Using the CAHPS Database to Assess Your Performance

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12th CAHPS & 2nd SOPS
USER GROUP MEETING
Baltimore, MD • April 19 - 21, 2010

The CAHPS Database

- National repository of data from the CAHPS family of surveys
- Two major applications:
    - **Benchmarking** to evaluate health system performance and support quality improvement
    - **Research** on consumer assessments of quality
- Funded by AHRQ and administered by Westat through the CAHPS User Network

National Advisory Group

- AHRQ
- CAHPS Grantees
  - RAND
  - Yale/Harvard
- CMS Medicare
- CMS Medicaid
- Department of Defense

- State Medicaid
- Health plans
- Hospital systems
- Medical boards
- Statewide information organizations

CAHPS Database Components

- CAHPS Health Plan Survey Database
  - 4.3 million records collected
  - 12 Annual Chartbooks (1998 – present)

- CAHPS Hospital Survey Database
  - .8 million records collected
  - 3 Annual Chartbooks (2006 – 2008)

- CAHPS Clinician & Group Survey Database
  - Under development

CAHPS Database Products

- Online Reporting System

- Annual Chartbooks

- Customized Sponsor Reports

- Research Files

- Support to AHRQ's National Healthcare Quality and Disparities Reports

- Special Analyses and Reports

Benefits of Participation

- Free service open to all survey users on a voluntary basis
- Access to comparative results by survey version through Online Reporting System
- Support to participants provided through
  - Data submission specifications
  - Online data submission system
  - Custom analysis and reports
  - User network
  - Email and phone technical support

Online Reporting System

- Will support selected CAHPS surveys maintained by CAHPS Database
  - CAHPS Health Plan Survey
  - CAHPS C&G Survey
- Public portal available to everyone
  - Ability to view summary-level data only
- Password-protected portal accessible only to participants who contribute data
  - Ability to view your own results compared to selected benchmarks

U.S. Department of Health & Human Services

»» www.hhs.gov

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Advancing Excellence in Health Care

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cahps® **The CAHPS Benchmarking Database**
Health Plans

Select Year: | 2008 ▾ | Go |
Select Survey: | Adult Medicaid 4.0 ▾ | Go |

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About Health Plans

The CAHPS Database currently contains 11 years of health plan survey data from over 3.7 million respondents sampled from enrollees in commercial, Medicaid, State Children's Health Insurance Program (SCHIP), and Medicare Managed Care health plans. The Interactive Reporting system provides access to results for the 2 most recent years of data:

- 2007 CAHPS Health Plan Survey Data
- 2008 CAHPS Health Plan Survey Data

Select the year and survey version you would like to see results for:

- By default the most recent year is displayed, to view another year, select the year from the drop down box.
- Results are broken out by adult and child versions of the survey, to view another version, select the survey from the drop down box.

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Health Plans

Select Year: 2008 ⌄ [Go]
Select Survey Adult Commercial 4.0 ⌄ [Go]

About Health Plans | Frequencies | Benchmark | Trending | Chartbook | Report Builder

Overview | Frequency Analysis
Select Overview to return to the Frequencies page.

2008 Adult Commercial 4.0 One-way Frequency

Check the boxes next to the question(s) for which you would like to view results.

Step 1: Select one or more questions
⊟ **Getting Needed Care Composite**

   ☐ **Q23** How easy was to get appointments with specialists

   ☑ **Q27** Got necessary care, tests, or treatment through health plan

⊞ **Getting Care Quickly Composite**
⊞ **How Well Doctors Communicate Composite**
⊞ **Health Plan Information and Customer Service Composite**
⊞ **Overall Ratings**
⊞ **All Other Questions**

[**View a one-way frequency**] -Or- [**Continue on to a two-way frequency**]

Health Plans

Select Year: [2008 ▼] [Go]

Select Survey: [Adult Medicaid 4.0 ▼] [Go]

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Overview | Frequency Analysis

Select Overview to return to the Frequencies page or select Frequency Analysis to display custom one-way and two-way frequency results.

⊠ Export | ✚ Add to my report >>

Results can be exported to Microsoft Excel by choosing Export, or saved as a custom report page by selecting Add to my report. Each set of results you save by selecting Add to my report, will be shown as part of the results available to you in the Report Builder section. Please note that these results are saved only during your current session.

