

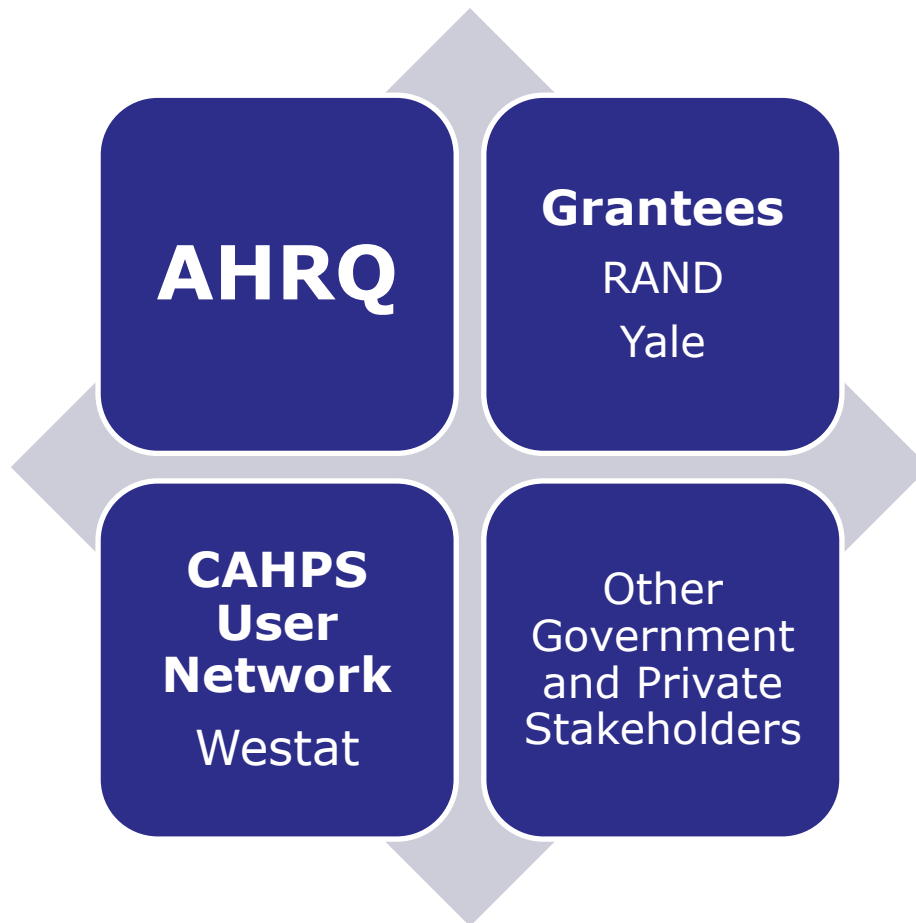


Surveys and Tools
To Advance Patient-Centered Care

The CAHPS® Clinician & Group Survey: Strategies for Community-Wide Implementation

**A Webcast Presented by
the CAHPS User Network
December 8, 2010
2:00 – 3:00 pm ET**

CAHPS Consortium



The CAHPS Family of Surveys



- **Ambulatory Care Surveys**

- ***CAHPS Clinician & Group (C&G) Survey***
- CAHPS Health Plan Survey
- CAHPS Surgical Care Survey
- ECHO® Survey
- CAHPS Dental Plan Survey
- CAHPS American Indian Survey
- CAHPS Home Health Care Survey

- **Facility Surveys**

- CAHPS Hospital Survey (HCAHPS)
- CAHPS In-Center Hemodialysis Survey
- CAHPS Nursing Home Surveys

Today's Speakers

- **Donna Marshall**, Executive Director, Colorado Business Group on Health, Denver, CO
- **Tom Schlesinger**, Executive Consultant, Gundersen Lutheran Health System, Lacrosse, WI
- **Dale Shaller**, Yale CAHPS Team; Managing Director, CAHPS Database (moderator)



Agenda for the Webcast

- **Overview of CAHPS C&G Survey and implementation strategies**
 - Dale Shaller
- **Centralized model of implementation**
 - Donna Marshall
- **Leveraged model of implementation**
 - Tom Schlesinger
- **Q&A with the audience**

