



Surveys and Tools to
Advance Patient-Centered Care



Agency for Healthcare Research and Quality
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The CAHPS Database Research Files

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The CAHPS Database

- National repository of data for selected CAHPS surveys
 - CAHPS Health Plan Survey
 - CAHPS Clinician & Group Survey (CG-CAHPS)
- Two major applications:
 - Comparative data for assessing organizational performance
 - De-identified research data sets for focused studies
- Funded by AHRQ and administered by Westat through CAHPS User Network

CAHPS Database Sources

- CAHPS Health Plan Survey Database
 - contains Medicaid and commercial survey results submitted by various sponsors, including public and private employers, State Medicaid agencies, State Children's Health Insurance Programs (CHIP), and individual health plans
- CAHPS Clinician & Group Survey Database
 - contains survey data submitted by practice sites and practice groups on patient experiences with doctors

CAHPS Data Available

- CAHPS Health Plan Survey Database
 - 17 years of data (1998 – 2015)*
 - Adult and Child Medicaid/CHIP and Commercial**
- CAHPS Clinician & Group Survey Database
 - 5 years of data (2010 – 2014)
 - Adult and Child 12-Month Survey, PCMH Survey, Visit Survey
- CAHPS Hospital Survey Database
 - 3 years of data (2005 – 2007)

* The contract that supports the CAHPS program expired during 2012 and new contract was awarded in 2013, therefore the CAHPS Database does not include CAHPS Health Plan Survey data for 2012.

**Survey results for the commercial sector are no longer included in the CAHPS Health Plan Survey Database.

Two Most Recent Years of Data

- Number of survey respondents and health plans by year

Year	Adult Medicaid	Child Medicaid	CHIP
2015	61,369 (133)	91,049 (136)	13,466 (19)
2014	68,234 (149)	60,153 (100)	11,762 (15)

- Number of survey respondents and practice sites by year

Year	Adult Visit	Adult /PCMH	Child /PCMH
2014	312,624 (1,330)	457,415 (2,291)	28,925 (341)
2013	428,154 (1,234)	619,038 (833)	8,265 (105)

Contents of the Health Plan Research Files

- Survey item response data including Chronic Conditions items and HEDIS items
- Gender
- Race
- Case mix items:
 - Age
 - Education
 - Self reported physical and mental health status
- Research files are provided in SAS format
- Survey mode
- Response rate
- Product type
- Health Plan state
- Region (U.S. Census region)

Contents of the Clinician & Group Research Files

- Survey item response data including PCMH items
- Gender
- Race
- Case mix items:
 - Age
 - Education
 - Self reported physical and mental health status
- Survey mode
- Survey field period
- Response rate
- Physician Specialty
- Practice ownership & affiliation
- Number of visits per week
- Number providers working each week
- Region (U.S. Census region)

Requesting Research Files

From the CAHPS home page, click on “Request Data for Research”

U.S. Department of Health & Human Services

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CAHPS Database

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Percentile Top Box Scores

Composite/Item	CAHPS DB Overall
Getting Timely Appointments, Care, and Information	59%
Got appointment for urgent care as soon as needed	65%
Got appointment for check-up or routine care as soon as needed	68%
Got answer to phone question during regular office hours on	66%

Chartbooks with Latest Survey Results
2014 CAHPS Clinician and Group Survey comparative results now available.

1 2 3 4

About CAHPS
Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care.

- ▶ Bibliography
- ▶ Frequently Asked Questions
- ▶ Contact Us

Events

New: Version 3.0 of Clinician & Group

Spotlight

Requesting Research Files

- Submit written request that includes:
 - Title of proposed research project
 - Statement of problem and objectives
 - Survey type and years of data files requested
 - Description of analytic methods
 - How data will be stored
 - Products that will result from the research
- Submit a signed Data Use Agreement

