

CAHPS Special Topics

CAHPS Database Interactive Chartbook/Reporting System

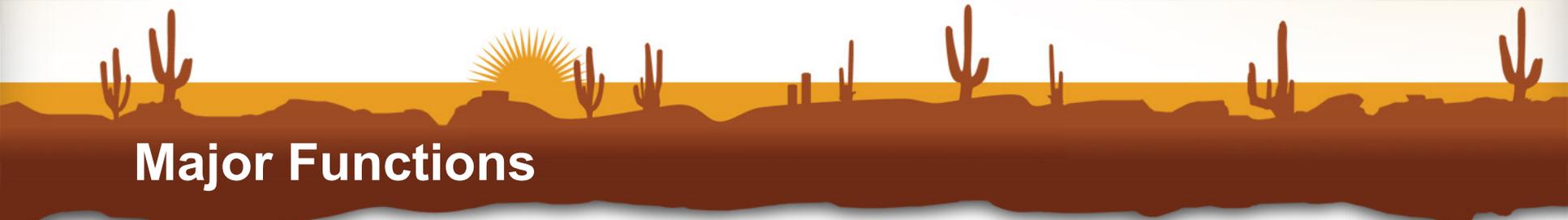
Janice Ricketts, CAHPS Database Manager
Westat

Dale Shaller, Managing Director, CAHPS Database
Shaller Consulting



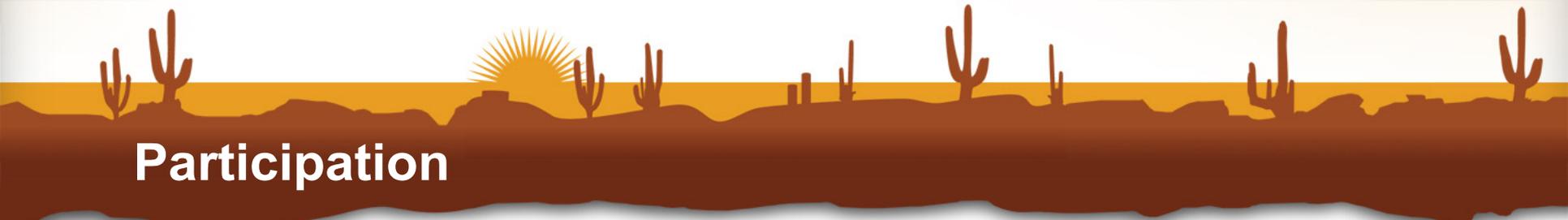
CAHPS Database Mission

To provide an independent, trusted source
of national comparative CAHPS[®] survey data
to help organizations measure and improve
patient-centered care
and to support research and policy
aimed at improving the science of
measuring the patient care experience.



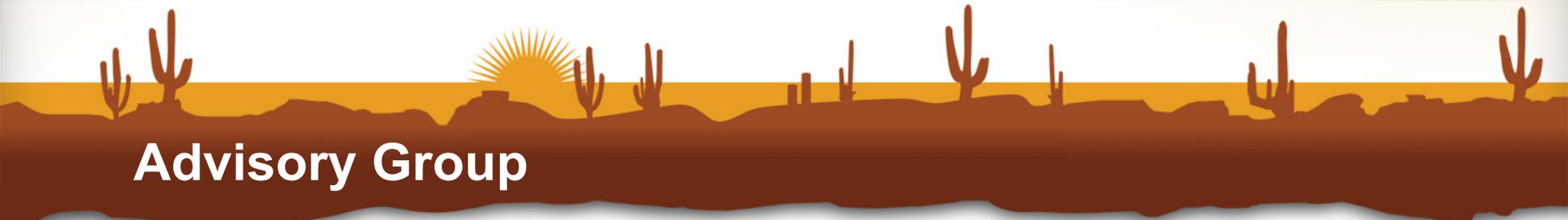
Major Functions

- **Benchmarking**: Facilitate comparisons of CAHPS survey results among the range of CAHPS survey sponsors, to evaluate health system performance and support quality measurement and improvement.
- **Research**: Provide authorized access to CAHPS data, to support health services and policy research related to consumer and patient assessments of care.



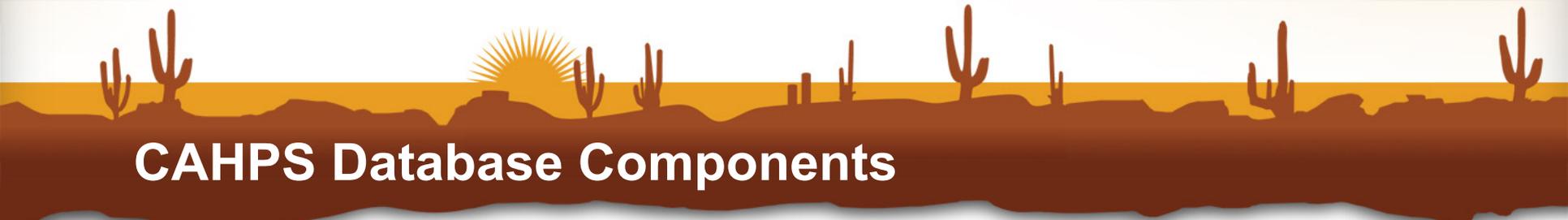
Participation

- All sponsors of CAHPS[®] surveys that are administered independently according to CAHPS[®] specifications are invited to participate
- Participation is voluntary and free of charge (except for special analyses)
- Sponsors include:
 - Health plan data: Plans, Medicaid/SCHIP, Medicare
 - Hospital data: Hospitals, vendors
 - Clinician/group data: Regional collaboratives, medical groups, plans, TRICARE, others to be determined



