

# National Implementation of the CAHPS® Home Health Care Survey

**Liz Goldstein, PhD**

**Centers for Medicare & Medicaid Services**

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# Rationale for Development and Implementation of the CAHPS Home Health Care Survey

- CMS Home Health Quality Initiative
- Home Health Compare
  - Focuses on clinical information from OASIS
    - Improvement in getting around, meeting the patient's activities of daily living, how home health care ends and patient medical emergencies.
- Major gap
  - Absence of information from the patient perspective

# Roles in the CMS National Implementation of the Survey

- Government
  - Approval of vendors
  - Training and technical assistance
  - Oversight
  - Data analysis
- Survey Vendors
  - Data collection and submission of data
- HHAs
  - Can voluntarily contract with an approved survey vendor to collect and submit the data to CMS
  - Provide sampling frame of eligible patients to their survey vendor on a monthly basis

# Current Status

- NQF endorsement
- OMB approval
- Preparation for National Implementation

# National Quality Forum (NQF) Endorsement

- Mission of NQF: To improve quality by setting national priorities and goals for performance improvement by measuring and public reporting quality indicators and quality of care standards
- CAHPS surveys seek NQF endorsement to assure scientific acceptability, usability and feasibility with the scientific community, general public and the intended survey audience.

# NQF Process

- Submit measures
- Technical Advisory Panel and Steering Committee
- 30 day public review comment period
- Formal NQF endorsement

*The entire process takes about 6 months*

# General Overview for Implementation

- CMS contracted with RTI to implement the CAHPS Home Health Care Survey
- Timeline
  - OMB Clearance – 6 months from date of submission (in parallel with NQF Endorsement)
    - Federal Register Notice
  - Mode Experiment- Spring/Summer '09
  - Vendor Training – Spring '09
  - Voluntary participation by Home Health Agencies – Summer '09

# Survey Vendor Responsibilities

- Must meet Minimum Business Requirements to become an Approved Vendor
- Home Health Agencies (HHAs) contract with “approved” vendors to conduct the survey
- Work with the HHAs to construct the sample frame
- Must follow CAHPS Home Health Care Survey protocols
- Must submit a Quality Assurance Plan



# Minimum Business Requirements for Vendors

- 3 years prior business experience
- 2 years conducting surveys with person-level data
- 2 years conducting surveys in selected data collection mode
- Demonstration of survey capability and capacity
- Adherence to quality assurance guidelines
- Participation in training and site visits

# Resources Available to Vendors

- Webinar training sessions and training manuals
- Technical assistance via toll-free telephone number and email
- Protocols and Guidelines Manual
- Data Submission Manual
- Model Quality Assurance Plan
- Home Health Care CAHPS Website

# Training Sessions and Manuals

- Webinar Training Sessions and Manuals
  - 8 hour webinar training sessions (multiple sessions)
  - CMS and RTI will conduct training
  - Scripted sessions to ensure consistency of materials across sessions
  - Slides available on Home Health Care CAHPS website prior to training
  - Training begins Spring 2009

# Technical Assistance

- 2 primary text resources: Protocol and Guidelines Manual and Data Submission Manual
- Vendors assigned to technical assistance teams
- Toll-free phone number: 1-866-354-0985 and email [hhcahps@rti.org](mailto:hhcahps@rti.org) to access RTI Technical Assistance team
- CAHPS Home Health Care Survey website: [www.homehealthcahps.org](http://www.homehealthcahps.org)

# Website

- Home Health CAHPS website  
[www.homehealthcahps.org](http://www.homehealthcahps.org)  
live on 10/31/08

## Site Map:

- Overview of Home Health Care CAHPS goals
- Brief background of survey development
- National implementation and public reporting
- Vendor Application Process
- Approved vendor list
- Mode Experiment

# Website — Future Enhancements

- Training: schedules, registration, agendas, materials, evaluations and exit exams
- Application for Participation -- Forms for Vendors
- Surveys and Protocols: Questionnaires, sample letters, telephone scripts
- Data Submission: submission deadlines, file specifications, file layouts, submission tips, submission tool

