

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



**Kaiser Permanente Field Test of
the CAHPS® Clinician & Group
Survey**

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Potential Case Mix Factors



- **Relationship with Provider**
 - *Paneled vs. Unpaneled*
 - *Familiarity*
 - *Survey items augmented with administrative data*
- **Type of Provider**
 - *MD vs. Affiliated Provider*
- **Time since last visit**

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Other Study Issues



- **Rating Scale**
 - 4-point vs. 6-point
 - Concurrent administration of 3 selected items using both scales within the same survey
- **Effects of personalization (telephone interview)**
 - “Did Dr. Smith..” vs. “Did this doctor..”



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Study Design



Number of Respondents per Physician, by Version and “Paneled” status

Version	Paneled	Not paneled
6 point scale	9	9
4 point scale	9	9

- **Study conducted in KP Northwest and KP Georgia**
 - NW: 63 Clinicians GA: 53 Clinicians
 - Design: 90 surveys per clinician (assumed 40% response rate)
 - Actual: NW 88 surveys and GA 98 surveys per clinician



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Response Rate



- **Fieldwork Protocol**
 - Mailed questionnaire, reminder postcard, mailed questionnaire, minimum of 6 phone attempts
- **Response Rates**
 - KP Northwest: 45% (phone yielded 16% of completed surveys)
 - KP Georgia: 47% (phone yielded 30% of completed surveys)
 - Response rates about 15 percentage points higher for paneled patients

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Costs



- **Cost Factors**
 - Mixed mode administration
 - Total Surveys: 10,747
 - NW and GA had different supplemental questions
 - Questionnaire 8 pages, back to back printing
- **Costs**
 - Total Cost: \$55,500
 - Cost per mail out: \$5.20
 - Cost per complete: \$11.30

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Confirmation: Paneled Patients

- **Nearly all patients selected from a clinician’s panel identified that clinician as the clinician they “would usually see” (Q2).**
 - Range from the four surveys: 96% to 99%
- **When patients were not selected from a clinician’s panel, agreement between administrative data and patient reports was mixed.**

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Confirmation: Paneled Patients

KP Northwest

	Paneled to Clinician	Not Paneled to Clinician
Would Usually See This Clinician	99%	22%
Would Not Usually See This Clinician	1%	78%

Source: KP Northwest Regular Scale Clinician CAHPS

KP Georgia

	Paneled to Clinician	Not Paneled to Clinician
Would Usually See This Clinician	96%	53%
Would Not Usually See This Clinician	4%	47%

Source: KP Northwest Regular Scale Clinician CAHPS

- **KP Northwest**
 - Pattern suggest that although one-fifth of members are not identified on a clinician’s panel, they usually see this clinician
- **KP Georgia**
 - Administrative panel data had not been updated

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Confirmation: Did sampled patients have a visit?



- **Essentially all patients (>99%) from a clinician's panel indicated that they "got care" from that clinician in the prior 12 months (Q1).**
 - *Similarly, 93% of unpaneled patients reported they "got care" from the referenced clinician*
- **The percentage of patients reporting that they "got care" from and visited the referenced clinician in the past 12 months (Q1 & Q5) is lower for unpaneled patients.**
 - *About 80% of unpaneled patients, and 95% of paneled patients.*

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Paneled vs. Unpaneled



- **Scores for nearly all of the clinician related measures are significantly and substantively higher for paneled than unpaneled patients.**

Global Clinician Rating

	Would Usually See This Clinician	Would Not Usually See This Clinician
KP Northwest	8.69	7.57
KP Georgia	8.79	7.89

Paneled and Unpaneled differences are significant (p < .001)
 Source: KP Short Scale CAHPS Clinician & Group Survey

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Paneled vs. Unpaneled



- **Demographic comparisons generally not significantly different.**
 - *The one exception is the the chronic condition items.*
- **For this analysis we used patients' reported usual doctor because of the discrepancies between administrative data and patients' perceptions.**
 - *Similar but smaller differences are found using the panel definition from administrative data.*
- **Usual clinician (or paneled patients) needs to be considered for case-mix adjustment.**

