

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



**National CAHPS®  
Benchmarking Database  
Plenary Panel Discussion:**

***Serving the Needs of Health Care Purchasers,  
Providers, Policymakers, and Researchers***

***Dale Shaller, MPA  
Managing Director, CAHPS Database  
[presentation delivered by Samantha Sheridan]***



**CAHPS Database Overview**



- ***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***

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## Advisory Group Representation

- **AHRQ**
- **CAHPS Grantees (PIs)**
  - AIR
  - RAND
  - Harvard
- **CMS Medicare**
- **CMS Medicaid**
- **Office of Personnel Management**
- **Department of Defense**
- **Consumer groups**
- **Employer groups**
- **State Medicaid**
- **Health plans**
- **Hospital systems**
- **Medical boards**
- **Statewide information organizations**

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## Focus to Date: CAHPS Health Plan Survey

- **8 years of data (1998-2005)**
  - Over 700 plan samples each year
  - Commercial, Medicaid/SCHIP, Medicare
  - Over 2.3 million respondents
- **Now developing database support for new CAHPS surveys:**
  - CAHPS Hospital Survey
  - CAHPS Clinician & Group Survey

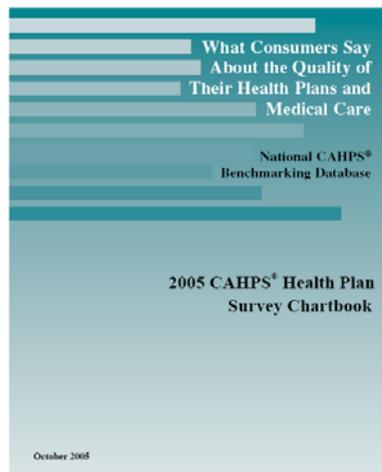
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## Major Health Plan Survey Products

**Annual Chartbook**

- **Summary-level comparisons:**
  - Commercial
  - Medicaid/SCHIP
  - Medicare
- **Current and prior years**
- **Composites and question items**

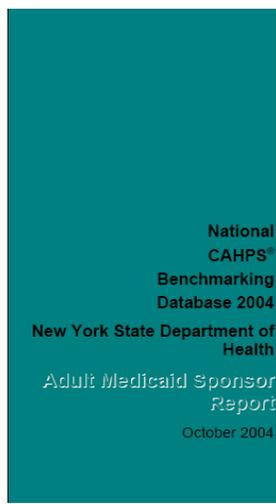


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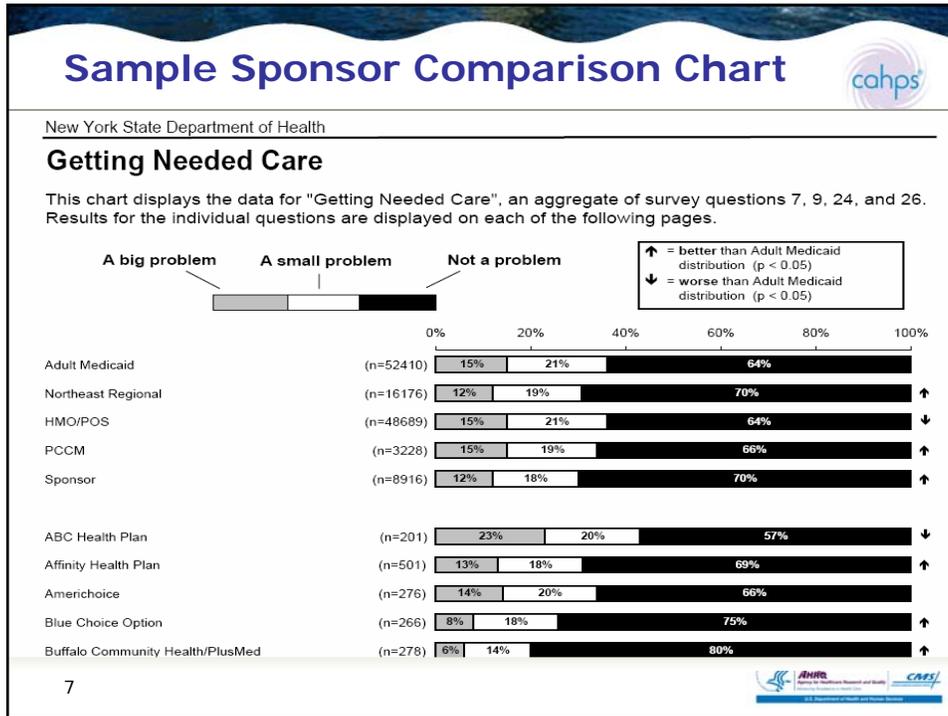
## Major Health Plan Survey Products