Advisory Group

- AHRQ
- CAHPS Grantees
 - RAND
 - Yale/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



CAHPS Database Components

- CAHPS Health Plan Survey Database
- CAHPS Hospital Survey Database
- CAHPS Clinician & Group Survey Database



CAHPS Health Plan Survey Database

- 11 years of data (1998-2008)
 - Over 700 plan samples each year
 - Commercial, Medicaid/SCHIP, Medicare
 - Over 3.7 million respondents
- Data Agreement with NCQA
 - Commercial Health Plan Data submitted by health plans to NCQA



CAHPS Health Plan Survey Products and Services

- Annual CAHPS Health Plan Survey Chartbook
 - Summary-level comparisons
 - Composites and individual question items
- Health Plan Sponsor Reports
 - Customized reports to Medicaid and SCHIP Sponsors
 - Sponsors' plan-specific, case-mix adjusted scores are compared to benchmarks
- Research Files (authorized access only)
- Support to NHQR and NHDR



CAHPS Hospital Survey (H-CAHPS) Database

- 3 years of data (2005-2007)
 - 2005 – data submitted from 254 hospitals representing 84,779 respondents
 - 2006 - data submitted from 927 hospitals representing 190,690 respondents
 - 2007 - data submitted from 1,313 hospitals representing 547,390 respondents
- Future activities will be conducted in collaboration with CMS for consistency in data submission and published benchmarks



H-CAHPS Products and Services

- Annual H-CAHPS Chartbook
- Companion report on percentile scores
- Support to CHART Project in California:
 - Serve as neutral data aggregator for CHART hospitals and vendors
 - Began case-mix scoring and reporting in 2007
- Research Files (authorized access only)
- Support to NHQR and NHDR



Clinician & Group Survey Database

- Currently in development stage
- Now compiling existing data sets from available sources:
 - Regional collaborations (e.g., MA and CA)
 - Health plans and medical groups
 - Department of Defense (TRICARE)
- Working with MNCM to serve as aggregator for visit-specific data from multiple vendors and medical groups
- Contacting national vendors to discuss development plans
- Developing data submission specifications for release in early 2009:
 - Patient-level data files for multiple versions
 - Practice-level characteristics for summary comparisons



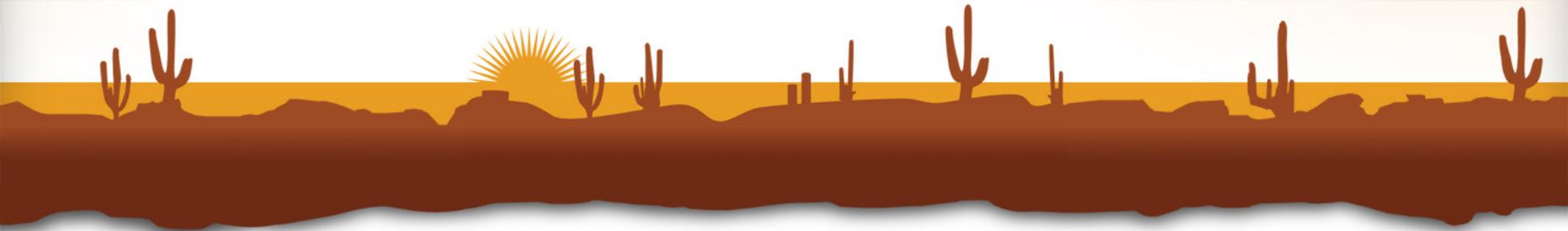
New CAHPS Database Interactive Reporting System

- Developing new online reporting system for all CAHPS surveys
 - Will eliminate need for paper reports
- Features will include:
 - Public access (for all users):
 - Summary-level results
 - Frequency distributions and bar charts
 - Trending
 - Ability to create and download custom reports
 - Private access (for participating sponsors):
 - Password-protected area will allow sponsors to view detailed comparative data to assess their own scores by selected characteristics

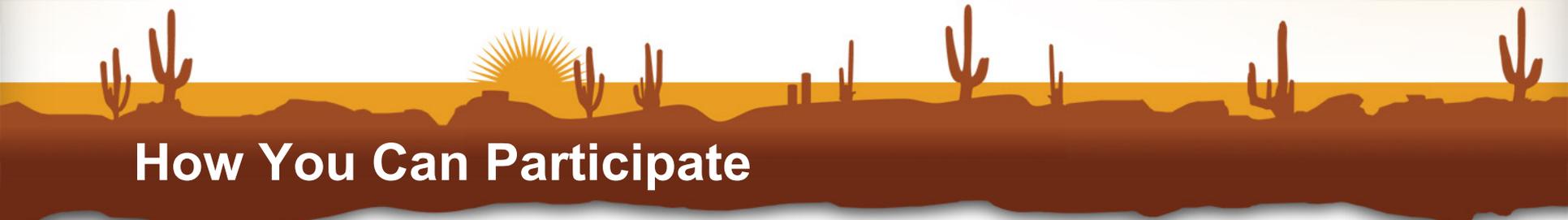


CAHPS Database Interactive Reporting System

- Currently in development
- Data included
 - CAHPS Health Plan survey data
 - CAHPS Clinician and Group data (when available)
- Release date
 - Spring 2009



Online Reporting System Demonstration



How You Can Participate

- All participation is voluntary
- All data are protected
 - Only summary-level data are reported
 - No sponsor, plan, group, or practitioner names are published
- To contribute data and obtain access to new online system, contact us:
 - E-mail: ncbd1@ahrq.gov
 - Toll-free number: 888-808-7108
- For more information: www.cahps.ahrq.gov