

Session: CAHPS College
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Welcome and Overview of the CAHPS Program, Consortium, Principles, and Users

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Presentation Overview

- Brief history of CAHPS
- CAHPS products
- Principles for survey development
- Survey development process

- Integrated system of products and strategies
- To obtain assessments from consumers of the quality of care that they receive in different settings which
- Inform selection decisions
- Identify areas where providers and organizations can improve their services
- Provide quality information to care providers and other audiences

- Grantees, currently RAND and Yale
- User Network Contractor, currently Westat
- AHRQ staff
- Stakeholders from other government agencies, such as CMS, NIDDR, CDC
- Stakeholders from other private organizations, non-profits and advocacy groups

- AHRQ began funding in 1995
- Original goal: Development of a survey for consumer assessment of health plans
- Users by end of CAHPS I:
 - Commercial health plans
 - NCQA
 - CMS (Medicare)
 - State Medicaid programs
 - Department of Defense
 - United States Office of Personnel Management

CAHPS II

- 2002 – 2007
- Expanded focus of instrument development beyond health plans
- Updated project name to “Consumer Assessment of Healthcare Providers and Systems”
- Developed surveys for consumer assessment of hospitals, nursing homes, dialysis facilities, others
- Began development of CAHPS databases
- Began research on reporting CAHPS data and use of CAHPS data for quality improvement

- 2007 – 2012
- Yale and RAND
- Westat
- Focus on evaluation of quality improvement efforts
- Focus on reporting
- Less emphasis on survey development

CAHPS Reporting Products

- TalkingQuality.ahrq.gov
 - Totally revised and updated this year
 - Designed for organizations who educate consumers about health care quality
 - Offers research findings, real world examples and innovative ideas on reporting
 - Contains step-by-step planning workbook
 - Links to the Report Card Compendium, a searchable directory of over 200 sources of comparative information on the quality of health plans, hospitals, individual physicians, and other providers of care

CAHPS Family of Surveys

- Ambulatory care
- Facility care

CAHPS Ambulatory Care Surveys

- Health Plan Survey
- Clinician & Group Survey
- ECHO Survey (Behavioral Health Care)
- Home Health Care Survey
- Adult Dental Care Survey
- Additional item sets
 - Prescription drug plan enrollees (Medicare Part D)
 - People with mobility impairments
 - PPO enrollees
 - Health literacy (Health Plan Survey)
 - Patient assessment of cultural competence
 - Health information technology (in development)
 - Quality improvement

CAHPS Facility Surveys

- CAHPS Hospital Survey
Supplemental health literacy items
- CAHPS In-Center Hemodialysis Survey
- CAHPS Nursing Home Resident Surveys
(Long Stay and Short Stay)
- CAHPS Nursing Home Family Survey

CAHPS Surveys in Development

- CAHPS Survey for Patient Centered Medical Home
- CAHPS Survey for Cancer Care (AIR)

CAHPS Core Questions

CAHPS Core Question Composites

- Getting Needed Care
- Getting Care Quickly
- How Well the Provider Communicates
- Courteous and Helpful Office Staff
- Global Ratings

CAHPS Surveys consist of:

- Core item plus
- Supplemental items or item sets plus
- Sponsor questions

CAHPS design principles underlie the development of all CAHPS survey instruments, procedures, and reports.

Principal 1: Emphasis on patients

- CAHPS surveys ask about aspects of care:
 - For which patients are the best or only source
 - Which patients have identified as important

Principal 1: Emphasis on patients

Only the patient knows:

- How well their pain was controlled during a hospital stay
- Whether a provider explained things in a way that was easy to understand
- How often the provider's office staff treated him or her with courtesy and respect.

Discovering what patients want to know

- Focus Groups with members of target population
- Focus groups with other individuals
- Literature reviews
- Environment scans

Discovering what patients want to know

- Interviews with key informants
 - Gatekeepers, providers, advocacy groups
- Interviews with other stakeholders
 - Policy makers, health care quality organizations
- Technical expert panel members

Principle 2: Reporting About Actual Experiences

- CAHPS Surveys focus on patient experience of care rather than simple satisfaction.

Reports of experience are more:

- Actionable
- Understandable
- Specific
- Objective

than general ratings.

Principle 2: Reporting About Actual Experiences

How satisfied were you with this provider?

VS.

How often did this provider:

- Explain things in a way you could understand?
- Treat you with courtesy and respect?
- Listen carefully to you?
- Spend enough time with you?
- See you within 15 minutes of appointment time?

Principle 3: Standardization

Instrument

- Every user administers items the same way

Protocol

- Sampling, communicating with potential respondents, and data collection procedures are standardized

Analysis

- Standardized programs and procedures

Reporting

- Standard reporting composites and presentation guidelines

Standardization: Recommended Data Collection Protocols

- Dual mode data collection
 - 1) Advance notification letter
 - 2) 1st mailing of questionnaire packet
 - 3) Reminder post card
 - 4) Replacement mailing of questionnaire packet
 - 5) Offer telephone interviews to mail nonresponders

Principle 4: Multiple versions for diverse populations

Designed for all types of users

- Medicare
- Medicaid
- Commercial population

In English and Spanish

Principle 5: Extensive Testing with Consumers

Cognitive testing

- To confirm that items, response options are understood as developer intended
- Iterative rounds
- English and Spanish
- Participant ‘thinks out loud’ while completing the questionnaire
- Participant is interviewed in detail after completing the questionnaire

Principle 5: Extensive Testing with Consumers

Field testing

- To assess the effectiveness and feasibility of survey administration procedures and guidelines
- To determine validity, reliability and other psychometric properties

Overview: Process of Developing CAHPS Surveys

1. Develop item content

- Identify stakeholders
- Interview key players
- Publish Federal Register notice
- Develop TEP
- Perform literature review
- Perform environmental scan
- Conduct focus groups, other qualitative research

Overview: Process of Developing CAHPS Surveys

2. Develop draft item pool (English and Spanish)

- Perform iterative rounds of cognitive testing/item revision
- Consult with TEP, other stakeholders
- Recruit field test sites
- Identify, meet with potential users
- Begin developing dissemination, promotion plans

Overview: Process of Developing CAHPS Surveys

3. Conduct field test

- Develop testing and analysis plans
- Seek OMB clearance
- Conduct field test
- Conduct analyses
- Revise items based on field test data
- Develop and test reporting composites and labels

Overview: Process of Developing CAHPS Surveys

4. Develop survey and reporting kit

- Background on survey
- Complete administration instructions (telephone and mail)
- Data analysis instructions
- Reporting guidelines
- Publish on website
- Begin implementing dissemination, promotion plan
- Provide technical assistance to users

Obtaining Technical Assistance

Free!

- Products
 - Survey and Reporting Kits (www.cahps.ahrq.gov)
- CAHPS Technical assistance
 - Help Line (1.800.492.9261)
 - E-mail Help (cahps1@ahrq.gov)