Using CAHPS® Benchmarking Data for Health Plan Quality Improvement

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Reports Leader, Yale CAHPS III Team

Presentation Topics

- **CAHPS Database Overview**
- **Preview of New Online Reporting System**
- **Snapshot of *The CAHPS® Improvement Guide***
- **Additional CAHPS Resources for Quality Improvement**

CAHPS Database

- **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**

CAHPS Database Components

- **CAHPS Health Plan Survey Database**

- **CAHPS Hospital Survey Database**

- **CAHPS Clinician & Group Survey Database**

CAHPS Database Products

- **Annual Chartbooks**

- **Customized Sponsor Reports**

- **Research Files**

- **Support to AHRQ's National Healthcare Quality and Disparities Reports**

- **Special Analyses and Reports**

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cahps® The CAHPS Benchmarking Database
Comparative Data

Comparative Data

Welcome to the CAHPS Database Interactive Reporting Tool. The National CAHPS Benchmarking Database is the national repository for data from the CAHPS Health Plan survey, the CAHPS Hospital survey, and the CAHPS Clinician & Group Survey. All sponsors of CAHPS surveys that are administered independently according to CAHPS survey specifications are welcome to participate in the CAHPS Database. In return for submitting data, survey sponsors may compare their own results to national benchmarks.

This Interactive Tool allows users to review results:

Frequencies: View frequencies for individual survey questions. Run one-way and two-way frequencies.

Benchmarks: View bar charts showing the distribution of survey results for each of the survey composites, ratings and question items.

Trending: Compare results for a composite, individual item or overall rating for the two most recent years of data from the CAHPS Database.

Report Builder: Select the documentation and results you would like to include in your custom report download. Save frequency or benchmark results you have run during your session and download with your custom report.

Resources: Additional information for each of the 3 CAHPS survey components such as documentation on the CAHPS methodology, CAHPS questionnaires, definitions of composites, regions etc.

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The CAHPS Benchmarking Database
Health Plans

Select Year: 2008 ▾ [Go]
Select Survey: Adult Commercial 4.0 ▾ [Go]

About Health Plans | **Frequencies** | Benchmark | Trending | Chartbook | Report Builder

Overview | Frequency Analysis
Select Overview to return to the Frequencies page.

2008 Adult Commercial 4.0 One-way Frequency

Check the boxes next to the question(s) for which you would like to view results.

Step 1: Select one or more questions
⊟ **Getting Needed Care Composite**

  ☐ **Q23** How easy was to get appointments with specialists

  ☑ **Q27** Got necessary care, tests, or treatment through health plan

⊞ **Getting Care Quickly Composite**
⊞ **How Well Doctors Communicate Composite**
⊞ **Health Plan Information and Customer Service Composite**
⊞ **Overall Ratings**
⊞ **All Other Questions**

[**View a one-way frequency**] -Or- [**Continue on to a two-way frequency**]

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Health Plans

Select Year: 2008 ▼ [Go]

Select Survey: Adult Medicaid 4.0 ▼ [Go]

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Overview | Frequency Analysis

Select Overview to return to the Frequencies page or select Frequency Analysis to display custom one-way and two-way frequency results.

⬛ Export | ➕ Add to my report >>

Results can be exported to Microsoft Excel by choosing Export, or saved as a custom report page by selecting Add to my report. Each set of results you save by selecting Add to my report, will be shown as part of the results available to you in the Report Builder section. Please note that these results are saved only during your current session.

2008 Adult Medicaid 4.0

Q27 Got necessary care, tests, or treatment through health plan
By
Q36 Rate overall health

Frequency (n) Row Percent		Q27				Sample Total
		NEVER	**SOMETIMES**	**USUALLY**	**ALWAYS**	
Q36	**EXCELLENT**	122 5.1%	267 11.1%	417 17.3%	1,605 66.6%	2,411
	VERY GOOD	248 4.4%	767 13.7%	1,585 28.2%	3,013 53.7%	5,613
	GOOD	446 4.9%	1,524 16.9%	2,727 30.2%	4,323 47.9%	9,020
	FAIR	552 7.1%	1,442 18.5%	2,197 28.2%	3,591 46.1%	7,782
	POOR	362 10.1%	788 21.9%	899 25.0%	1,548 43.0%	3,597

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Select Year: 2008 ▼ Go

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Overview | Results
Select Overview to return to the Benchmarks page or select Results to view benchmark results.

⊞ View in tables | 🗷 Export | ➕ Add to my report >>

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2008 Adult Medicaid 4.0

Getting Needed Care Composite Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.

- Q23 analysis
- Q27 analysis
- All related items

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Health Plans

Select Year: 2008 ∨ [Go]

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Overview | Results

Select Overview to return to the Benchmarks page or select Results to view benchmark results.