**Sponsor Reports:**

- **Customized comparisons to sponsor plans**
- **Case-mix adjusted**
- **Plan-specific scores compared to national, regional, and plan type benchmarks**



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- ## Other Health Plan Survey Products
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- **Research Files (authorized access only)**
    - 23 investigator-initiated research projects
  - **Research Brief Series**
    - Racial/ethnic disparities (2005)
    - Children with special health care needs (2004)
  - **Support to National Healthcare Quality Report (NHQR)**
    - Source of state-level estimates
  - **Custom Analysis**
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## CAHPS Hospital Survey Database



- ***New component***
- ***Development phase consists of voluntary submission of H-CAHPS test data prior to CMS national implementation***
- ***CMS national implementation is a separate activity***
- ***Future submissions to CAHPS Hospital Survey Database will be coordinated with CMS and others***

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## Objectives of the H-CAHPS Database Development Phase



- ***Respond to hospital interest in comparing H-CAHPS test results prior to CMS implementation***
- ***Start building foundation for ongoing voluntary database activities:***
  - Test database submission system
  - Develop summary-level Chartbook
  - Test research value of the database
- ***Explore ways to help hospitals identify areas for quality improvement***

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## CAHPS Hospital Survey Chartbook

- **254 hospitals submitted H-CAHPS test data from 2005**
  - 84,779 respondents
  - Distribution of hospitals consistent with community hospitals registered with AHA
- **Summary-level data only (no hospital names)**
- **Composite measures and question items presented by key hospital characteristics**
- **Distributed to hospitals on March 15**
- **Summary version available at UGM**

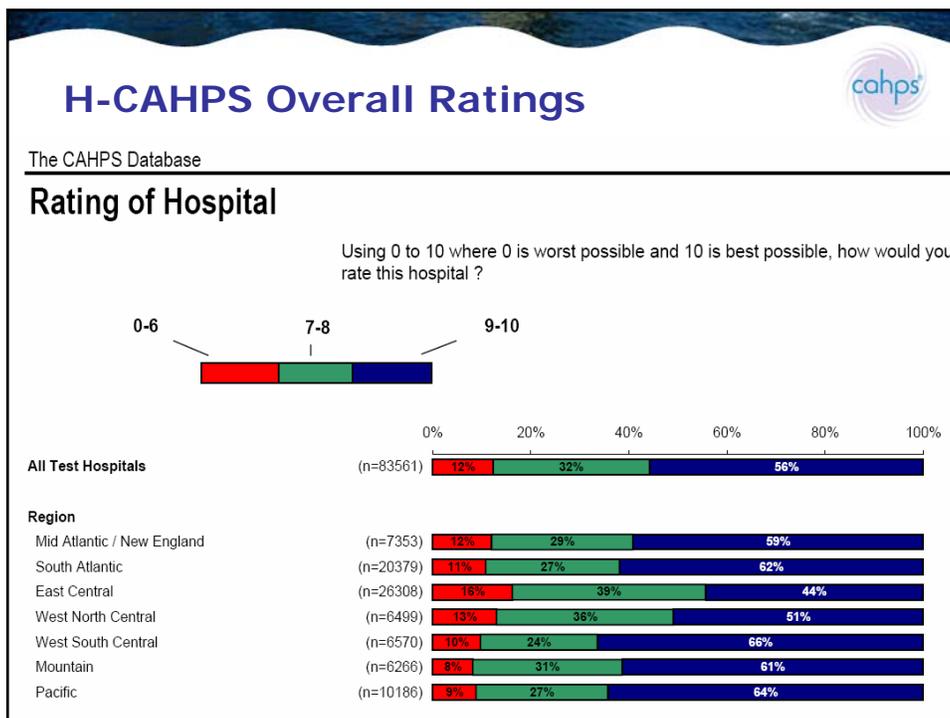
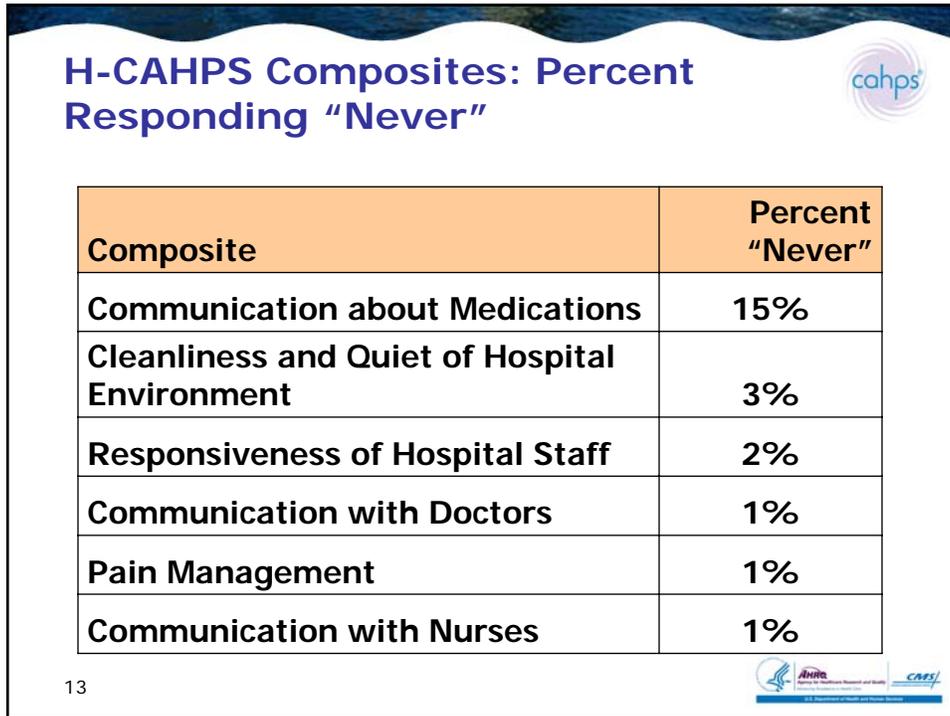
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## H-CAHPS Composites: Percent Responding “Always”

