

## Transitioning to the CAHPS® Hospital Survey: Brief Case Studies of Three Options

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### An Early Opportunity for Planetree Affiliates to Pilot H-CAHPS Survey

- Planetree Affiliates were invited to participate in a test-run of the H-CAHPS instrument telephone version in summer/fall 2005.
- The pilot was coordinated by Planetree in cooperation with AHRQ and the Connecticut Hospital Association, who ran a concurrent pilot in CT hospitals, using mailed version.
- Where numbers of discharges allowed, participants were asked to commit to a minimum of 100 completed calls per month for a three month period.
- Participants had a choice of using three options.

## Three Options:

- The H-CAHPS telephone survey replaces the current inpatient questionnaire
- Both the H-CAHPS Survey and the current inpatient survey are run simultaneously
- A hybrid of the two surveys is used
  - Q1-Q22: H-CAHPS questions
  - Q23-34: Planetree patient-centered questions
  - Q35-39a: H-CAHPS Demographic questions

## Sampling Guidelines:

- An electronic file of patients discharged within the last 30 days was sent, including the following data points: phone number, name, ID #, date of discharge, zip code
- Exclusions included psychiatric, peds under 18 years, no overnight stay, wish not to be contacted
- Sites choosing to continue current inpatient survey, in order to prevent surveying the same patients twice, sent file lists that didn't include duplicate names

## How was the telephone survey conducted?

- Seasoned, mature interviewers with an average of 3 years experience conducting Planetree affiliate's patient satisfaction telephone interviews.
- Telephone interviews conducted Monday through Friday in three calling shifts; 10 am to 1 pm, 2 pm to 5 pm, & 7pm to 10 pm. Whenever possible, interviews avoided during dinner hours between 5-7pm in each time zones. Optional Saturday calling hours from 10 am to 2 pm if needed.
- Interviewers closely monitored for questionnaire compliance.

## How was the data reported?

- Individual results forwarded each month within approximately 7-10 days of receipt of patient data file.
- Results displayed in report form with frequency distributions for each question.
- The H-CAHPS data cut by primary and secondary service areas and by secured and non-secured customer.

## ***What is a “Secured Customer”***

- Secured Customers are defined as those patients responding in the following way to these 3 key questions:
  - “Very Likely” to recommend the hospital to family and friends
  - “Very Satisfied” with the overall hospital stay
  - “Very Likely” to return and use the hospital in the future

## **Sample Data Table**

**Q23: If the need arose again, how likely would you be to go to this Hospital?**

		GEOGRAPHY		PATIENT STATUS	
	TOTAL	PSA	NON-PSA	SECURED	NON-SECURED
<b>Base</b>	100	74	26	69	31
<b>Very Likely</b>	88 88%	67 91% 76%	21 81% 24%	69 100% 78%	19 61% 22%
<b>Somewhat Likely</b>	10 10%	6 8% 60%	4 15% 40%	- - -	10 32% 100%
<b>Not too Likely</b>	1 1%	- - -	1 4% 100%	- - -	1 3% 100%
<b>Not at all Likely</b>	1 1%	1 1% 100%	- - -	- - -	1 3% 100%

## HOSPITAL A RESULTS: Replaced inpatient survey with the H-CAHPS Survey

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|---|---|--|
| <ul style="list-style-type: none"> <li>• ORIGINAL SURVEY</li> <li>• # per mo: 100</li> <li>• Length: 21 q's (6 open ended)</li> <li>• Time: Ave. of 10 minutes to administer</li> <li>• Call Attempts: 40% success rate on 1<sup>st</sup> call</li> <li>• Refusal Ratio: 5%; 10% of numbers are incorrect or disconnected or respondent is incapacitated</li> </ul> | <ul style="list-style-type: none"> <li>• H-CAHPS SURVEY</li> <li>• # per mo: 80%</li> <li>• Length: 28 q's</li> <li>• Time: Ave. of 8-10 minutes to administer</li> <li>• Call Attempts: 40% success rate on 1<sup>st</sup> call</li> <li>• Refusal: no change</li> </ul> | <ul style="list-style-type: none"> <li>• H-CAHPS SURVEY /SPANISH</li> <li>• # per mo: 20%</li> <li>• Length: 28 q's</li> <li>• Time: Ave. of 10-14 minutes to administer</li> <li>• Call Attempts: each call requires a bilingual follow-up</li> <li>• Refusal Ratio: always higher</li> </ul> |
|---|---|--|

## HOSPITAL A: Issues and Challenges

- The lower the satisfaction level, the longer the survey call.
- When encountering a Spanish only respondent, callbacks are scheduled with a bilingual interviewer. 10% of respondents who speak English are linguistically challenged and have difficulty comprehending all the questions asked in English. Some of those interviews are re-scheduled with a bilingual interviewer. **The current H-CAHPS guidelines prohibit scheduled calls.**
- Many Hispanic households are also initially suspicious when called due to immigration or billing issues which in some cases leads to a refusal, not available or wrong # response.
- Call Attempts: 40% reached on first call (higher in evening, lower during the day) Ex. 1: Goal: 100 completes-200 names on list, 80 completes on first call attempt, 20 completes on second call Ex. 2: Goal: 100 completes-150 names on list, 60 on first call attempt, 28 on second call, 12 on 3<sup>rd</sup> call.



## **HOSPITAL B RESULTS: Ran current inpatient survey simultaneously with the H-CAHPS Survey**

- **CURRENT SURVEY**
- Length: 49 questions (8 open ended)
- Mailed survey
- Return Rate: 30-35%
- **H-CAHPS SURVEY**
- Length: 28 questions
- Time: Ave. of 8-10 minutes to administer
- Completion Rate: 40% on first call attempt
- Refusal Ratio: 5% & 10% of numbers are incorrect or disconnected or respondent is incapacitated

## **HOSPITAL C: Issues and Challenges**

- Expanded version runs 10-12 minutes in length; interviewers will speed up questions for impatient respondents and complete in 8-9 minutes
- 30% of respondents get impatient or ask to “speed up the interview”
- Open probe questions sometimes result in lengthy interviews of 15 minutes or more, especially if hearing impaired or elderly
- Biggest challenges: deciding which questions to keep from original survey, avoiding duplication between H-CAHPS items and original survey questions, and the way the overall satisfaction question is scored

## HOSPITAL C RESULTS: Replaced inpatient survey with H-CAHPS Survey hybrid

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|--|---|
| <ul style="list-style-type: none"><li>• ORIGINAL SURVEY</li><li>• Length: 21 questions (6 open-ended)</li><li>• Time: Ave. of 10 minutes to administer</li><li>• Call Attempts: 40% success rate on 1<sup>st</sup> call</li><li>• Refusal Ratio: 5%; 10% of numbers are incorrect or disconnected or respondent is incapacitated</li></ul> | <ul style="list-style-type: none"><li>• H-CAHPS SURVEY HYBRID</li><li>• Length: 39 questions (5 open-ended questions)</li><li>• Time: Ave. of 10-12 minutes to administer</li><li>• Call Attempts: No change</li><li>• Refusal Ratio: No change</li></ul> |
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## GENERAL CONCERNS

- Delay in calling patients due to access to discharge data issues (up to one week delay)
- Respondents do not like the “race” question
  - One third of respondents react negatively to this question:  
“What kind of a question is that to ask?” “None of your business” “What does this have to do with the survey?”
- The mandatory introduction is too long

**QUESTIONS?**

