

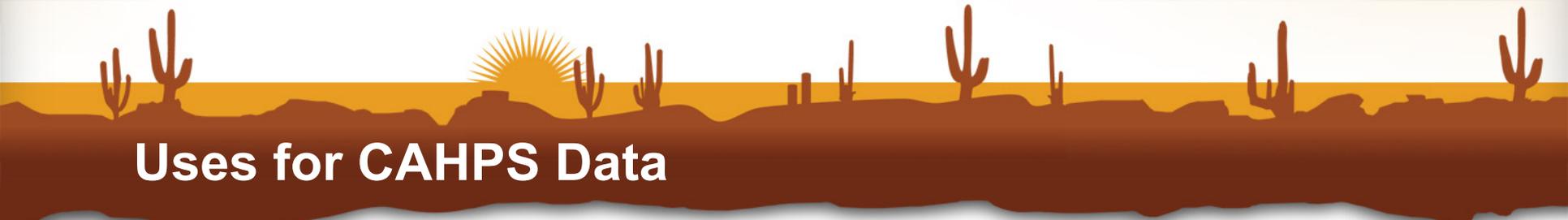
CAHPS COLLEGE

Uses of CAHPS Survey Data

Samantha Sheridan, MA

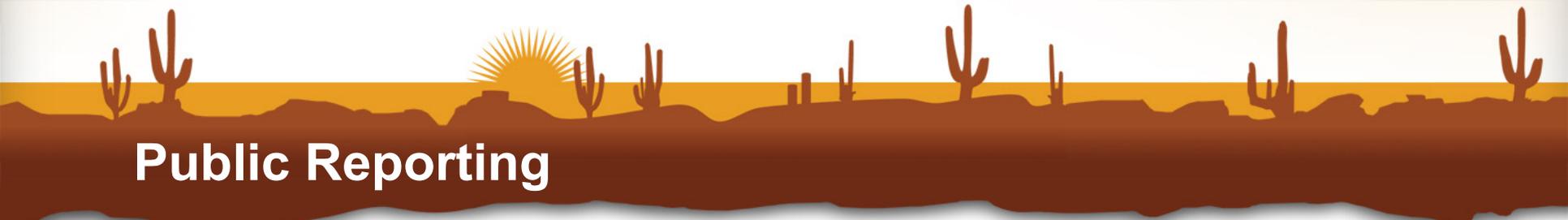
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CAHPS Project Director



Uses for CAHPS Data

- Public reporting to inform consumer and purchaser decision-making
- Internal reporting to inform quality improvement efforts
- For accreditation or payment (NCQA's HEDIS Survey, CMS' Hospital Survey)
- Benchmarking for the National Health Care Quality and Disparities Reports



Public Reporting

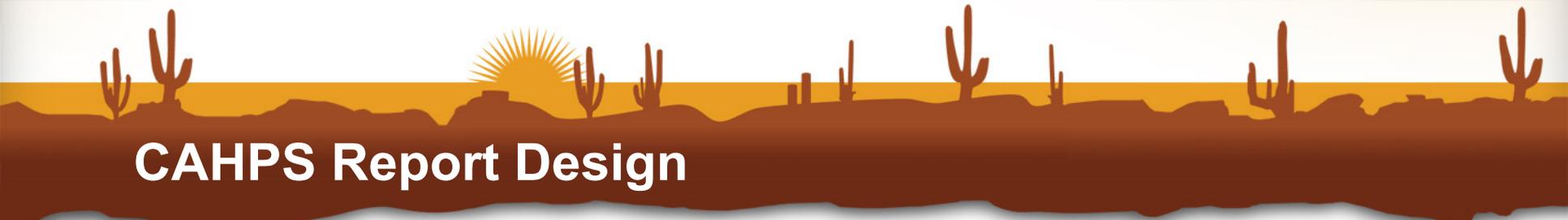
- CAHPS reports can provide support for a range of decisions and actions that are taken by individual consumers and patients and purchasers
 - Choosing a health plan, health care provider or facility
 - Starting a conversation with health professionals such as physicians, nurses and discharge planners
 - Contracting for services with expected levels of quality
- Keep in mind, CAHPS results are likely to be, and ought to be, only one factor in choice



Why do public CAHPS reports?

What role does public reporting play in health care quality?

