



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY

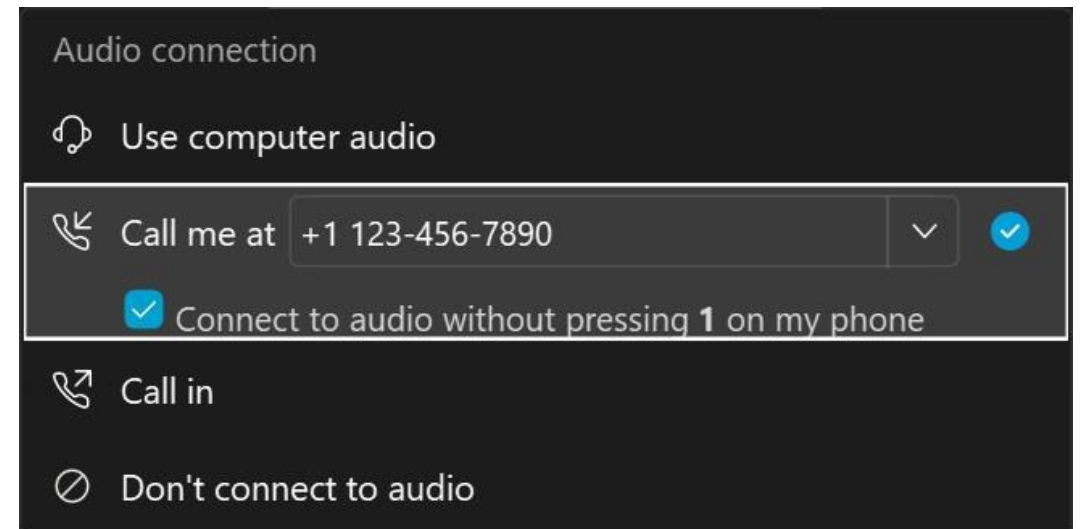
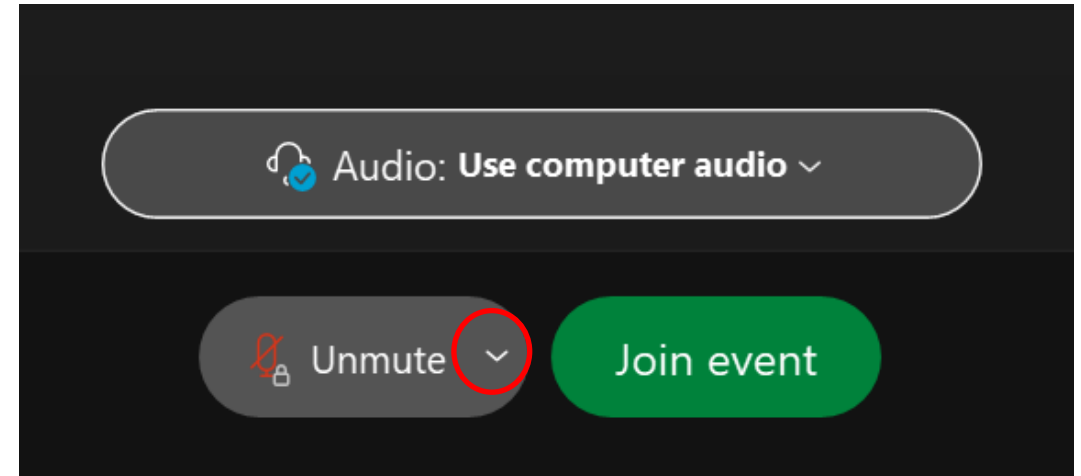


# **Understanding CAHPS® Surveys: A Primer for New Users**

**A Webcast Presented by the AHRQ CAHPS User Network  
January 19, 2022  
1:00 – 2:00 pm ET**

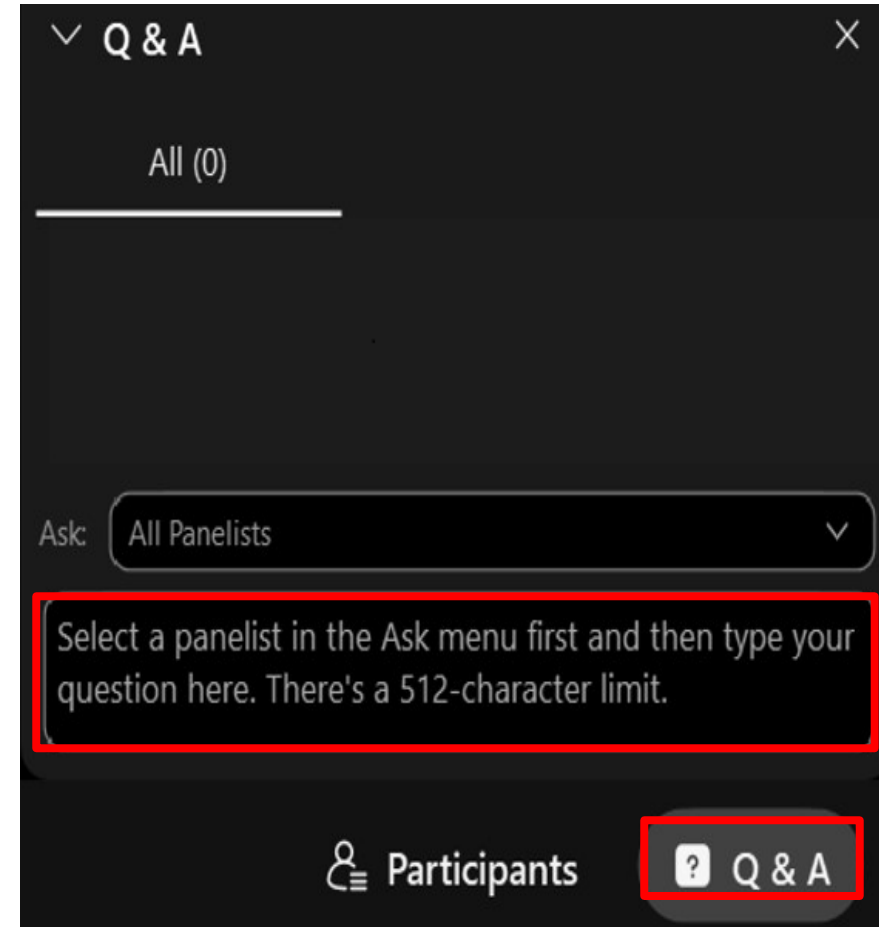
# Need Help?

- No sound from computer speakers?
- Trouble with your connection or slides not moving?
  - ▶ Log out and log back in
- Other problems?
  - ▶ Use Q&A feature to ask for help



# Using the Webcast Console to Submit Questions

- Question and Answer
  - ▶ Select Q&A
  - ▶ Type question in the box that opens



The screenshot shows a dark-themed webcast console interface. At the top, there is a header bar with a dropdown arrow and the text "Q & A", and a close button (X) on the right. Below the header, the text "All (0)" is displayed. A horizontal line separates the header from the main content area. In the main content area, there is a section labeled "Ask:" followed by a dropdown menu currently set to "All Panelists". Below the dropdown menu, a text input box is highlighted with a red border. Inside the box, the text reads: "Select a panelist in the Ask menu first and then type your question here. There's a 512-character limit." At the bottom of the console, there are two buttons: "Participants" with a person icon, and "Q & A" with a question mark icon. The "Q & A" button is also highlighted with a red border.

# Our Focus Today

- Present an overview of the CAHPS program
- Define CAHPS surveys and their purpose
- Describe how CAHPS surveys are developed and administered
- Review how CAHPS survey results can be used to improve patient experience
- Provide answers to your questions

# Today's Speakers



- **Caren Ginsberg, Ph.D., CPXP**, Director  
CAHPS & SOPS, Center for Quality Improvement and Patient  
Safety, Agency for Healthcare Research and Quality



- **Dale Shaller, M.P.A.**, Principal  
Shaller Consulting Group



- **Stephanie Fry**, Senior Study Director  
Westat

# **AHRQ'S CAHPS® PROGRAM**

**Caren Ginsberg, Ph.D.**

**Director, CAHPS & SOPS**

**Center for Quality Improvement & Patient Safety, AHRQ**

# AHRQ's Core Competencies



- **AHRQ is a research and development agency in the US Department of Health and Human Services**
- **Health Systems Research:** Invest in research and evidence to make health care safer and improve quality.
- **Practice Improvement:** Create tools for health care professionals to improve care for their patients.
- **Data & Analytics:** Generate measures and data to track and improve performance, and evaluate progress of the US health care system.

