

What's Available for the CAHPS® Dental Plan Survey

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What Materials Are Available?

The *CAHPS Dental Plan Survey and Instructions* offer access to a limited number of materials to support users in implementing the CAHPS Dental Plan Survey:

- A questionnaire for adults
- SAS®-based analysis programs and instructions for analyzing survey results
- Guidance on reporting survey results

For additional guidance, users of this survey are encouraged to download materials that were developed for the CAHPS Health Plan Surveys. These materials include –

- Guidance on preparing a questionnaire that meets your needs
- Guidance on administering the survey
- Sample reminder letters and telephone scripts
- Guidance on preparing the survey data for analysis

Please contact the CAHPS User Network by e-mail (cahps1@ahrq.gov) or telephone (1-800-492-9261) for guidance on adapting these materials to the Dental Plan Survey.

The Questionnaire

The CAHPS Dental Plan Survey asks patients to report on and rate their experiences with care and services from a dental plan, the dentists, and their staff. The questionnaire is available in English only.

Survey users may add items to the questionnaire to capture information about patients' experiences in domains not addressed by this survey. However, no supplemental items were developed for this survey.

Survey Administration Guidelines

Guidelines for administering this survey are not available. You are encouraged to refer to and adapt documents developed for the Health Plan Surveys:

- *Preparing a Questionnaire Using the CAHPS Health Plan Survey* (Document No. 1012)
- *Fielding the CAHPS Health Plan Survey – Commercial Plans* (Document No. 13b)
- *Sample Notification Letters for the CAHPS Health Plan Survey* (Document No. 161)
- *Sample Telephone Script for the CAHPS Health Plan Survey* (Document No. 162)

For guidance in adapting these instructions, please contact the CAHPS User Network by e-mail (cahps1@ahrq.gov) or telephone (1-800-492-9261).

Data Analysis Programs and Guidelines

The *CAHPS Dental Plan Survey and Instructions* include a set of 10 SAS files that comprise the CAHPS Analysis Program, also known as the CAHPS macro. This macro allows you to analyze and statistically adjust the survey data in order to make valid comparisons among different providers.

The CAHPS Consortium updates the macro occasionally to address issues raised by users. Before you use the macro to analyze survey results, please or contact the CAHPS User Network (cahps1@ahrq.gov or 1-800-492-9261) to confirm that you have the most recent version.

The following document can help you use the macro:

- *Instructions for Analyzing Data from CAHPS Surveys* (Document No. 2015) contains instructions on using the CAHPS macro to analyze the survey data for reporting purposes. It explains how the analytic programs work and how CAHPS survey sponsors and vendors can use the programs to interpret the results of their survey. Note that these instructions are generic, in that they have been written to be useful for all CAHPS surveys.

For additional guidance on how to prepare data and apply the macro to the Dental Plan Survey, users can consult this document developed for the Health Plan Survey:

- *Survey-Specific Instructions for Analyzing Results from the CAHPS Health Plan Survey 4.0* (Document No. 1015)

Reporting Measures and Guidelines

Patient Experience Measures for the CAHPS Dental Plan Survey (Document No. 709) lists the recommended measures for the Dental Plan Survey and the items included in each measure. Like other CAHPS surveys, the Dental Plan Survey uses two types of measures for reporting purposes:

- Global ratings, which ask respondents to rate some aspect of their care on a scale of 0 to 10
- Composite measures, which summarize performance on two or more related survey items

For More Information

The CAHPS Web site offers descriptive information on the history and purpose of the Dental Plan Survey. Visitors also have access to –

- relevant presentations
- guidance related to improving patients' experiences with care and reporting survey results to consumers