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2008 Adult Medicaid 4.0

Getting Needed Care Composite Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.

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Getting Needed Care Composite Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.

- Q23 analysis
- Q27 analysis
- All related items

	Never + Sometimes	Usually	Always		
	33%	33%	33%		

↑ = Above the mean value of all sponsor or plan means (p < 0.05)

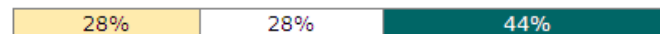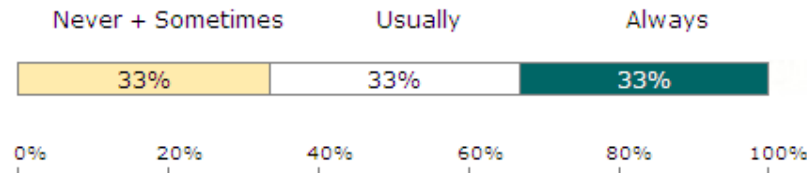↓ = Below the mean value of all sponsor or plan means (p < 0.05)

National
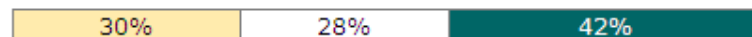2008 National Distribution (n=35,518) — 24% / 28% / 48%

Region
2008 NORTHEAST (n=11,725) — 24% / 29% / 47%

Product Type
2008 HMO/POS/PPO (n=34,838) — 24% / 28% / 48%

Sponsor
2008 Westat Group (n=2,226) — 22% / 27% / 51% ↑

Plan
30% 28% 42%	2008 Plan A	(n=184)	
21% 32% 47%	2008 Plan G	(n=303)	
16% 25% 59%	2008 Plan H	(n=272)	↑
21% 28% 51%	2008 Plan C	(n=398)	↑
21% 25% 54%	2008 Plan D	(n=227)	↑
23% 28% 49%	2008 Plan E	(n=256)	
26% 26% 48%	2008 Plan B	(n=267)	
22% 25% 53%	2008 Plan F	(n=319)	↑

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🔳 View in tables | ↘ Export | ➕ Add to my report >>

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Adult Medicaid 4.0

Q27 Got necessary care, tests, or treatment through health plan

| Never + Sometimes | Usually | Always |

| 33% | 33% | 33% |

0%   20%   40%   60%   80%   100%

↑ = Above the mean value of all sponsor or plan means (p < 0.05)

↓ = Below the mean value of all sponsor or plan means (p < 0.05)