# The AHRQ CAHPS Program



- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- Program advancing the understanding, measurement, and improvement of patients' experiences with their health care
- Initiated and funded by AHRQ since 1995
- CAHPS Consortium – AHRQ, Yale University, RAND Corporation, Westat

***AHRQ does not mandate the use of CAHPS surveys; requirements for using CAHPS surveys are established by other organizations***



# CAHPS Surveys

- CAHPS surveys are the gold standard for patient experience measurement.
- The CAHPS survey development process captures the patient's voice.
- Surveys measure patient experience of care in different health care settings, and with health plans and providers.
- Surveys are developed using standardized methodology and research findings.
- CAHPS® is a registered trademark of the DHHS. All surveys must adhere to CAHPS design principles and standards to use the trademark.

# CAHPS Program Focus



- The CAHPS program conducts research and develops tools to advance
  - ▶ Understanding patient experience of care
  - ▶ Measuring patient experience; collecting patient experience data
  - ▶ Reporting of patient experience data
  - ▶ Improving quality based on CAHPS survey results

# Patient Experience of Care Research at AHRQ



- ▶ Patients' experiences with care coordination, shared decision-making, patient engagement, and patient safety
- ▶ Collecting patient experience data using narrative protocols for purposes of facilitating quality improvement
- ▶ Effectiveness of different survey administration modes for collecting CAHPS data
- ▶ Measuring patient experience with telehealth
- ▶ Assessing racial and ethnic disparities in patient experience

# What's New!



- New and revised surveys assessing patient experience with telehealth:
  - ▶ CAHPS Clinician & Group 3.1; 4.0 (Beta)
  - ▶ CAHPS Health Plan 5.1
- Databases under development:
  - ▶ Child HCAHPS Survey
- Website for CAHPS data:
  - ▶ AHRQ Data Tools: <http://datatools.ahrq.gov/cahps>
- Your CAHPS Survey Tool: <https://yourcahps.rand.org/>

# **WHAT IS PATIENT EXPERIENCE AND HOW DOES CAHPS MEASURE IT?**

**Stephanie Fry  
Senior Study Director  
Westat**

# What is Patient Experience?

Patient experience refers to what happened in a health care setting. It encompasses the **range of interactions** that patients have with the health care system, including:



Coordinated care from **doctors and nurses** in health care facilities



Good **communication** with health care providers



Ability to schedule **timely** appointments



Easy **access** to information

# Why Measure Patient Experience?

Patient experience is strongly associated with:

## Health Outcomes

- Patient adherence
- Process of care measures
- Clinical outcomes
- Patient safety

## Business Outcomes

- Malpractice risk
- Employee satisfaction
- Financial performance

# CAHPS Survey Principles

- ▶ Surveys focus on what patients want to know
- ▶ Stakeholder and user input are fundamental and ongoing
- ▶ Surveys are extensively tested
- ▶ Standardization supports comparability
- ▶ All surveys, tools, and resources are public



# CAHPS Core Surveys: Some Examples

## Patient Experience with Providers

- ▶ Clinician & Group
- ▶ Hospice
- ▶ Home Health Care
- ▶ Surgical Care

## Patient Experience with Facility-Based Care

- ▶ Hospital
- ▶ In-Center Hemodialysis
- ▶ Nursing Home
- ▶ Outpatient and Ambulatory Surgery

## Patient Experience with Condition-Specific Care

- ▶ Cancer Care
- ▶ Mental Health Care

## Enrollee Experience with Health Plans

- ▶ Health Plan
- ▶ Home and Community-Based Services

# Examples of CAHPS Measures

## Clinician & Group Survey

- ▶ Access to care
- ▶ Communication
- ▶ Care coordination
- ▶ Customer service
- ▶ Overall rating

## Hospital Survey

- ▶ Communication
- ▶ Responsiveness
- ▶ Discharge information
- ▶ Hospital environment
- ▶ Overall rating
- ▶ Willingness to recommend

# CAHPS Survey Content



# Examples of CAHPS Supplemental Items

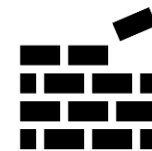


- Shared Decision-Making
- Health Literacy
- Health Information Technology
- Interpreter Services
- Communication
- Narrative Items
- User “Home Grown” items