# Protocols and Guidelines Manual

- CAHPS Home Health Care Protocols – (Protocol and Guidelines Manual)
  - Description of Survey Modes
  - Core and Supplemental Questions
  - Sampling Procedures
  - Data Collection Procedures
  - Data File Construction and Submission
  - Quality Assurance Activities

# Survey Modes

- 3 Approved Survey Modes
  - Mail-Only
  - Telephone-Only
  - Mixed-Mode: Mail with Telephone Follow-Up



# Mode Experiment

Mode Experiment will:

- Mirror national implementation
- Will recruit approximately 100 home health agencies around the country
- Estimate the effects of 3 different modes of survey administration on survey responses
- Analyze effects of differences in patient mix and non-response on Home Health CAHPS ratings

# Core and Supplemental Questions

- Core Questions (Qs 1-25) – 50% of survey questions applicable to all patients must be answered for survey to be deemed complete
- Supplemental and HHA-specific Questions – can be added to the survey, but must be placed after the core questions

# Eligible Patients

- Current or discharged patients who had at least 1 home health visit at any time during the sample month
- At least 18 years of age or older at date of selection
- Have received at least 2 visits from HHA personnel during a 60-day lookback period (Lookback period is 60 days prior to and including the last day of the sample month)
- Have not been selected for the monthly sample during any month in the current quarter or during the 5 months prior to the sample month.

## Eligible Patients (Con't)

- Home care not related to hospice
- Maternity not primary reason for home care
- Has not requested “no publicity” status

# Sampling

- Sample Size
  - Reliability Target: .8 or higher
  - Target 300 responses over 12 months
  - Can use Simple Random Sampling, Proportionate Stratified Random Sampling or Disproportionate Stratified Random Sampling

# Data Collection

- Mail-Only
  - Mail initial survey – NLT 3 weeks after close of sample month
  - Mail 2<sup>nd</sup> survey to non-respondents – 3 weeks after the 1<sup>st</sup> survey is mailed
  - Complete data collection – 6 weeks after the 1<sup>st</sup> survey is mailed
- Telephone-only
  - Begin phone contact – no later than 3 weeks after the close of sample month
  - Complete phone data collection – 6 weeks after initial phone contact begins
- Mixed Mode
  - Mail survey – NLT 3 weeks after close of sample month
  - Initiate phone follow-up contact for all mail survey non-respondents – 3 weeks after the survey is mailed
  - Complete data collection – 6 weeks after the survey is mailed

# Data Submission

- Each HHA must authorize a survey vendor to submit data on its behalf.
- Survey vendors will construct and submit a data file containing a data record for every patient sampled in each monthly sample for each of their client HHAs.
- Files may be submitted at the completion of each monthly activity or on a quarterly basis.

# Oversight

- Quality Assurance Plan (QAP)
  - Review and evaluate Vendors QAP for sampling, data collection, data security, confidentiality and privacy policies
- Site Visits
  - CMS/RTI team to visit both randomly and non-randomly each selected vendor
  - Match vendor's QAP with observed activities during site visit
  - Adequate documentation of sampling process and corrective action plans if needed



# Public Reporting

- Survey results will include 4 rolling quarters of data
- Adjusted for mode of survey administration
- Adjusted for patient-mix or patient characteristics beyond control of HHAs such as age, health status and education

# Consumer Testing

- Contract with L&M Policy Research
- Developing consumer-friendly descriptions of three composites
- Developing and testing data displays and explanations
- Testing integration of the survey measures into the Home Health Compare website

# National Implementation of Home Health Care CAHPS

- Contact Information

Liz Goldstein

[Elizabeth.goldstein@cms.hhs.gov](mailto:Elizabeth.goldstein@cms.hhs.gov)

Technical Assistance

[hhcahps@rti.org](mailto:hhcahps@rti.org)