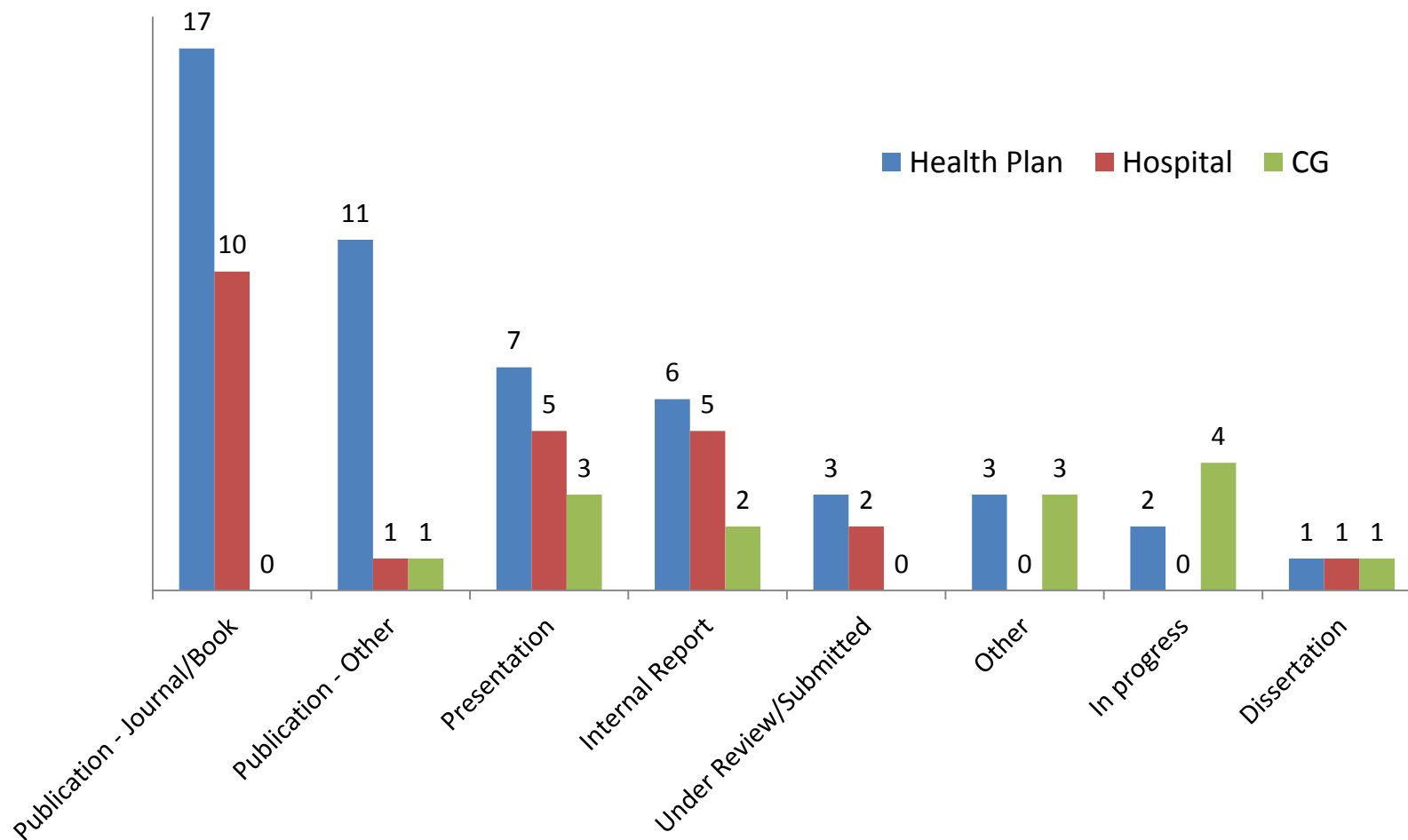
Requests for Research Files

- To date the CAHPS Database has approved over 100 requests for research data
 - 61 Health Plan
 - 18 Clinician & Group
 - 22 Hospital
- Receive about 10 requests per year

Research Files in Use

- Summary of research projects
 - 38 Health Plan
 - 13 Clinician & Group
 - 13 Hospital
- Summary available on the CAHPS Web site and updated annually
 - <https://www.cahps.ahrq.gov/cahps-database/data-research/summary-research-projects2015.pdf>

Results of Research Files



Research Studies and Other Resources

- Sample Research Topics Have Examined:
 - Ratings of access to specialty care across Medicaid and Commercial plans
 - Experiences of children with and without special health care needs over time
 - Differences in missing data rates based on race and age
 - Key drivers of outcome variables on the survey
- A Bibliography is also available on the CAHPS Web site
 - 10 books
 - 366 articles

Contact the CAHPS Database

- E-mail: CAHPSDatabase@westat.com
- Phone: 1- 888-808-7108
- Web site: <https://www.cahpsdatabase.ahrq.gov/>

Questions?