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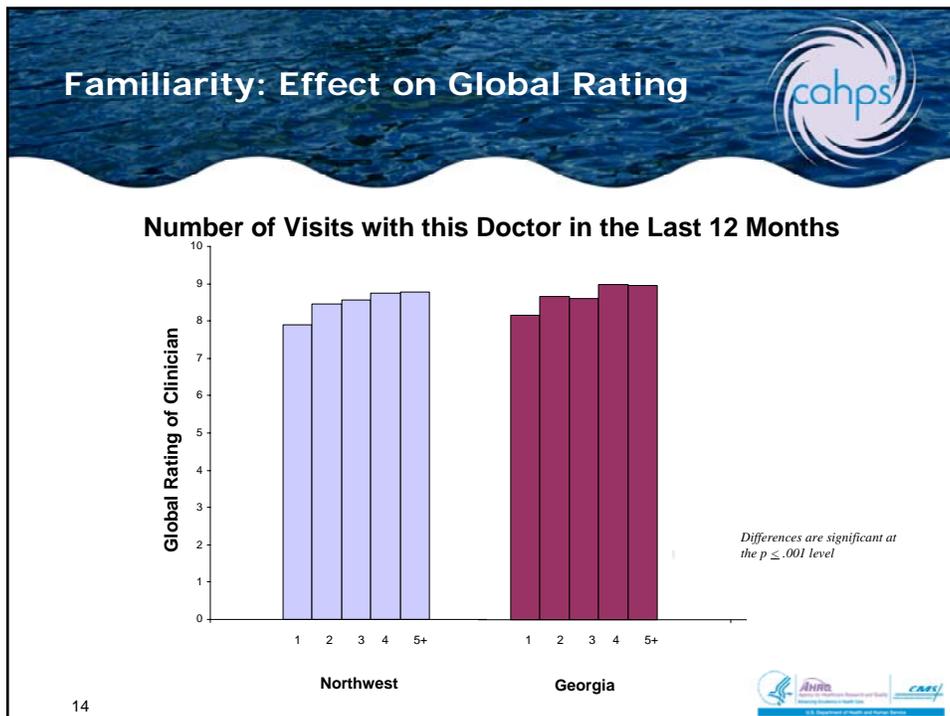
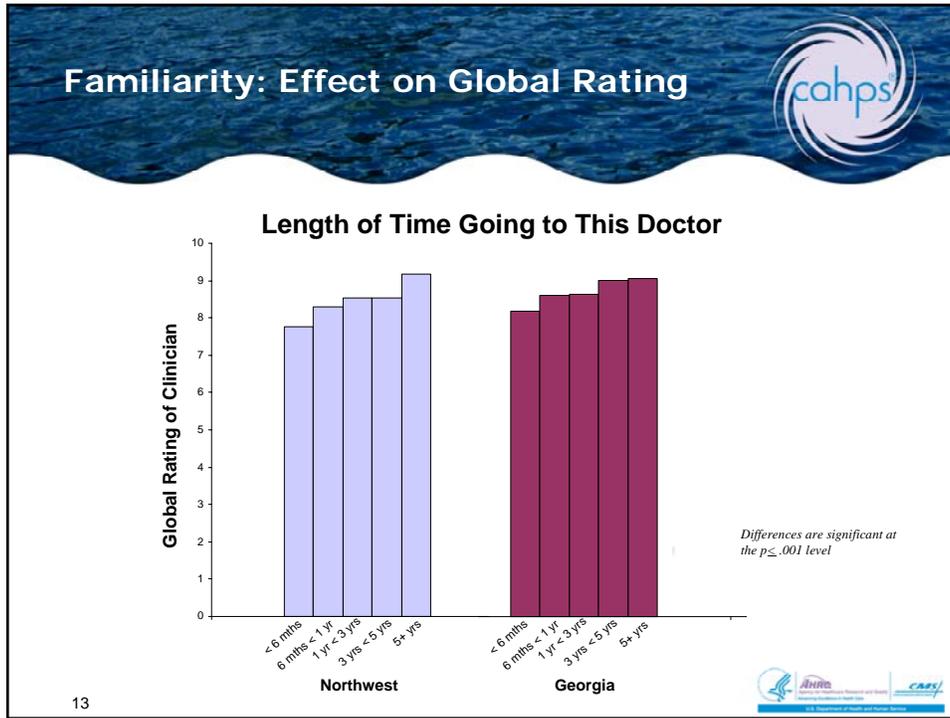
Familiarity