1. Shift market share to affordable plans and providers who perform well
 - Through individual choices
 - Through choices made by purchasers, health plans, and even providers (e.g. where to refer a patient)
2. Drive internal quality improvement by health plans and providers
 - Even when major shifts in market share are neither expected or experienced
 - Primarily because plans and providers value their reputation and;
 - CAHPS results are often actionable



CAHPS Report Design

- Reports need to be:
 - Written in plain English (or plain Spanish, etc.)
 - Use graphical presentations of data that make it very easy to identify high and low performers
 - As short as possible (actually, even shorter than that)
 - Reports can be “layered” so those who want more detail can get it without scaring off those who don’t
 - Attractive and “clean” in design (no gimmicks)
 - Easy to navigate



Resources for Report Design

- Designing an effective report
 - There is evidence about what works and what does not – use it whenever possible!
 - Use Talking Quality
 - Use Writing and Designing Print Materials for Beneficiaries: A Guide for State Medicaid Agencies, by Jeanne McGee
 - Get key publications that synthesize CAHPS and other important reporting research, such as
 - Kanouse et al., “Reporting on health care quality: a guide to the galaxy”
 - Shaller et al., “Consumers and quality driven health care: A Call to Action”
 - California Health Care Foundation White Paper by Shaller et al.: “Consumers in Health Care: The Burden of Choice”



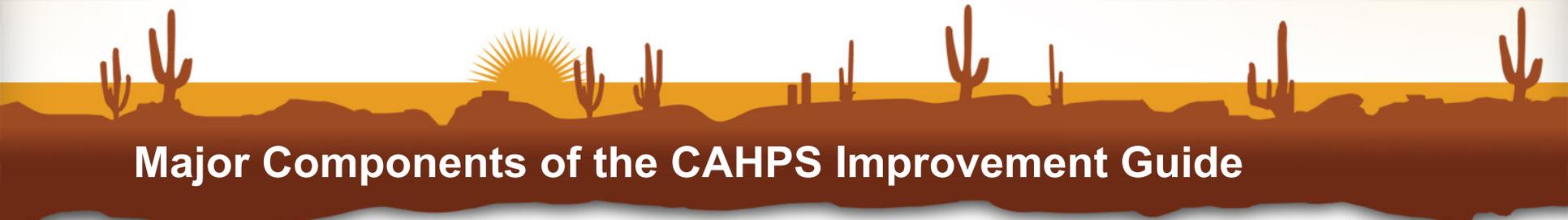
Using CAHPS for Quality Improvement

- Results can be used to guide quality improvement
- Online CAHPS Improvement Guide developed specifically to assist with reports, process and tailored interventions
- Supplemental item sets can be used to enhance interpretation
- Grantee demonstrations will provide feedback to surveys and interventions



Origin of the CAHPS Improvement Guide

- Medicare CAHPS provides national data using comparable measures on selected domains of performance
- Important to provide QIOs, plans, and providers tools to help them make improvements in CAHPS scores
- Editorial Board of established experts, input from key users



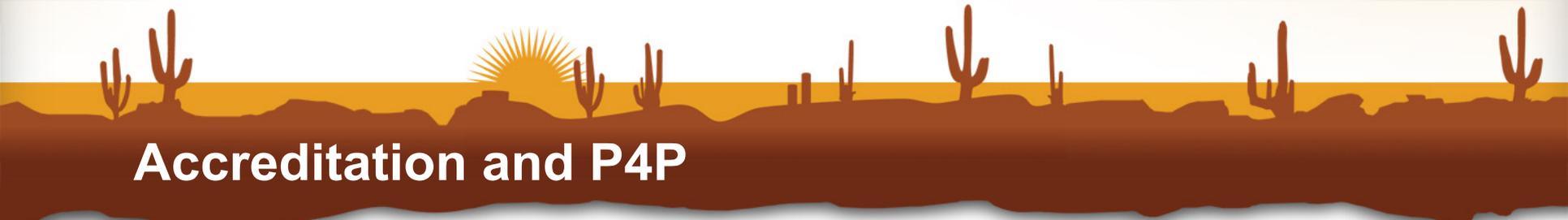
Major Components of the CAHPS Improvement Guide

- [Are You Ready to Improve?](#) – An overview of five behaviors common to health care organizations that have been effective in improving their CAHPS-related performance.
- [Analysis of CAHPS Results](#) – A discussion of various approaches to analyzing data from CAHPS surveys in order to identify opportunities to improve and priorities.
- [Quality Improvement Steps](#) – A walk through the basic steps of a CAHPS-related quality improvement process.
- [Improvement Interventions](#) – Descriptions of interventions that health care organizations can implement in order to help improve consumers' and patients' experiences with care.
- [Resources](#) – Quick access to lists of published studies, Web sites, books, and other resources that address the various issues discussed in the guide.