To Ask a Question



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Today's Speakers



Donna
Marshall



Thomas
Schlesinger



Dale
Shaller

Event Materials



AHRQ
Agency for Healthcare Research and Quality
Advancing Excellence in Health Care www.ahrq.gov

Ask a Question

>> Submit



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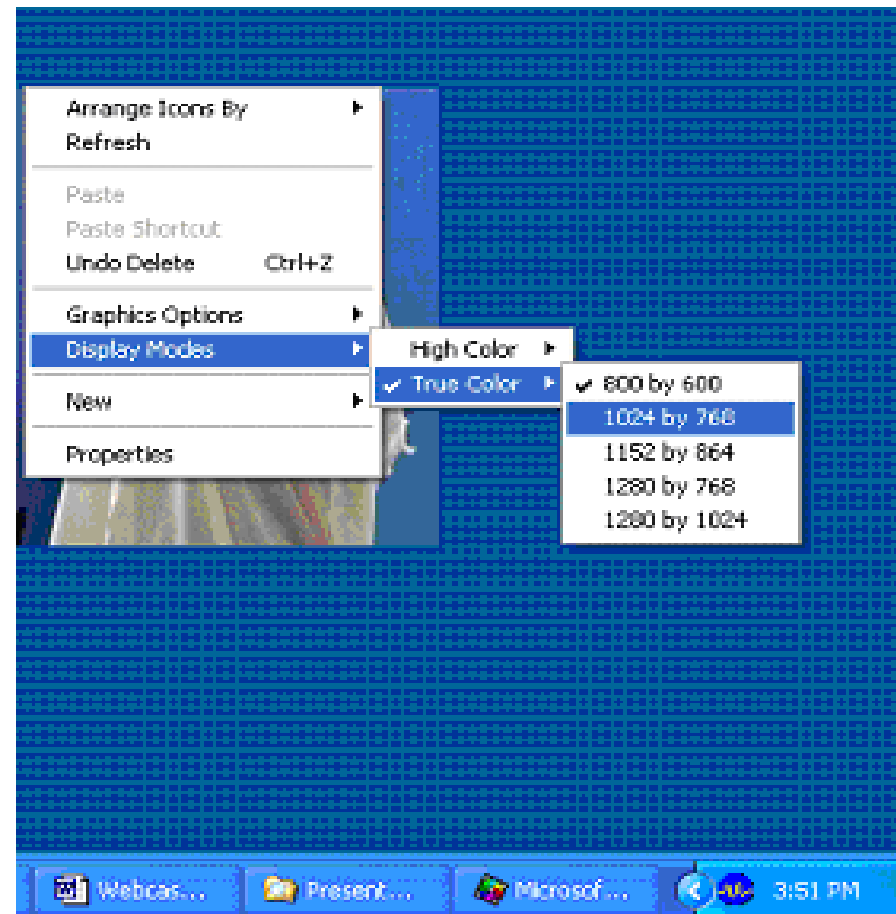
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Today's Speakers



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Marshall



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Ask a Question



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Community-Wide Implementation of the CAHPS C&G Survey



- **Growing demand for comparable CAHPS survey results across all practices in a market**
 - Public reporting
 - Pay-for-performance
 - Quality improvement
 - Medical home recognition
- **Implementation poses real challenges**
 - How will CAHPS relate to other surveys in use?
 - How will CAHPS be funded?
 - How can comparability of results be achieved?

CAHPS C&G Survey Versions



- **Last 12 months**
 - Adult primary care
 - Child primary care
 - Adult specialty care
- **Visit-based**
 - Adult primary care
- **Patient-Centered Medical Home (PCMH)**
 - Adult and child primary care
 - Chronic condition supplemental items

Current Implementation and Use



- **Regional collaboratives**
 - Aligning Forces for Quality
 - Chartered Value Exchanges
- **Health plan and medical group initiatives**
- **Department of Defense**
- **American Board of Medical Specialties**
- **Medical home evaluations**

Community-Wide Implementation: Two Basic Strategies



- **Centralized Approach**
 - Hire and fund one survey vendor to create the sample frame and collect the data
 - Examples: CHECKBOOK, MHQP, PBGH
- **Decentralized or Leveraged Approach**
 - Integrate core C&G Survey into existing surveys used by medical practices
 - Standardize protocols for sampling and data collection
 - Aggregate multiple data sets through a neutral vehicle (e.g., CAHPS Database) for reporting