- **Length of time going to this doctor**
 - *Scores for nearly all of the clinician related measures are significantly and substantively higher the longer patients have been going to this doctor*
- **Number of visits to this doctor in last 12 months**
 - *Scores for most clinician measures are significantly higher and substantively higher the more visits patients have with this doctor, leveling off after 4 or more visits.*
 - *There are also the expected health status differences.*

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Personalization



- **N=1,096**
 - 548 Personalized; 548 “regular”
 - Randomly assigned
- **Global Rating of Clinician**
 - Personalized: 8.61
 - “Regular”: 8.52
 - Non-significant ($p = .402$)

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Personalization (continued)



- **One of 35 comparisons was significant**
 - Number of visits to provider in last year
 - More for regular; $p = .049$
- **Further analyses planned**
 - Time to complete survey
- **Caveat: These results are for telephone surveys only**

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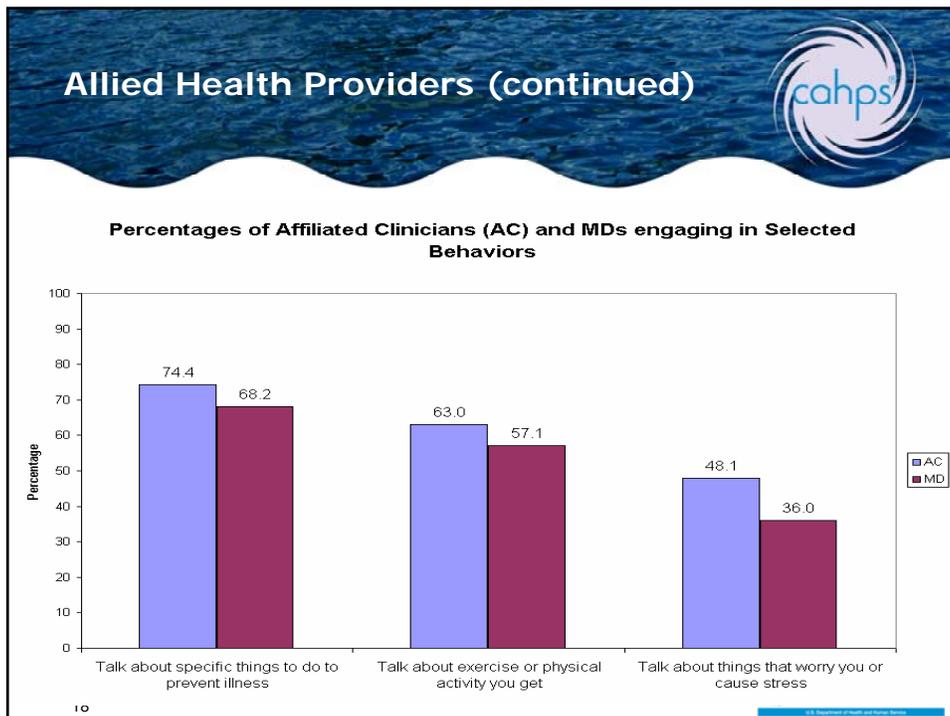
Allied Health Providers



- **N=2,003**
 - 631 Affiliated Clinicians; 1,372 MDs
- **Global Rating**
 - Affiliated Clinician: 8.46
 - MD: 8.48
 - Non-significant ($p = .881$)
- **25 of 73 non-demographic comparisons were significant**



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