

What’s Available for the CAHPS® Nursing Home Surveys

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What Materials Are Available?

The *CAHPS Nursing Home Surveys and Instructions* offer access to a limited number of materials to support users in implementing the CAHPS Nursing Home Surveys:

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

For free assistance with these surveys, please contact the CAHPS User Network at cahps1@westat.com or 1-800-492-9261.

The Questionnaires

The CAHPS Nursing Home Surveys ask residents and their families to report on and rate their experiences with care and services from a nursing home. The surveys are available in both English and Spanish:

- Long-Stay Resident Survey
- Discharged Resident Survey
- Family Member Survey

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

You can find more information about these surveys on the Agency for Healthcare Research and Quality's CAHPS Web site.

Data Analysis Programs and Guidelines

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

Instructions for Analyzing Data from CAHPS Surveys explains how to use the CAHPS macro to analyze the survey data for reporting purposes. It describes how the analytic programs work and how CAHPS survey sponsors and vendors can use the programs to interpret their survey results. Note that these instructions are generic, in that they have been written for use with all CAHPS surveys.

Reporting Measures and Guidelines

Patient Experience Measures for the CAHPS Nursing Home Family Member Survey lists the recommended measures and corresponding items for the Family Member Survey only. Like other CAHPS surveys, the Nursing Home Surveys use 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.