



## CAHPS Special Topics

# CAHPS Database Interactive Chartbook/Reporting System

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## CAHPS Database Mission

To provide an independent, trusted source  
of national comparative CAHPS® survey data  
to help organizations measure and improve  
patient-centered care  
and to support research and policy  
aimed at improving the science of  
measuring the patient care experience.



## Major Functions

- **Benchmarking**: Facilitate comparisons of CAHPS survey results among the range of CAHPS survey sponsors, to evaluate health system performance and support quality measurement and improvement.
- **Research**: Provide authorized access to CAHPS data, to support health services and policy research related to consumer and patient assessments of care.



# Participation

- All sponsors of CAHPS® surveys that are administered independently according to CAHPS® specifications are invited to participate
- Participation is voluntary and free of charge (except for special analyses)
- Sponsors include:
  - Health plan data: Plans, Medicaid/SCHIP, Medicare
  - Hospital data: Hospitals, vendors
  - Clinician/group data: Regional collaboratives, medical groups, plans, TRICARE, others to be determined



## Advisory Group

- AHRQ
- CAHPS Grantees
  - RAND
  - Yale/Harvard
- CMS Medicare
- CMS Medicaid
- Office of Personnel Management
- Department of Defense
- Consumer groups
- Employer groups
- State Medicaid
- Health plans
- Hospital systems
- Medical boards
- Statewide information organizations



# CAHPS Database Components

- CAHPS Health Plan Survey Database
- CAHPS Hospital Survey Database
- CAHPS Clinician & Group Survey Database



# CAHPS Health Plan Survey Database

- 11 years of data (1998-2008)
  - Over 700 plan samples each year
  - Commercial, Medicaid/SCHIP, Medicare
  - Over 3.7 million respondents
- Data Agreement with NCQA
  - Commercial Health Plan Data submitted by health plans to NCQA



# CAHPS Health Plan Survey Products and Services

- Annual CAHPS Health Plan Survey Chartbook
  - Summary-level comparisons
  - Composites and individual question items
- Health Plan Sponsor Reports
  - Customized reports to Medicaid and SCHIP Sponsors
  - Sponsors' plan-specific, case-mix adjusted scores are compared to benchmarks
- Research Files (authorized access only)
- Support to NHQR and NHDR





# CAHPS Hospital Survey (H-CAHPS) Database

- 3 years of data (2005-2007)
  - 2005 – data submitted from 254 hospitals representing 84,779 respondents
  - 2006 - data submitted from 927 hospitals representing 190,690 respondents
  - 2007 - data submitted from 1,313 hospitals representing 547,390 respondents
- Future activities will be conducted in collaboration with CMS for consistency in data submission and published benchmarks



# H-CAHPS Products and Services

- Annual H-CAHPS Chartbook
- Companion report on percentile scores
- Support to CHART Project in California:
  - Serve as neutral data aggregator for CHART hospitals and vendors
  - Began case-mix scoring and reporting in 2007
- Research Files (authorized access only)
- Support to NHQR and NHDR



# Clinician & Group Survey Database

- Currently in development stage
- Now compiling existing data sets from available sources:
  - Regional collaborations (e.g., MA and CA)
  - Health plans and medical groups
  - Department of Defense (TRICARE)
- Working with MNCM to serve as aggregator for visit-specific data from multiple vendors and medical groups
- Contacting national vendors to discuss development plans
- Developing data submission specifications for release in early 2009:
  - Patient-level data files for multiple versions
  - Practice-level characteristics for summary comparisons



# New CAHPS Database Interactive Reporting System

- Developing new online reporting system for all CAHPS surveys
  - Will eliminate need for paper reports
- Features will include:
  - Public access (for all users):
    - Summary-level results
    - Frequency distributions and bar charts
    - Trending
    - Ability to create and download custom reports
  - Private access (for participating sponsors):
    - Password-protected area will allow sponsors to view detailed comparative data to assess their own scores by selected characteristics



# CAHPS Database Interactive Reporting System

- Currently in development
- Data included
  - CAHPS Health Plan survey data
  - CAHPS Clinician and Group data (when available)
- Release date
  - Spring 2009



# Online Reporting System Demonstration



# How You Can Participate

- All participation is voluntary
- All data are protected
  - Only summary-level data are reported
  - No sponsor, plan, group, or practitioner names are published
- To contribute data and obtain access to new online system, contact us:
  - E-mail: [ncbd1@ahrq.gov](mailto:ncbd1@ahrq.gov)
  - Toll-free number: 888-808-7108
- For more information: [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov)