Medical Treatment Facility (MTF) and through a source other than a DoD MTF (purchased care).
- Allows direct longitudinal comparison of MTFs over time, as well as, comparison among MTFs and comparison of MTFs against civilian HMO benchmarks.
- Legal and Policy
 - National Defense Authorization Act for Fiscal Year 1999 (Sec. 713).
 - DoD Directives, Instructions, Health Affairs Policy



CAHPS Clinician & Group Survey

- Began 2003
- Weekly sampling; Monthly reporting
- Mail/phone/web; Data available as it comes in (12 wk field time)
- Military Healthcare System (MHS) survey uses additional questions to address specific MHS issues
- In cooperation with AHRQ for CMS
- Implement internationally



CAHPS Clinician & Group Survey

- **Composition:** The Clinician & Group Survey sample is a stratified random sample with 150,000 mailed surveys annually and 40,000 telephone survey contacts annually.
- The mailed survey methodology includes the ability to use a web-based response option.
- The survey is conducted in all 50 states, and in Europe, Latin America and Asia (Direct Care only)
- The survey excludes deceased beneficiaries, mental health, substance abuse, and minors receiving OB-GYN services.

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Initial Changes & Challenges

- **Consider changing from current direct and purchased care instruments that are proprietary to public domain instrument (CAHPS Clinician & Group Survey)**
 - Allows for more competitive contracts
 - ↓ costs,
 - ↓ burden on beneficiaries
 - National civilian benchmarking
- **CHALLENGES**
 - Effects on Trending



Future Directions

- **Complete review/assessment of Program**
 - **What are we doing?**
 - Look at best practices, redundancy, civilian comparability
 - **Why should we do it?**
 - Mandated by leadership, national standards?
 - Are we meeting the needs of our other customers?
 - **Where should we place our emphasis in future?**
 - More information, more timely – provide flexibility
 - Quality improvement – feedback post survey
 - Cost strategies – how do we get biggest bang for our buck
 - **How do we market our products in a way customers will use and understand?**

Questions?

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