



A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting




**Session: CAHPS Nursing Home Survey
for Families & AHRQ's Assisted Living
Initiative**

CAHPS Family Nursing Home Survey

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**Why Develop a Nursing Home
CAHPS for Family Members of
Residents?**



- **CMS interested in family members as**
 - (a) customer/decision maker, and
 - (b) though not a proxy, may be only representative for many long stay residents who are not able to respond to resident survey

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Family Nursing Home CAHPS



- In 2003, CMS requested that AHRQ start work on a family survey to supplement and enhance the information obtained from the resident survey
- A literature review was conducted in late 2003 that included information on surveys currently administered to family members
- A Federal Register notice call for measures was published May 1, 2004 and closed August 5, 2004

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Family Nursing Home CAHPS Survey Development



- NH CAHPS instrument team held first in person meeting in early October 2004 to cull items, determine critical topics within domains
- Created draft version for cognitive testing and cognitive testing protocol in late March 2005
- Cognitive testing conducted from May –July 2005
- Cognitive testing results summarized, August 2005
- Revisions to draft made in accordance with cognitive testing results, September-November 2005
- Draft discussed at TEP November 2005
- Revisions to draft made based on TEP feedback January-March 2006

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Family Nursing Home CAHPS Survey Development – Next Steps



- Prepare for second round of cognitive testing—identify questions, create protocol, recruit target subject population
- Conduct cognitive testing April-June 2006
- Summarize findings and revise draft survey in accordance with findings, June-July 2006
- Design field test, including sampling strategy and data collection methods, recruitment of testing sites, etc., winter/spring 2006

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Building on framework of established CAHPS survey conventions



- Write a survey consisting on items for which the respondent is the best or only source of information
- Ask respondents to report on actual experiences
- Include topics that stakeholders have identified as being important.

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For the NHCAHPS- Family Instrument

1. Ask about what a Family Member knows
2. Ask questions about the Respondent's **own experiences** (not resident's experiences, not experience of other family members)
3. Realize this is a **complement** to Resident NHCAHPS, not a replica of it

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Original Domains

- Staffing
- Psycho-social
- Care Process
- Services
- Activities
- Food
- Environment
- Communication
- Safety
- Administration

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Examples of Obvious Proxy Questions



- **Staffing:** Is there enough staff on weekends
- **Psycho-social:** Staff really cares about resident
- **Care Process:** Staff treats Resident gently
- **Activities:** Rate Resident's enjoyment of activities
- **Food:** Rate Resident's enjoyment of food

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Ways to ask about what Respondent knows



Ask about what has R has seen or experienced

- **Staffing:** When you visit, do you see the same staff care for the Resident?
- **Psycho-social:** Does staff treat you with respect?
- **Care Process:** Do you see staff treat the Resident gently
- **Activities:** Do you participate in activities with Resident?
- **Environment:** When you visit, is the area around room quiet?

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Can we make it “observable”



Hidden Proxy Questions

or.....

The lure of adding “when you
visited” and “did you see”

Example: How often did you see the nursing home staff
try to be gentle with your family member when
they provided help or care?

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Problems with Hidden Proxies



- Often R did not experience what the question is asking about
- R sometimes relies on “feelings”
- R answers about what Resident told them

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How do we know which questions work?



- Question experts
- Nursing Home experts
- Testing of questions

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In-Depth (Cognitive) Interviews



- R completes survey
- Researcher uses verbal probes to investigate...
 - What R was thinking about?
 - How did R decide on answer?
 - How did R understand certain words and phrases
- Round 1
 - 27 interviews in 3 states
 - Family members of long-term, discharged, and deceased residents

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1. Elimination of Questions



- **Proxy Questions**
 - How would you rate the food?
 - Does the Resident have enough to do in the facility?
- **Hidden Proxy Questions**
 - When you visited, how often did you see the nursing home staff tell your family member what to expect as they provided help or care?
 - How often did you see the nursing home staff help your family member when needed?

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2. Modification of Questions



- **from Hidden Proxy to Observable**
 - Original: How often does the resident have enough privacy?
 - Test 1: When you visited, how often did you see the nursing home staff try to protect your family member's modesty when delivering help or care?
 - Test 2: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's modesty?

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2. Modification of Questions



- **from “R is Not Best Informer” to Observable**

- Concept: Enough staff
- Original: Is there enough staff to take care of Resident’s needs?

KEEP CONCEPT-CHANGE FOCUS

- Test 1: Did you have to help your family member with LIST OF ACTIVITIES because the nursing home staff either didn’t do it or they made him or her wait too long?
- Test 2: Did you help your family member with LIST OF ACTIVITIES? (IF YES: Was it because the nurses or aides either didn’t help or made him or her wait too long?)

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Other Overall Findings that led to changes for 2nd Round



- Need separate instruments for current and discharged residents
- Emphasize **self** reports by adding additional instructions
- Simplify time frame to ask about “the last 6 months”
- Some phrases (such as “homelike,” “nursing home staff,” “power of attorney”) are not universally understood
- Use the phrase “nurses and aides”
- Phrase “Management” not understood so we added a separate section on interaction with Administrator

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Current Domains



- **About the resident** (relationship, how often visited)
- **Communication** (get information)
- **About Staff Behavior** (treating family member kindly, checking on them , helping with dressing, etc.)
- **About the Nursing Home** (cleanliness of room, laundry services)
- **About Care of Your Family Member** (how nh provides care—protect privacy, encourage independence)
- **Overall Ratings** (availability of nurses and nurse aides, management)
- **About Your Role** (legal guardian, pay bills)
- **About You** (demographics of respondent)

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NH CAHPS Family Field Test



When?

Summer / Fall 2006

Why?

1. **Test Survey Operations**
2. **Identify a Subset of Questions that are best to Measure Quality**

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Requirements to Test Survey Operations



Survey Operations must be tested under conditions that mimic future use, so...

Need to answer the question: Who will field this survey in the future? And choose:

- **NHs similar to those that will administer survey in the future**
- **Respondents similar to those that will answer survey in the future**
- **Operations that can be practicably implemented by future users**

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Requirements to Identify Subset of Questions that Precisely Measure Quality



- **NHs that DIFFER in quality according to other measures**
- **Several (3+) NHs at 2+ levels of quality**
- **NHs that will provide contact information for potential respondents**
- **Potential to collect 30+ respondents per NH**

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Next Steps After Field Test



- **Analyze results and revise draft survey, fall/winter 2006**
- **AHRQ Field Test Report to CMS with revised survey and protocol recommendations— early 2007**
- **Release survey to public domain after conducting internal review**

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