

# **Publicly Reporting the CAHPS Hospital Survey: *A Work in Process***

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## **CAHPS User Group Meeting**

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## **Overview**

- History & recent developments
- Development of Displays & Language
- Testing & Refining
- Developing Integrated Mock-ups
- Vetting & Programming

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## HCAHPS Survey 101

- Short-term, acute care hospitals
  - “General Hospitals” (AHA)
  - Voluntary participation
- All inpatients
  - Adult
  - Medical, surgical or maternity care
  - Over-night stay, or longer
  - Alive at discharge
- Survey after discharge
  - Various modes
  - Standardized protocol

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## The Survey & Its Development

- Who is our audience?
- What are our goals in publicly reporting HCAHPS results?
- What is our timetable?

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## **Key Roles & Participants**

Key Roles in developing and publicly reporting HCAHPS results:

- CMS
- AHRQ
- Grantees (CAHPS - AHRQ)
- Contractor (CMS)

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## **CMS's Role**

- Fund work (through AHRQ)
- Implement pilot
- Train hospitals and vendors
- Receive data and insure standards
- Post data and explain to consumers

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## **AHRQ's Role**

- Develop survey
- Insure independence, fairness, lack of bias
- Answer questions & concerns raised by the public through research

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## **Grantees' Role**

- Develop & test survey to fulfill goals of CAHPS Program:  
*Helping consumers gather and use the information about hospitals they want to know*
- Assure survey is developed to high standards
- Develop composites, narrative explanation and context for data displays

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## Contractor's Role

- Work closely with CMS quality measurement, QIO data management, and website management staff
  - and the stakeholders
- Integrate results of Grantee's work into *Hospital Compare* website
- Test mock-ups with consumers & clinicians

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### Current Homepage for *Hospital Compare* Tool

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

[E-mail This Page](#)

[Search](#)

[About](#)

[Data Details](#)

[Resources](#)

This tool provides you with information on how well the hospitals in your area care for all their adult patients with certain **medical** conditions. This information will help you compare the quality of care hospitals provide. Hospital Compare was created through the efforts of the Centers for Medicare and Medicaid Services (CMS) and organizations that represent hospitals, doctors, employers, accrediting organizations, other Federal agencies and the public.

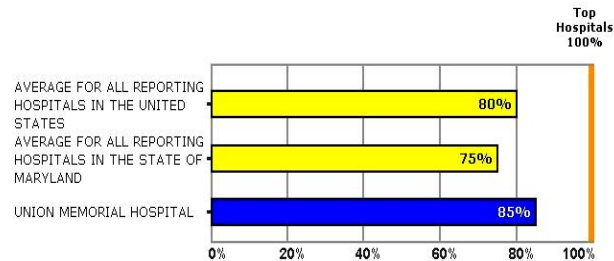
Talk to your doctor about this information to help you, your family and your friends make your best hospital care decisions.

This website has:	How would you like to search for a Hospital?
<ul style="list-style-type: none"> <li>• <b>Hospital Information</b> Get the address, telephone number and other important information for all Medicare-certified hospitals in the United States.</li> <li>• <b>Quality Measures</b> Learn about treatments that are known to get the best results for most adult patients with heart attack, heart failure, pneumonia, and surgery. See how often hospitals provided recommended treatments for these medical conditions.</li> <li>• <b>Hospital Checklist</b> Be prepared. <a href="#">Click here</a> to see some important questions to consider before you or your loved one goes to the hospital.</li> </ul>	<p><b>By Geography</b> I want to search for all hospitals within a:</p> <p><a href="#">State</a></p> <p><a href="#">County</a></p> <p><a href="#">City</a></p> <p><a href="#">ZIP Code</a></p> <p><b>By Name</b> I want to search for a hospital by entering all/some of its name:</p>

## Graphic Display of *Hospital Clinical Performance Data*

Graph 1 of 20

- ▣ **Percent of Heart Attack Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)**  
The rates displayed in this graph are from data reported for discharges January 2005 through March 2005.



Top Hospitals represents the top 10% of hospitals nationwide. Top hospitals achieved a 100% rate or better.