National

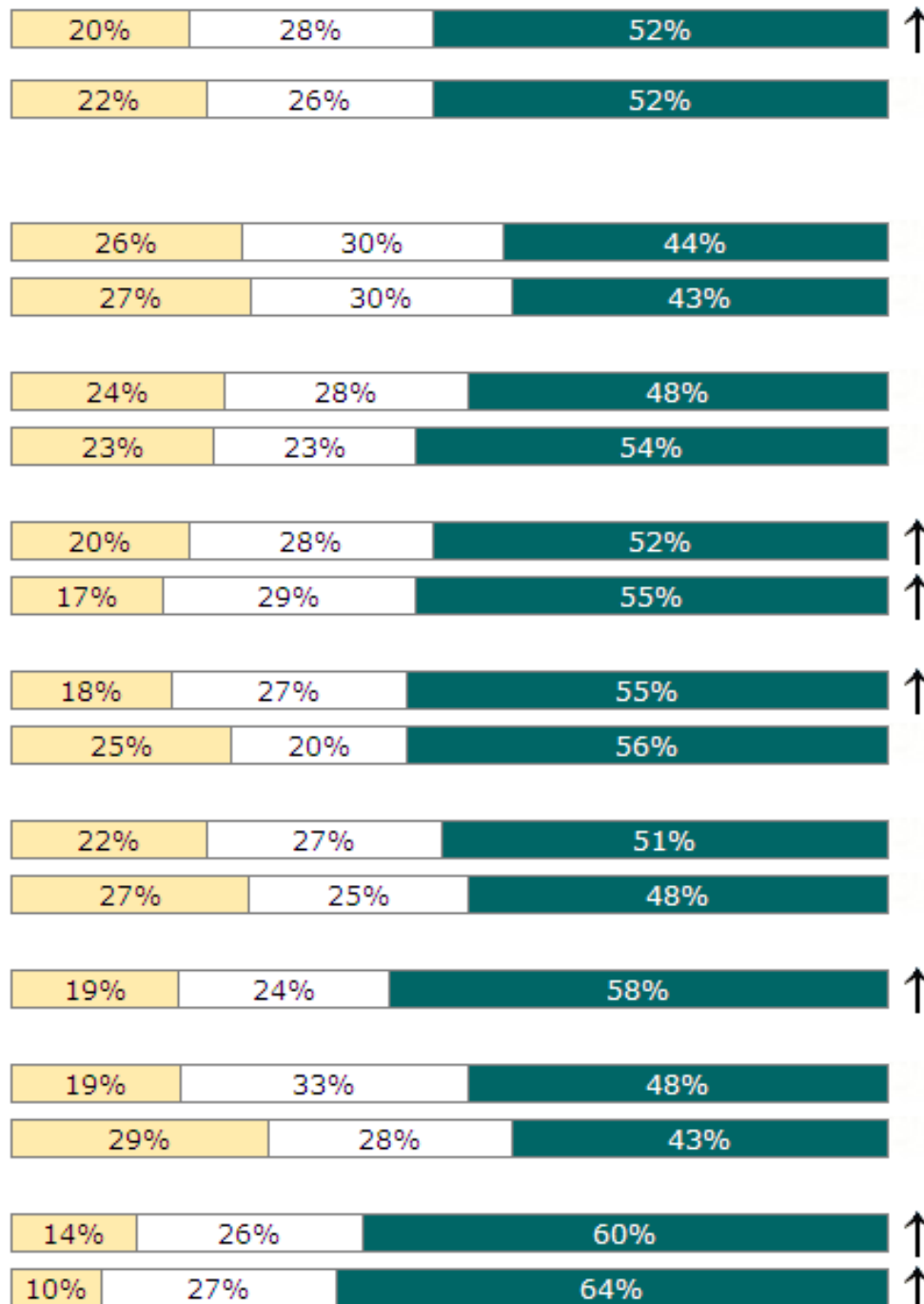| 22% | 28% | 50% |

2008 National Distribution (n=30,466)

| 25% | 27% | 48% |

2007 National Distribution (n=22,221)

Region

| 21% | 29% | 50% | ↑

2008 NORTHEAST (n=9,931)

| 20% | 27% | 53% | ↑

2007 NORTHEAST (n=3,670)

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Sponsor

	Yellow	White	Teal	
2008 Westat Group (n=1,895)	20%	28%	52%	↑
2007 Westat Group (n=1,568)	22%	26%	52%	

Plan

	Yellow	White	Teal	
2008 Plan A (n=156)	26%	30%	44%	
2007 Plan A (n=171)	27%	30%	43%	
2008 Plan B (n=222)	24%	28%	48%	
2007 Plan B (n=155)	23%	23%	54%	
2008 Plan C (n=345)	20%	28%	52%	↑
2007 Plan C (n=328)	17%	29%	55%	↑
2008 Plan D (n=184)	18%	27%	55%	↑
2007 Plan D (n=227)	25%	20%	56%	
2008 Plan E (n=210)	22%	27%	51%	
2007 Plan E (n=183)	27%	25%	48%	
2008 Plan F (n=281)	19%	24%	58%	↑
2008 Plan G (n=260)	19%	33%	48%	
2007 Plan G (n=308)	29%	28%	43%	
2008 Plan H (n=237)	14%	26%	60%	↑
2007 Plan H (n=196)	10%	27%	64%	↑

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2008 Adult Medicaid 4.0 Report Builder

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Select the documents you would like to include in your report:

- To **download several documents**, check the boxes for one or more documents and select the "Download Selected Files" button at the bottom of this page.

You may need to disable any pop-up blocking software for this site.

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Select one or more documents

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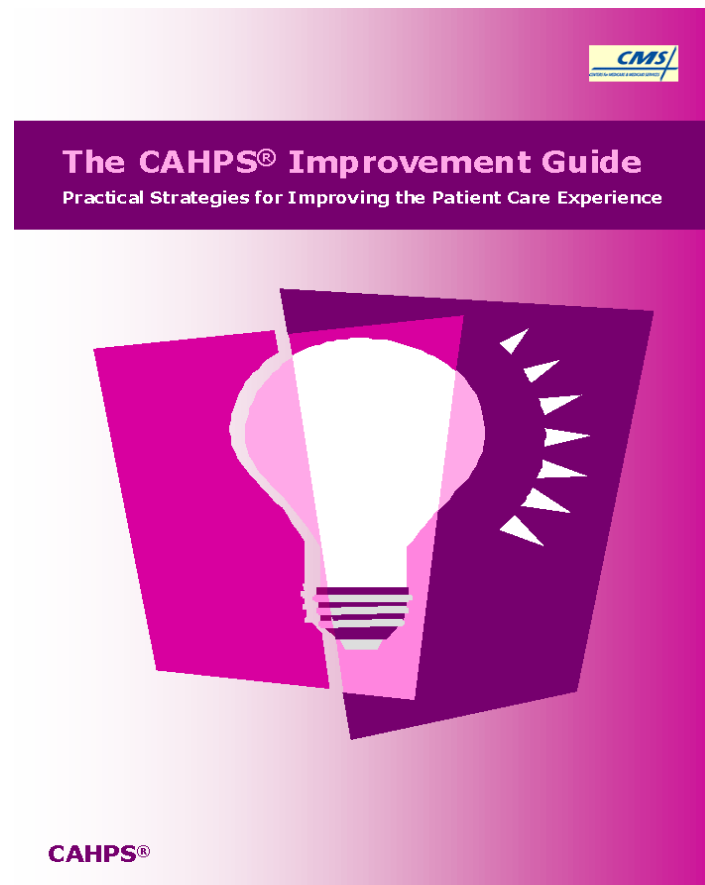# April 2009 Webcast: Public Launch and Demonstration

