



CAHPS Clinician & Group Track

Ambulatory Care Survey Updates

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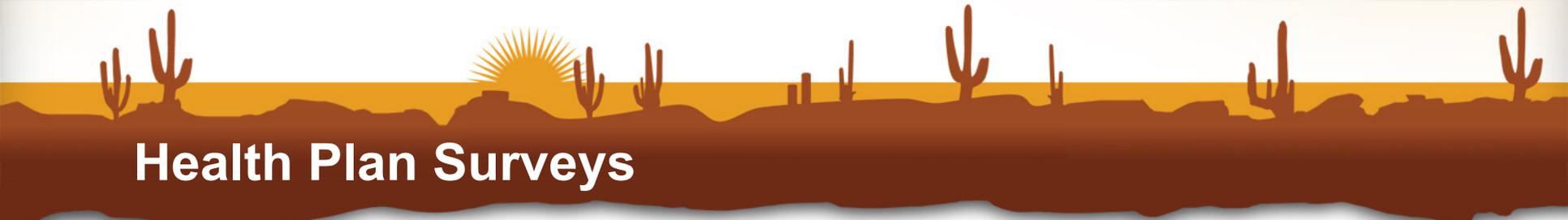
The CAHPS Family of Surveys

- Family of surveys: comprehensive and evolving
- Consumers and patients evaluate their experiences with health care



CAHPS surveys ask about experiences with...

- Health plans
- Medical groups and clinicians
- Hospitals
- Behavioral health services
- Nursing homes
- Dialysis facilities



Health Plan Surveys

- No changes to the Adult survey content
- HEDIS Item Set added to the Child surveys to correspond to NCQA's release of the Child Survey 4.0H
- Transition all users to 4.0 version
- New formatting



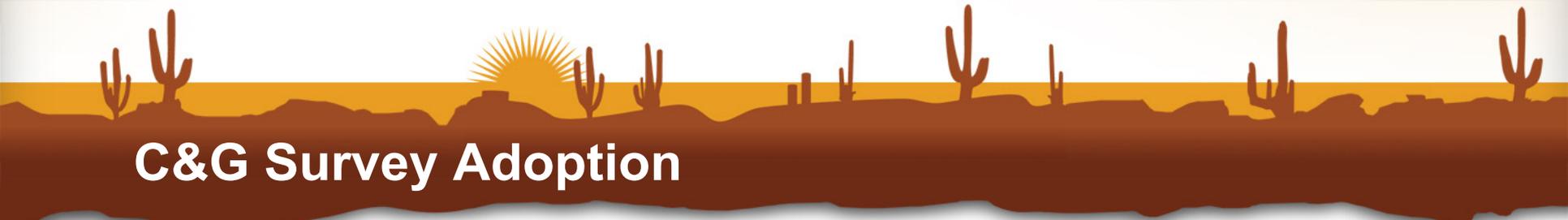
Clinician & Group (C&G) Surveys

Newly released:

- Updated Survey and Reporting Kits
- Child Primary Care 2.0 (beta)

In development:

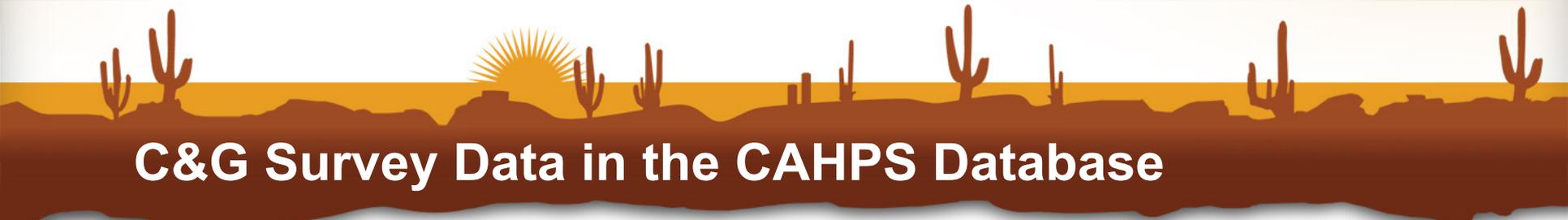
- Visit-specific Primary Care instrument
- Health Information Technology Item Set
- Health Literacy Item Set
- Cultural Competency Item Set



C&G Survey Adoption

Several types of implementation models

- Regional collaboratives:
 - Mass Health Quality Partners
 - Minnesota Community Measurement
- Health Plans
- Medical specialties and other provider groups
 - Quality improvement (ABIM, others)
 - Maintenance-of-certification (ABMS, ACS)



C&G Survey Data in the CAHPS 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
- Working on data submission specifications for release in early 2009:
 - Patient-level data files for multiple versions
 - Practice-level characteristics for summary comparisons