



Health Program Analysis
& Evaluation Directorate

CAHPS® User Group Meeting
March 30, 2006
Baltimore, MD



LTC Dawn Erckenbrack, Ed.D., MHA, FACHE
Office of the Assistant Secretary of Defense (Health Affairs)/TMA



CAHPS Clinician & Group Survey

- The CAHPS Clinician & Group Survey provides quick, frequent, civilian benchmarked feedback on the satisfaction of beneficiaries who receive care through a DoD Medical Treatment Facility (MTF) and through a source other than a DoD MTF (purchased care).
- Allows direct longitudinal comparison of MTFs over time, as well as, comparison among MTFs and comparison of MTFs against civilian HMO benchmarks.
- Legal and Policy
 - National Defense Authorization Act for Fiscal Year 1999 (Sec. 713).
 - DoD Directives, Instructions, Health Affairs Policy



CAHPS Clinician & Group Survey

- Began 2003
- Weekly sampling; Monthly reporting
- Mail/phone/web; Data available as it comes in (12 wk field time)
- Military Healthcare System (MHS) survey uses additional questions to address specific MHS issues
- In cooperation with AHRQ for CMS
- Implement internationally



CAHPS Clinician & Group Survey

- Composition: The Clinician & Group Survey sample is a stratified random sample with 150,000 mailed surveys annually and 40,000 telephone survey contacts annually.
- The mailed survey methodology includes the ability to use a web-based response option.
- The survey is conducted in all 50 states, and in Europe, Latin America and Asia (Direct Care only)
- The survey excludes deceased beneficiaries, mental health, substance abuse, and minors receiving OB-GYN services.

4



Initial Changes & Challenges

- Consider changing from current direct and purchased care instruments that are proprietary to public domain instrument (CAHPS Clinician & Group Survey)
 - Allows for more competitive contracts
 - ↓ costs,
 - ↓ burden on beneficiaries
 - National civilian benchmarking
- **CHALLENGES**
 - Effects on Trending



Future Directions

- Complete review/assessment of Program
 - What are we doing?
 - Look at best practices, redundancy, civilian comparability
 - Why should we do it?
 - Mandated by leadership, national standards?
 - Are we meeting the needs of our other customers?
 - Where should we place our emphasis in future?
 - More information, more timely – provide flexibility
 - Quality improvement – feedback post survey
 - Cost strategies – how do we get biggest bang for our buck
 - How do we market our products in a way customers will use and understand?

Questions?

Contact information:

Dawn Erckenbrack, Ed.D., MHA, FACHE
LTC, US Army, MSC
Health Program Analysis & Evaluation
Office of the Assistant Secretary of Defense (Health Affairs)/TMA
5111 Leesburg Pike, Suite 810, Falls Church, VA 22041-3206
Work: (703) 681-3636, DSN: 761-3636, Fax: (703) 681-3682
email: dawn.erckenbrack@tma.osd.mil