- **Public launch of CAHPS Database Online Reporting System:**
  - April 22 and 23, 2009
  - 2:00 – 3:30 pm ET
- **Register at:**
  - **www.cahps.ahrq.gov**
- **Contact the CAHPS Database at:**
  - E-mail: **ncbd1@ahrq.gov**
  - Toll-free number: 888-808-7108

The CAHPS® Improvement Guide

- **A resource for health plans and medical groups seeking to improve their performance in domains measured by CAHPS surveys**

- **Formerly in PDF format**

- **Now online at:**

  www.cahps.ahrq.gov

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Share Your Story: How are you using this guide?

Planetree's Patient-Centered Care Improvement Guide

Presentations on Quality Improvement from the 11th National CAHPS User Group Meeting

Case Study on Improving Health Plan Customer Service

The CAHPS Improvement Guide

Practical Strategies for Improving the Patient Care Experience

The CAHPS Improvement Guide is a comprehensive resource for health care organizations seeking to improve their performance in the domains of quality measured by CAHPS surveys. The guidance presented in this guide is pertinent to a wide range of providers.

Are You Ready to Improve?

Learn about the organizational behaviors that are critical to success in improving patients' experiences with care.

Analysis of CAHPS Results

Learn how to look beyond low scores to identify the best opportunities for improvement.

Quality Improvement Steps

Learn about an effective process for implementing interventions to achieve specific performance goals.

Browse Interventions

Find strategies for improving specific aspects of patients' experience with care.

- Performance Problem - ▼ [Go]

- Survey Topic - ▼ [Go]

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The CAHPS Improvement Guide
Practical Strategies for Improving the Patient Care Experience

Internet Access for Health Information and Advice

The Problem

Many health care consumers seek information about specific complaints, conditions or diseases, drugs, nutrition, and fitness.[1] For these people, getting information quickly is a large component of "getting care quickly."

In the past, patients and their families had to depend primarily on their physicians for this kind of information. In the last decade, of course, the Internet has evolved into an amazing resource for those seeking health-related information. Studies disagree on the number of Americans using the Internet for this purpose. But there is little question that a large number of people are looking for information and advice on the Internet, and that the number is growing rapidly. According to a 2007 poll by Harris Interactive, 160 million Americans were using the Internet to find health information – an increase of 37 percent since 2005.[2] Harris Interactive estimates that 84 percent of all online adults have looked for health information online.

However, the sheer volume often makes information on the Internet overwhelming, hard to navigate, and hard to validate. A search for health information can bring up thousands of

Spotlight

Share Your Story: How are you using this guide?

Planetree's Patient-Centered Care Improvement Guide

Presentations on Quality Improvement from the 11th National CAHPS User Group Meeting

Case Study on Improving Health Plan Customer Service

Are You Ready to Improve ???

About the surveys:
- Health Plan Survey
- Clinician & Group Survey

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　Analysis of Results

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The CAHPS Improvement Guide

Practical Strategies for Improving the Patient Care Experience

Quality Improvement Steps

Analyses of CAHPS survey data can help you better understand the nature of any CAHPS-related performance problems and identify specific opportunities to improve services and care. Once you have completed these analyses, the next step is to identify and implement one or more appropriate strategies for addressing these problems.

This section offers a brief overview of the process of improving performance in a given area:

- Plan strategy:
    - Prepare for change
    - Investigate potential interventions
- Develop and test strategy
- Monitor strategy
- Reassess and respond

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Additional QI Resources

- **Case studies of QI initiatives**

- **Supplemental survey questions for quality improvement**

- **Archived Webcasts and presentations**

- **Links to related resources**

- **All on the Improving Quality page at: www.cahps.ahrq.gov**