

Track: CAHPS Surveys of Long-Term Care
Session: Development and Implementation of
the CAHPS Nursing Home Surveys
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Overview of Long-Stay, Family, and Short-Stay Instruments

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Overview of CAHPS Nursing Home Surveys

3 separate instruments

1. In-person survey for long stay (no discharge planned in 90 days) residents
2. Mail questionnaire for recently discharged short stay (<90 days) residents
3. Mail questionnaire for resident's family members

Long Stay Resident Instrument

1st CAHPS survey to

- Have survey items on quality of life (e.g., activities, choices/autonomy) as well as quality of care
- Require in-person administration

Long Stay Resident Instrument Domains & Items

1. Rating of NH Experience/environment

- Food & mealtimes;
- Temperature;
- Cleanliness;
- Noise levels (day and night);
- How room is set up to move and to reach things

2. Getting needed care from NH

- How well medicine worked to help with pain;
- How well staff help you when you have pain;
- How gentle staff are
- If left sitting or lying in same position so long it hurts

Long Stay Resident Instrument Domains & Items

3. Getting care without long wait
4. Courteous & respectful treatment
5. Communication with nurses and aides
6. Getting needed care from doctors
7. Eye, ear and dental care
8. Global ratings
 - Care from NH staff
 - NH overall
 - Willingness to recommend NH to others

Long Stay Resident Instrument Domains & Items

9. Quality of life

- Safety & Security
- Religious needs
- Privacy
- Autonomy/choice
- Meaningful activity

10. Global Quality of Life rating

- Rate your life now

Short Stay Discharged Resident Instrument

- Can be administered by mail because short stay residents have higher average cognitive levels than long stay residents
- Minor differences between short stay and long stay instruments
 - Contains additional question about therapy (more common service received by short stay residents)
 - Eye, ear and dental care items deleted since they are less relevant for short stay

Short Stay Discharged Resident Instrument

- Part of field test with long stay instrument but sample size was small
- Larger field test in Maryland in fall 2009 with 81 NHs (see presentation in this session)
- Sample size of 1828 (per CAHPS completion rules)
- Analysis
 - Will confirm if same factors/composites exist for short stay as long stay or if there are different factors

Short Stay Discharged Resident Instrument

Analysis Results

-Will be available at the User Group Meeting

Why Develop a Survey for Family Members?

- This survey designed to **complement** the CAHPS Nursing Home Resident survey, not replace it
 - Family member is the unit, **not** a proxy
- Family members are often involved in decisions about nursing home care
- The survey provides way to address the care experience of most vulnerable residents— those who are too cognitively impaired to fill out a survey

Family Instrument Focus Groups

- 12 focus groups (AZ/CA/NC/NY): 4 with family members who had made NH selection decision and 4 who had not made decision
- Goals were to
 - understand participants' experiences with NHs
 - how they conceptualize good care
 - determine potential uses of NH quality report

Family Instrument Pilot

- 15 NHs participated
- Respondents were family members of residents or legally responsible for residents
- Residents in NH for 30+ days
- Survey period Oct 2006-Jan 2007
- Protocol: 2 mailings with phone followup
- Final sample size was 1,444
- Overall response rate: 66%

Family Instrument Composite Development

Composites (Summary Measures) Based on:

- Exploratory factor analysis (EFA)
- Item internal consistency
- Scaling success
- Nursing Home-level reliability
- Conceptual intent of items
- Qualitative information from consumers and other stakeholders

Family Instrument Final Composites

Composite 1: Meeting Basic Needs: help with eating, drinking and toileting (n=3 items)

Composite 2: Nurses and aides' kindness and respect towards resident (n=5 items)

Composite 3: How well the nursing home provides information and encourages family involvement (n=6 items)

Composite 4: Nursing home staffing, care of belongings and cleanliness (n=7 items)

Traditional CAHPS Global items

- Overall rating of NH care
- Willingness to recommend nursing home to others

Non-traditional global item

- “Ever unhappy with care?” kept as single item
global measure of quality

CAHPS Nursing Home Surveys

- Long stay and Family member instruments available now in public domain
- When finalized, Short stay instrument will be released to public domain

CAHPS website

https://www.cahps.ahrq.gov/content/products/NH/PROD_NH_Intro.asp?p=1022&s=223

CAHPS Help Line 1-800-492-9261

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