Composite	Percent “Always”
Communication with Doctors	80%
Communication with Nurses	75%
Pain Management	70%
Cleanliness and Quiet of Hospital Environment	61%
Responsiveness of Hospital Staff	61%
Communication about Medications	58%

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## H-CAHPS “Willingness to Recommend” Scores



Response	Percent
Definitely Yes	71%
Probably Yes	23%
Probably No	3%
Definitely No	2%




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## CAHPS Clinician-Group Database



- **Possible sources of data submission**
  - ABMS Medical Boards
  - State/regional initiatives (e.g., AQA pilot sites)
  - Individual plans and medical groups
- **Possible types of products**
  - Summary Chartbook
  - Sponsor Reports
  - Data files
- **Timing**
- **Cost issues**




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**CAHPS Database Web Site**

United States Department of Health & Human Services

**AHRQ** Agency for Healthcare Research and Quality

Advancing Excellence in Health Care www.ahrq.gov

**CAHPS Home**

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**National CAHPS Benchmarking Database**

**The National CAHPS Benchmarking Database**

The National CAHPS Benchmarking Database (the CAHPS Database) is the national repository for data from the CAHPS family of surveys. This database is an important resource for survey sponsors, researchers, and others interested in using comparative CAHPS survey results and detailed benchmark data. Benchmark data are available for the CAHPS Health Plan Survey and will soon be available for the CAHPS Hospital Survey.

**New: 2006 Health Plan Survey Data Submission**

Information on submission requirements, data specifications, and training sessions for the 2006 CAHPS Health Plan Survey Database is now available. Conference call training sessions are scheduled for April 5 and 6, 2006, from 1:30 pm to 3 pm ET. [Learn more.](#)

**New: CAHPS Hospital Survey Component**

The CAHPS Database has begun developing a new component that will support comparisons and benchmarking of CAHPS Hospital Survey data.

- Learn more about the [Hospital Survey Component of the CAHPS Database.](#)

**Panelists**

- **Purchaser:**
  - Foster Gesten, MD, New York State Department of Health
- **Researcher:**
  - Ron Hays, PhD, RAND
- **Policymaker:**
  - Ernest Moy MD, MPH, AHRQ

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