



Patient Experience

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April 2010

Track: Reporting CAHPS Survey Results to Consumers
Session: Reporting Results of the CAHPS Clinician & Group Survey: Experiences in Three Markets
Date & Time: April 21, 2010, 9:30 am
Track Number: CAHPS T4 – S2



Consumer
Checkbook

Denver

Kansas City

Memphis







103,537



41%





A project of the Greater Kansas City
Quality Improvement Consortium and
the Robert Wood Johnson Foundation's
Aligning Forces for Quality initiative



What Patients Say About Their Doctors

From survey by:



www.qualityhealthtogether.org

Questions?

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Technical

- Modified CAPHS was used
- Physicians included were Primary Care only in Kansas City—other sites added Specialist
- Survey was mailed twice first in Nov 2008 and then six weeks later. Provided a pre-paid envelop to return

- Patients could also use personal ID code provided to complete online survey (9% completed online)
- Health Plans provided a list of physicians and patients that had at least one documented visit in a one-year period November 1, 2007 to October 2008

- A minimum of 113 patients were required up to 150 were surveyed. Average number was 144
- 713 physicians were included in the survey in Kansas City. A total of 10,537 patients surveyed in KC. With 41% return rate in KC (42.5 and 31.1 return rate for Denver and Memphis)

- A case-mix adjustment was made for each questions that took into account self-reported health status, age, and education
- Composites questions overall got appointments and care when needed, overall doctor communicated well and overall office staff were helpful and courteous
- Publicly reported on 670 physicians