# Customizing Your CAHPS Survey with the *Your CAHPS Survey Tool*



- Browser-based application that helps CAHPS survey users create a customized CAHPS survey containing core + supplemental items
  - ▶ CG-CAHPS 3.0
  - ▶ Health Plan Survey 5.0
  - ▶ CAHPS In-Center Hemodialysis Survey
  - ▶ CAHPS Cancer Care Surveys
- Visit <https://yourcahps.rand.org> to assemble your customized survey



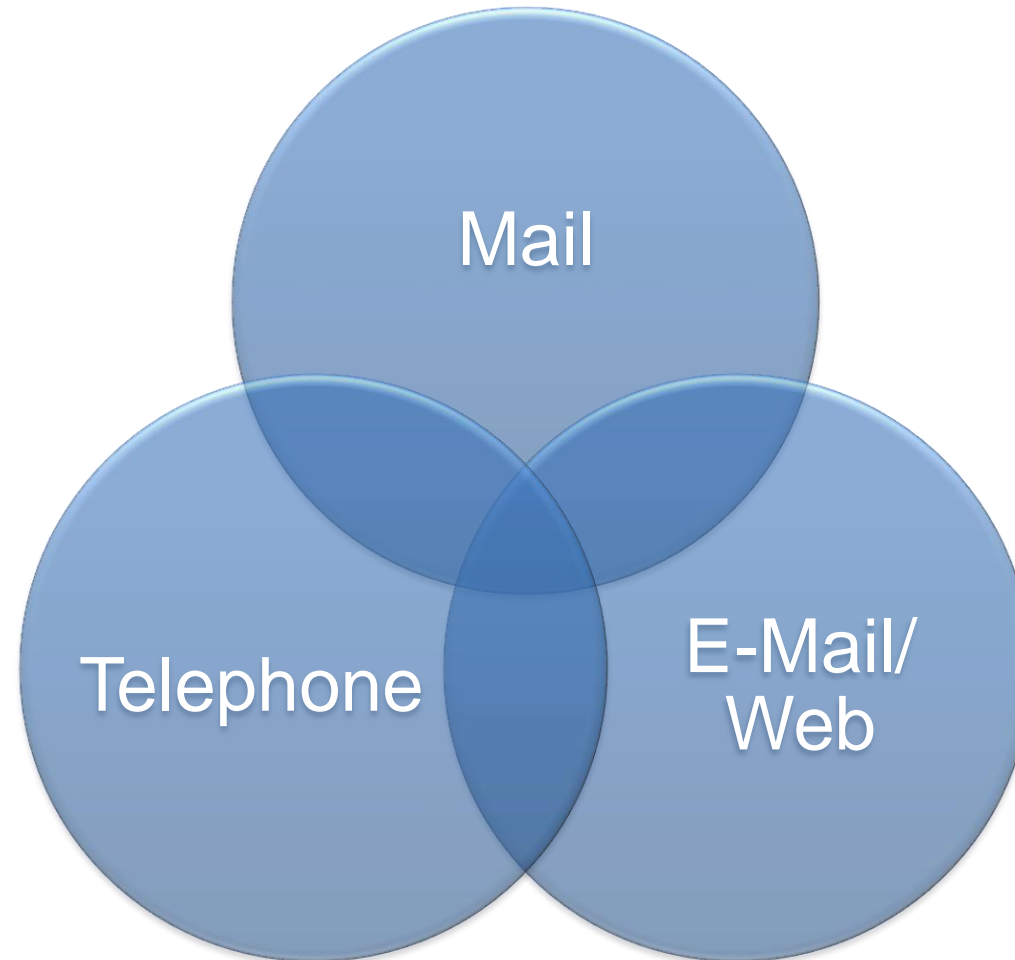
# HOW ARE CAHPS SURVEYS ADMINISTERED?