### Why is this Important?

ACE (angiotensin converting enzyme) inhibitors and ARBs (angiotensin receptor blockers) are medicines used to treat patients with heart failure and are particularly beneficial in those patients with heart failure and decreased function of the left side of the heart. Early treatment with ACE inhibitors and ARBs in patients who have heart failure symptoms or decreased heart function after a heart attack can also reduce their risk of death from future heart attacks. ACE inhibitors and ARBs work by limiting the effects of a hormone that narrows blood vessels, and may thus lower blood pressure and reduce the work the heart has to perform. Since the ways in which these two kinds of drugs work are different, your doctor will decide which drug is most appropriate for you. If you have a heart attack and/or heart failure, you should get a prescription for ACE inhibitors or ARBs if you have decreased heart function before you leave the hospital.

For more information about Heart Attack Care, [click here](#).

## Numeric Table Display of *Hospital Clinical Quality Data*

### Quality Measure Tables

[Start a New Search](#)

**Heart Attack Care Quality Measures** - Higher Percentages Are Better  
(some of the recommended care given to patients if appropriate\*)

Quality Measure Click on a measure name to compare all hospitals in a graph	PERCENTAGE FOR UNION MEMORIAL HOSPITAL
<a href="#">Percent of Heart Attack Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD) if appropriate*</a>	85% of 46 patients
<a href="#">Percent of Heart Attack Patients Given Aspirin at Arrival if appropriate*</a>	97% of 139 patients
<a href="#">Percent of Heart Attack Patients Given Aspirin at Discharge if appropriate*</a>	98% of 712 patients
<a href="#">Percent of Heart Attack Patients Given Beta Blocker at Arrival if appropriate*</a>	92% of 119 patients
<a href="#">Percent of Heart Attack Patients Given Beta Blocker at Discharge if appropriate*</a>	95% of 683 patients
<a href="#">Percent of Heart Attack Patients Given PCI Within 120 Minutes Of Arrival if appropriate*</a>	0% of 9 patients <sup>†</sup>

## Graphic Display of *CAHPS Data for Health Plans*

### Beneficiary Satisfaction

Plan Members Who Said that the Doctors in Their Own Health Plan Always Communicate Well (Click here to hide information)

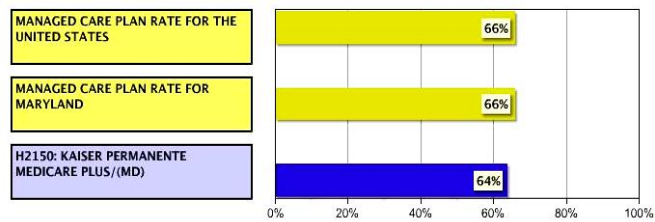
#### What Does This Graph Show?

This is the percentage of Medicare health plan members who said that the doctors in their own health plan always communicate well.

Medicare health plan members answered several survey questions that asked them in the last 6 months, how often Medicare plan members' doctors or other health providers:

- Listened carefully
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with them

#### Plan Members Who Said that the Doctors in Their Own Health Plan Always Communicate Well



## Sample of Graphic Display of *HCAHPS Data*

How many patients said doctors in the hospital **ALWAYS** communicated well with them. (Click here to hide information).

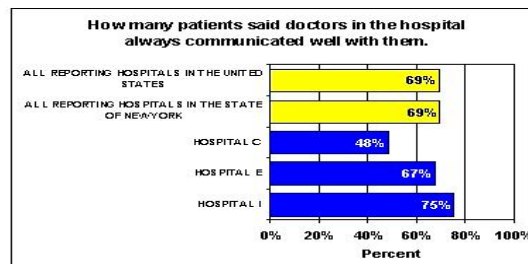
#### What does this graph show?

This graph shows [the percentage of] [how many] patients in each hospital [who] said doctors in the hospital **always** communicated well with them during their hospital stay.

Patients answered three questions on this topic about their hospital stay:

- How often did doctors listen carefully to you?
- How often did doctors explain things to you in a way you could understand?
- How often did doctors treat you with courtesy and respect?

A longer bar means that more patients said that doctors always communicated well with them.



## **Current Status & Next Steps**

- CMS will select contractor and begin testing Summer 2006
  - with consumers and clinicians
  - three rounds/locations, beginning near Md.
- Input from stakeholders after each round
- Final Deliverable: detailed specifications for web programmers

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