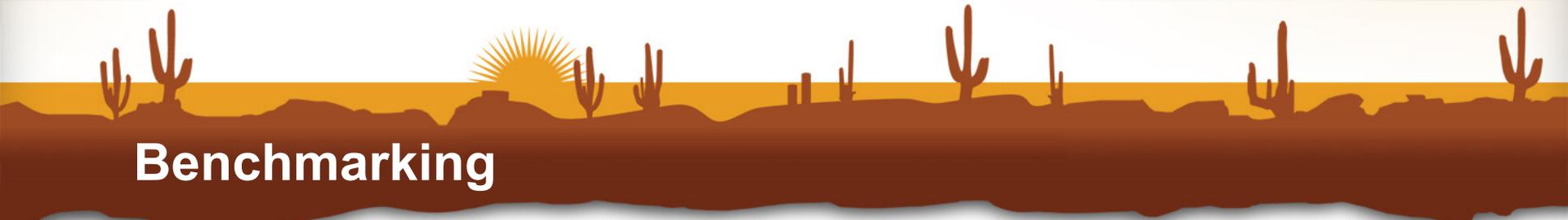
Improvement Guide Strategies

- Over 2 dozen strategies mapped to CAHPS core questions
- Apply to plan, medical group, or both
- Each strategy includes:
 - Problem description
 - The intervention and its benefits
 - Examples of implementation
 - Key resources



Accreditation and P4P

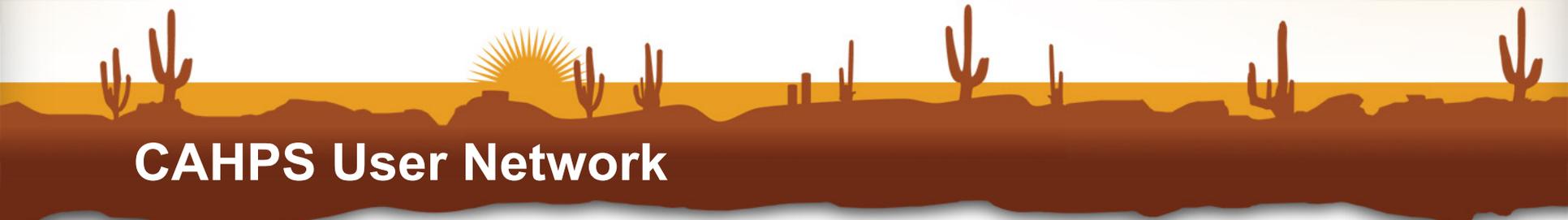
- NCQA's HEDIS Health Plan accreditation requires health plans to use CAHPS 4.0 and rewards physician level measurement
- CMS' pay-for-reporting for hospitals to receive annual payment update
- Massachusetts BCBS P4P with Partner's (PCHI) based on MHQP data



Benchmarking

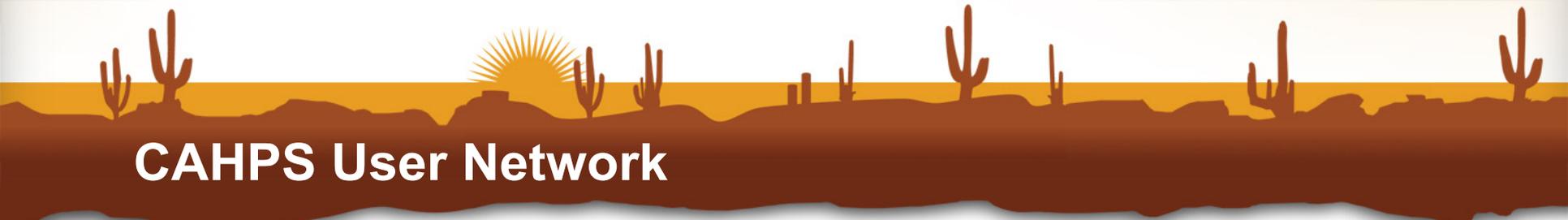
National CAHPS Benchmarking Database

- A voluntary program
- Provides free sponsor reports with benchmarks
- Produces Annual Chartbooks
- Works closely with survey vendors to add value not replace their services
- Provides consulting services for interpretation



CAHPS User Network

- Principal source of:
 - CAHPS survey products
 - Information about CAHPS-related products and services
 - Technical assistance for survey users
 - Networking opportunities for users and researchers
- Funded by the U.S. Agency for Healthcare Research and Quality (AHRQ)
- Administered by Westat