2008 Adult Medicaid 4.0

Q27 Got necessary care, tests, or treatment through health plan

By

Q36 Rate overall health

Frequency (n) Row Percent		NEVER	SOMETIMES	USUALLY	ALWAYS	Sample Total
	EXCELLENT	122 5.1%	267 11.1%	417 17.3%	1,605 66.6%	2,411
	VERY GOOD	248 4.4%	767 13.7%	1,585 28.2%	3,013 53.7%	5,613
Q36	**GOOD**	446 4.9%	1,524 16.9%	2,727 30.2%	4,323 47.9%	9,020
	FAIR	552 7.1%	1,442 18.5%	2,197 28.2%	3,591 46.1%	7,782
	POOR	362 10.1%	788 21.9%	899 25.0%	1,548 43.0%	3,597

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Health Plans

Select Year: [2008 ▾] [Go]

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Overview | Results

Select Overview to return to the Benchmarks page or select Results to view benchmark results.

🔲 View in tables | ⬜ Export | ➕ Add to my report >>

Results can be displayed as tables by choosing View in tables, exported to Microsoft Excel by choosing Export, or saved as a custom report page by selecting Add to my report. Each set of results you save by selecting Add to my report, will be shown as part of the results available to you in the Report Builder section. Please note that these results are saved only during your current session.

2008 Adult Medicaid 4.0

Getting Needed Care Composite Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.

Getting Needed Care Composite Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.

- Q23 analysis
- Q27 analysis
- All related items

	Never + Sometimes	Usually	Always		
	33%	33%	33%		

0%   20%   40%   60%   80%   100%
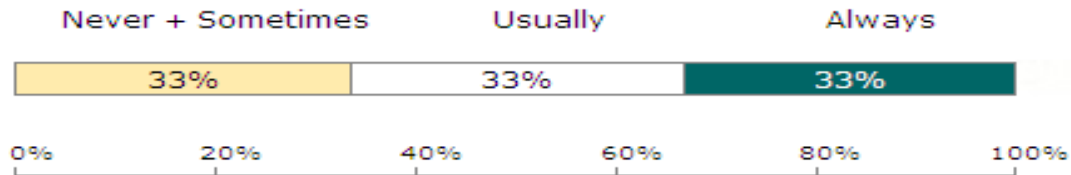
↑ = Above the mean value of all sponsor or plan means (p < 0.05)

↓ = Below the mean value of all sponsor or plan means (p < 0.05)

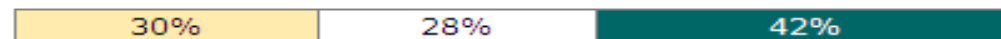**National**
2008 National Distribution (n=35,518)
| 24% | 28% | 48% |

Region
2008 NORTHEAST (n=11,725)
| 24% | 29% | 47% |

Product Type
2008 HMO/POS/PPO (n=34,838)
| 24% | 28% | 48% |

Sponsor
2008 Westat Group (n=2,226)
| 22% | 27% | 51% |

Plan

Never+Sometimes	Usually	Always		Plan	n
30%	28%	42%		2008 Plan A	(n=184)
21%	32%	47%		2008 Plan G	(n=303)
16%	25%	59%	↑	2008 Plan H	(n=272)
21%	28%	51%	↑	2008 Plan C	(n=398)
21%	25%	54%	↑	2008 Plan D	(n=227)
23%	28%	49%		2008 Plan E	(n=256)
26%	26%	48%		2008 Plan B	(n=267)
22%	25%	53%	↑	2008 Plan F	(n=319)

CAHPS C&G Database

- Currently building in response to growing user demand
- Working with key organizations to provide guidance on implementation
  - Survey vendors
  - Health plans and medical groups
  - Aligning Forces for Quality and CVE markets
  - National medical boards
- Aim is to support all approved C&G versions through standardized data submission specifications

Further Information

- To contribute data and obtain access to new online system, contact us:

  – E-mail: **ncbd1@ahrq.gov**

  – Toll-free number: 888-808-7108

- For more information: https://www.cahps.ahrq.gov/default.asp