

Cognitive Testing of CAHPS Family Nursing Home Survey

Session: Update on CAHPS Nursing Home Surveys

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Why Develop a Survey for Family Members?

- Family members are often involved in decisions about nursing homes and have opinions about the care of the resident.
- This survey was designed to complement the CAHPS Nursing Home Resident survey, not replace it.
- The survey may be the only possible data source for many cognitively impaired long stay residents who are not able to respond to resident survey—but family member is the unit, not a proxy.

Why Not a Proxy Survey?

- Family members do not experience what residents do
- Family members may rely on “feelings” and not direct experiences
- Family members may answer about what resident told them, but that is not a direct experience

What is Cognitive Testing?

- Interviewing method that helps researchers understand how respondents are understanding the questions
- Participants verbalize their thoughts as they respond to survey questions
- Trained interviewer asks scripted, probing, follow-up questions to gain additional information
- Notes are analyzed and used to guide question and response scale revisions

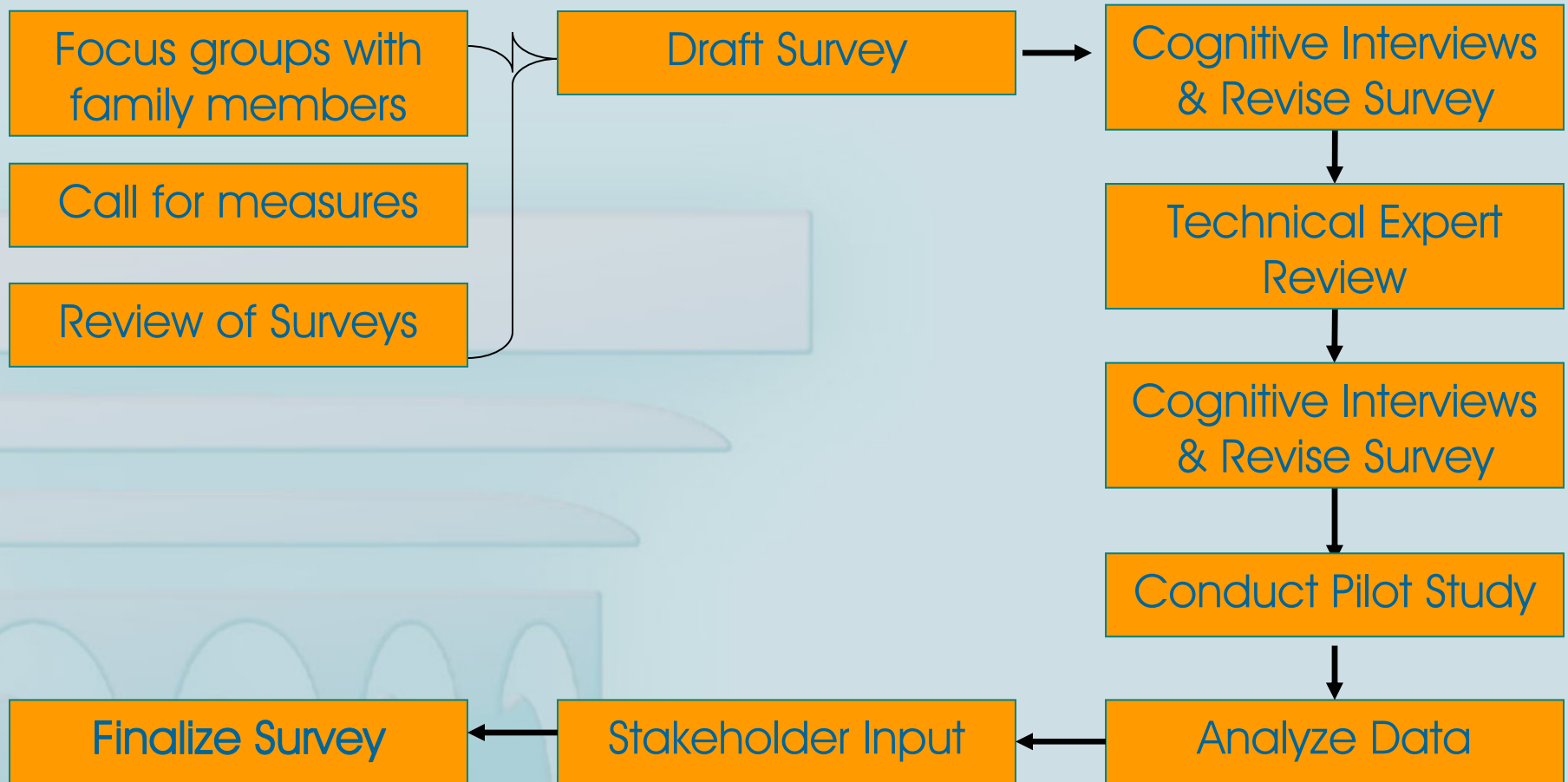
Questionnaire – Answer Process

- Comprehension
- Retrieval
 - ◆ *Where were you on the night of May 7, 2000?*
- Response formation/Response synthesis
 - ◆ *How many times have you seen a doctor in the last two years?*
- Response selection

Advantages of Cognitive Testing

- Detects unexpected problems
- Informs the item refinement process
- Detects problems not observable in field testing
 - ◆ An item may be reliable but may be consistently misinterpreted
 - ◆ Judgments may be based on general feelings rather than actual behaviors

Family Survey Development Process



Survey Design

- Draft survey based on literature review and review of surveys, surveys from “Call for Measures,” and focus groups
- Apply CAHPS design principles to survey content
- Focus on reports of “whether” and “how often”

Uses CAHPS Survey Conventions

1. Include questions which respondent is the best or only source of information
2. Ask questions about the respondent's own experiences (not a proxy survey)
 - not resident's experiences
 - not experience of other family members
3. Includes topics that stakeholders have identified as being important

Methods

- We conducted 2 rounds of testing with 27 participants each round
- Respondents had family members in a nursing home
- After each round of testing, we obtained input from experts composed of stakeholders, researchers, and the industry
- Pilot survey had 67 items

Select Findings I: Eliminate Items

Original Questions

What times of the day did you usually visit your family member in the nursing home?

Rating the NH Administrator (0 = worst, 10 = Best administrator)



Findings

Respondents could not remember



Respondents rarely had contact with administrator

Select Findings II: Eliminate Items

Original Questions

What number would you use to rate the care at the nursing home?

What number would you use to rate this nursing home?

Findings

Respondents thought these questions were too similar



Select Findings III: Modified Items

Original Question	Problem	Revised Question
Did your family member live in a room with one or more roommates?	Respondents unsure if spouse would be included	Did your family member ever share a room....
How often did you talk with the nursing home staff about your family member's care	Respondents unsure if this included phone calls	How often did you talk...in person or by phone about your family member's care?

Draft Composites

- 5 Conceptual Composites
 - ◆ Getting Care Quickly (5 items)
 - ◆ Quality of Care (8 items)
 - ◆ Nurse Communication (4 items)
 - ◆ Other Communications (7 items)
 - ◆ Nursing Home Environment (7 items)
- Total of 31 substantive care experience questions
- 2 overall rating questions

Conclusions

- CAHPS item development process is quite rigorous
- Designed to insure that CAHPS items will work with all types of individuals
- Designed to produce items that will function equivalently in different survey modes (phone, paper)

Future Use of Family Instrument

- Complements resident survey
 - ◆ Provides a way to address the experiences of the most vulnerable residents in nursing homes; those who are too cognitively impaired to fill out a survey.
- Results from both the resident and family surveys can be used for quality improvement purposes.