

Background: Why Study Physician-Patient Discussions of Hospital Quality?

David J. Miranda, Ph.D.
CAHPS User Group Meeting
March 31, 2006

History 2000-2001

- CMS (HCFA at the time) developed clinical measures with JCAHO and state of Rhode Island as that state prepared for hospital quality public reporting
- CMS contractor, BearingPoint, conducted expert interviews and focus groups with physicians and consumers on concept of public reports of hospital quality

Findings

- ▣ Physicians think of referring to a specialist, not a hospital; referral patterns & hospital privileges are long-standing, hard to change
- ▣ Physicians have specific concerns about public quality reports (source of data, use of data, risk adjustment, physician involvement in development of measures)
- ▣ Consumers have specific issues (reliance on physician as mediator of hospital quality)

Conclusions

- ▣ Refer to hospital quality data as something consumers should discuss with their physician—not confront with or use on own
- ▣ Address physician concerns in consumer-oriented reports
- ▣ Study how productive discussions about hospital quality can occur between physicians and patients
- ▣ Thereby learn how to promote use of the data

Hospital Compare Encourages Patient-Physician Dialog

What can I do with the information on Hospital Compare?

Question

What can I do with the information on Hospital Compare?

Answer

Hospital Compare is designed to help patients, their families and other consumers make better healthcare decisions. Use the information in conversations with your physicians, hospital staff, and family members. For example, you can:

- Talk to your doctor and other health care providers about the quality of care at hospitals. Some hospitals have more experience or better results treating certain conditions or performing certain procedures. Ask your doctor or health care provider which hospital has the best care and results for your condition. Ask why he or she prefers to use that hospital.
- If your physician is referring you for surgery, ask how well the hospital cares for your kind of surgery, as well as about the surgeon who may work with you. Your physician will want you to be confident about all your care at the hospital.
- Talk to your doctor or health care provider about other patients' experiences with the hospital. Some hospitals also survey their patients. Try to get as much information as you are able about what other patients think of the care at the hospital.
- Look at the hospital information on this website and other quality information and talk to your doctor about any questions or concerns you have.
- Ask family or friends about their hospital experiences and share the quality information in those conversations. Look on the website for the Hospital Checklist—It can help you ask important questions.

Hospital Compare Addresses Physician Concerns

Hospital Compare - A quality tool for adults, including people with Medicare



Information for Professionals

[Information for Professionals on Data Collection \(Click here to show information\)](#)

[Data Quality Assurance \(Click here to show information\)](#)

[Confidence Intervals \(Click here to show information\)](#)

[Technical Appendix \(Click here to show information\)](#)

Page Last Updated: December 16, 2005

Follow-up:

Physicians as Information Intermediaries

- ▣ CMS funded study of physicians as information intermediaries for hospital quality
- ▣ AHRQ funded CAHPS grantees to study consumer and physician reactions to videotaped interaction of patients and physicians around the CAHPS Hospital Survey and clinical quality data

For more information

- ▣ david.miranda@cms.hhs.gov
- ▣ (410) 786-7819