



Surveys and Tools
To Advance Patient-Centered Care

Participating in the Clinician & Group Component of the CAHPS Database

Michael S. Hornbostel
Clinician & Group Manager
Westat

The 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**
 - 3.4 million records collected
 - 11 Annual Chartbooks (1998 – present)
- **CAHPS Hospital Survey Database**
 - .8 million records collected
 - 3 Annual Chartbooks (2006 – present)
- **CAHPS Clinician & Group Survey Database**

CAHPS Database Products



- **Online Reporting System**
- **Annual Chartbooks**
- **Customized Sponsor Reports**
- **Research Files**
- **Support to AHRQ's National Healthcare Quality and Disparities Reports**
- **Special Analyses and Reports**

CAHPS C&G Database



- **Currently developing in response to user demand**
- **Working with key organizations to provide guidance on implementation**
 - Survey vendors
 - Health plans and medical groups
 - Aligning Forces for Quality and CVE markets
 - National medical boards
- **Aim is to support all C&G versions and users through standardized data submission specifications**

Benefits of Participating

- **Free service open to all survey users on a voluntary basis**
- **Access to comparative results by survey version through Online Reporting System**
- **Support to participants provided through**
 - Data submission specifications
 - Online data submission system *more on that later*
 - Custom analysis and reports *as time and resources permit*
 - User network
 - Email and phone technical support

Online Reporting System



- **Will support all CAHPS surveys maintained by CAHPS Database**
 - CAHPS Health Plan Survey
 - CAHPS Hospital Survey
 - CAHPS C&G Survey
- **Public portal available to everyone**
 - Ability to view summary-level data only
- **Password-protected portal will be accessible only to participants who contribute data**
 - Ability to view your own results compared to selected benchmarks

Clinician & Group Comparative Data



- **C&G reporting categories:**
 - Survey type (12 month, visit-specific) and population (adult, pediatric)
 - Geographic location
 - Physician specialty
 - Size of group or practice
 - Ownership and affiliation of group or practice
- **All identities are protected unless specific authorization is granted by participant**

Online Reporting System

Public Portal Sample View



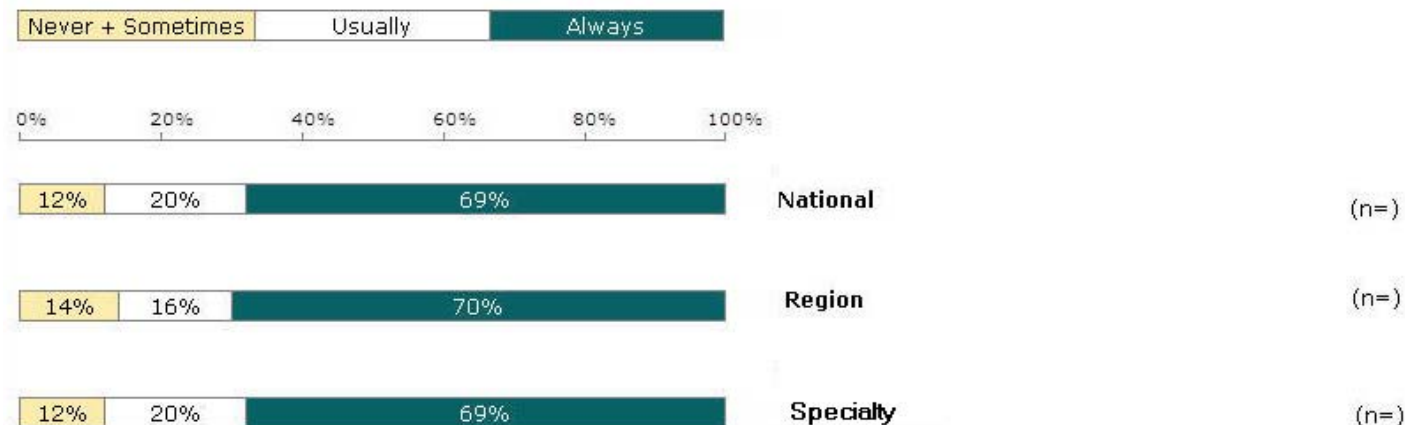
[Overview](#) | [Results](#)

[View in tables](#) | [Export](#) | [Add to My Report >>](#)

These results can be exported to Microsoft Excel® by choosing the "Export" link, or saved as a custom report page under the Report Builder section by selecting the "Add To My Report" link above. Results added to your custom report will only be available in the Report Builder section during your current session.

Clinician & Group

Getting Needed Care



Online Reporting System

Password-Protected Portal Sample View



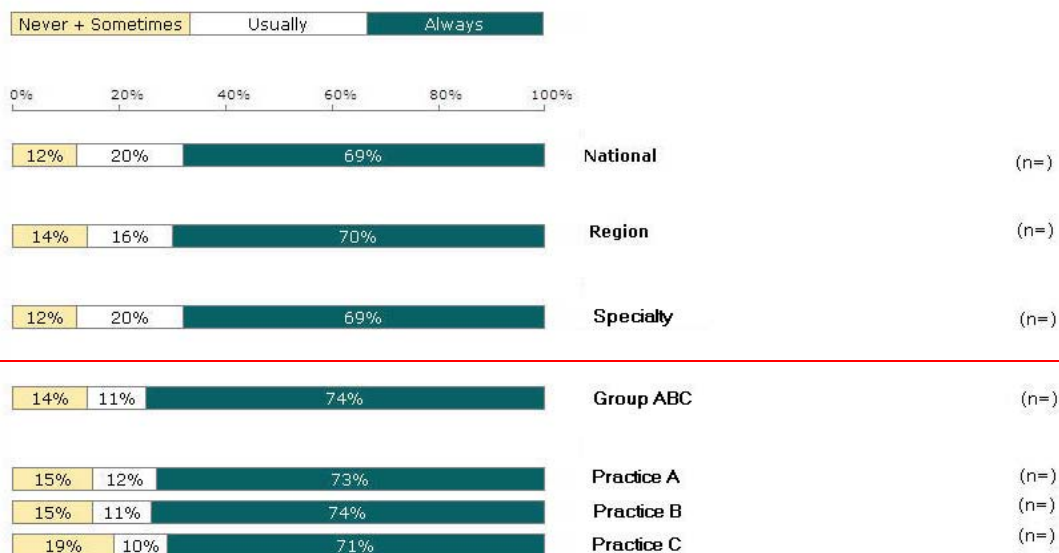
[Overview](#) | [Results](#)

[View in tables](#) | [Export](#) | [+ Add to My Report >>](#)

These results can be exported to Microsoft Excel® by choosing the "Export" link, or saved as a custom report page under the Report Builder section by selecting the "Add To My Report" link above. Results added to your custom report will only be available in the Report Builder section during your current session.

Clinician & Group

Getting Needed Care



Data Submission Process

- **Simple submission process**
 - Register for an account
 - Sign and fax Data Use Agreement (DUA)
 - Submit a copy of questionnaire for review
 - Upload data files for review
 - Receive final approval of submission
- **Online C&G submission system will begin testing in late July 2009**
- **Submissions accepted on a rolling basis**
- **C&G Database will be updated routinely and segmented by calendar year**

Next Steps

- **Visit the Online Reporting System:**
 - www.cahps.ahrq.gov
 - Select “Comparative Data” from menu
- **Contact the CAHPS Database for assistance:**
 - Free consultation for organizations who want to implement C&G
 - Data submission system questions
 - Online reporting questions
 - Custom reporting
- **Email: NCBD1@ahrq.gov**
- **Phone: 1-888-808-7108**