CAHPS User Network

Through the CAHPS User Network, users of CAHPS survey products and results have access to:

- CAHPS Website
 - Free CAHPS Survey & Reporting Kits
 - Current information about CAHPS products
 - Free resources to support survey implementation, public reporting, and use of CAHPS surveys to improve quality
- Educational conferences and webcasts
- One-on-one technical assistance

CAHPS Website: www.cahps.ahrq.gov

United States Department of Health & Human Services

AHRQ Agency for Healthcare Research and Quality

Advancing Excellence in Health Care www.ahrq.gov

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cahps®
Surveys and Tools
To Advance Patient-Centered Care

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** program is a public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

Health care organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

- Assess the patient-centeredness of care;
- Compare and report on performance; and
- Improve quality of care.

To learn more, go to [CAHPS Overview](#).

National CAHPS Benchmarking Database

The CAHPS Database is the national repository for data from CAHPS surveys. It includes 8 years of data from the Health Plan Survey as well as the first submissions of data from the new Hospital Survey.

- NEW:** Information on 2006 [Health Plan Survey data submission](#)
- [2005 Health Plan Survey Chartbook](#) (PDF; 396 KB; [PDF Help](#))
- Current issue of [CAHPS® Database News](#) (PDF, 57KB; [PDF Help](#))

The CAHPS Connection

The **CAHPS Connection** is an occasional bulletin designed to keep members of the CAHPS User Network informed about CAHPS products and services. Go to the [CAHPS Connection Archives](#).

Search CAHPS

CAHPS EVENTS

[Register Now: CAHPS User Group Meeting](#) – March 29-31, 2006 – Baltimore, Maryland

[September 2005 Webcast: CAHPS in the States: Collaboration and Innovation to Maximize Public Resources](#)

[April 2005 Webcast: Improving Patient Care: How Medical Practices Are Using New CAHPS Surveys for Ambulatory Settings](#)

[Other Events: Schedule and Materials](#)

CAHPS NEWS

February 2006: [AHRQ Releases 2005 National Healthcare Quality And Disparities Reports](#)

February 2006: [New Research Highlights Feasibility of Measuring Patients' Experiences with](#)



CAHPS Educational Events

- User Group Meetings
 - April 19-21, 2010
 - Hyatt Regency Baltimore on the Inner Harbor
- 2009 Webcasts:
 - Quality Improvement – February 2009
 - Talking Quality Launch – Late Summer 2009
 - Supplemental Item Sets – Fall 2009



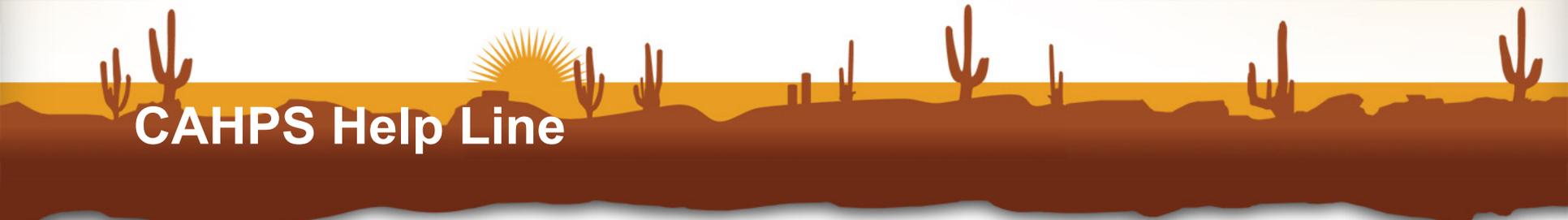
Communication with CAHPS Community

The CAHPS Connection

- An occasional bulletin designed to keep members of the CAHPS User Network informed about CAHPS products and services
- Available on the CAHPS Web site
- Email announcements of new issues

CAHPS User Network Consumer Survey

- Web-based survey of CAHPS users to evaluate the services provided by the CAHPS User Network
- Conducted bi-annually



CAHPS Help Line

Free, one-on-one technical assistance for a wide range of topics, including:

- **Current status and availability of CAHPS surveys and resources**
- **Challenges associated with consumer surveys (budgeting, collecting enough responses, etc.)**
- **Translation guidelines**
- **Specific composite measures and item sets (e.g., items for children with chronic conditions)**
- **Statistical programs provided for analysis of survey result**
- **Assistance with the Web Site (locating documents, problems with downloads, etc.)**

Email: cahps1@ahrq.gov

Phone: 800-492-9261