

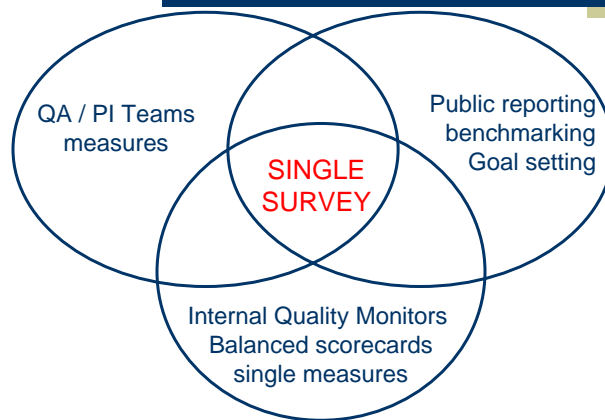
Integrating CAHPS Hospital Survey At UCLA Medical Center

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Agenda

- ♦ Context of surveys
- ♦ Partnership with RAND
- ♦ Integrating H-CAHPS questions into ongoing survey
- ♦ Issues

Single Survey - Multiple Uses



Stable Measures

UCLA-RAND PI Demonstration Project

UCLA Healthcare



Objectives for Integration

- ◆ Create our “next generation” survey
 - starting with Adult Med-Surgery population
- ◆ Include all 27 H-CAHPS items
- ◆ Retain some old composites and items
- ◆ Maintain trends

Bridging

Former Item

Q: Would you recommend this hospital to your family and Friends?

- Yes, definitely
- Yes, Probably
- No

H-CAHPS Item

Q: Would you recommend this hospital to your family and Friends?

- Definitely no
- Probably, no
- Probably, yes
- Definitely ,yes

Bridging

Former Item

Q. When you needed help getting to the bathroom, did you get it in time?

- Yes, always
- Yes, sometimes
- No

H-CAHPS Item

Q. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

- Never
- Usually
- Sometimes
- Always

Bridging

Former Item

Did they tell you what danger signals about your illness or operation to watch for when you went home?

- Yes, completely
- Yes, sometimes
- No

H-CAHPS Item

During this hospital stay, did you get information in writing about what symptoms or health problems to look for after you left the hospital?

- Yes
- No

Item Selection Criteria

- ♦ H-CAHPS item
- ♦ CHART item
- ♦ Critical for Hospital Wide PI
- ♦ Critical for Department PI
- ♦ Necessary for Bridges

Key Decisions

- ♦ Mix 3 and 4 point scales
- ♦ Keep Emotional Support, Coordination of Care, Continuity and Transition Dimensions
- ♦ Abandon lower P.I. priority dimensions

Resulting Survey

- 27 H-CAHPS Items
- 9 CHART Items
- 15 Items to retain key Picker Dimensions
- 26 Custom items for department specific PI (some to be deleted later)
- 7 Items needed for bridging (to be deleted later)
- 84 Total

Formatting Results Report

- ◆ Group H-CAHPS & Picker items
- ◆ Included more comparative information in report e.g. percentiles, means score, and response distribution (overall rating)

Lessons Learned

- ♦ “as long as I have a measure” departments have been willing to be flexible
- ♦ Early experience with H-CAHPS survey is positive
 - Improves leadership goal setting
- ♦ Importance of Documenting all steps in the integration and all versions of surveys
- ♦ Decisions for California Hospitals and CAHPS Hospital survey were “in-flux”
- Learned that we had to revamp OB survey for CHART
- Picker was also updating its survey using 4 point scales
- Takes reengineering of our analytical databases programming