**Stephanie Fry**  
**Senior Study Director**  
**Westat**

# Drawing a Sample

- Sampling varies by survey and reporting goals
- Users should consider:
  - ▶ Data use and level of reporting
  - ▶ Data collection methodology
  - ▶ Expected number of people who will respond

# Common CAHPS Data Collection Approaches

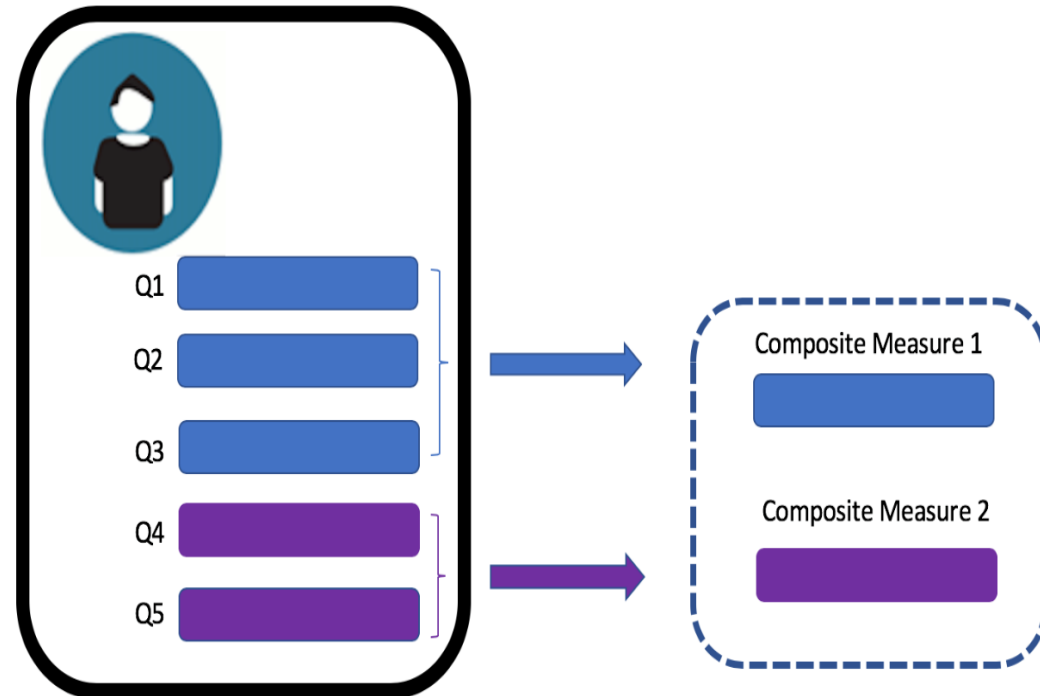


*Health care delivery and survey environments are rapidly evolving;  
CAHPS Consortium continues extensive testing*



# Analysis of Survey Results

- Calculation of survey composite measures
- Case mix adjustment
  - ▶ CAHPS SAS macro



# **HOW ARE CAHPS SURVEY RESULTS USED?**

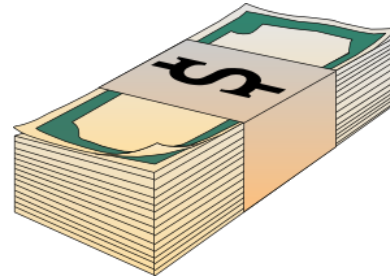
**Dale Shaller, M.P.A.  
Principal  
Shaller Consulting Group**

# Major Uses of CAHPS Surveys

- Public reporting



- Value-based purchasing



- Recognition and certification

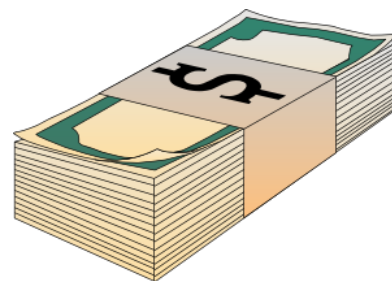


- Research



# Major Uses of CAHPS Surveys

- Public reporting
- Value-based purchasing
- Recognition and certification
- Research



**All of these  
uses are aimed  
at rewarding or  
supporting  
quality  
improvement!**

# What we have learned about improving patient experience



**Evaluating the use of a modified CAHPS® survey to support improvements in patient-centred care: lessons from a quality improvement collaborative**

**Conclusion:** Small measurable improvements in patient experience may be achieved over short projects. Sustaining more substantial change is likely to require organizational strategies, engaged leadership, cultural changes, regular measurement and performance feedback, and experience of interpreting and using survey data.

Davies E, Shaller D, Edgman-Levitan S, Safran DG, Oftedahl G, Sakowski J, and Cleary P (2008). *Evaluating the Use of a Modified CAHPS Survey to Support Improvements in Patient-Centered Care: Lessons from a Quality Improvement Collaborative*, Health Expectations, 11(2), 160-176.

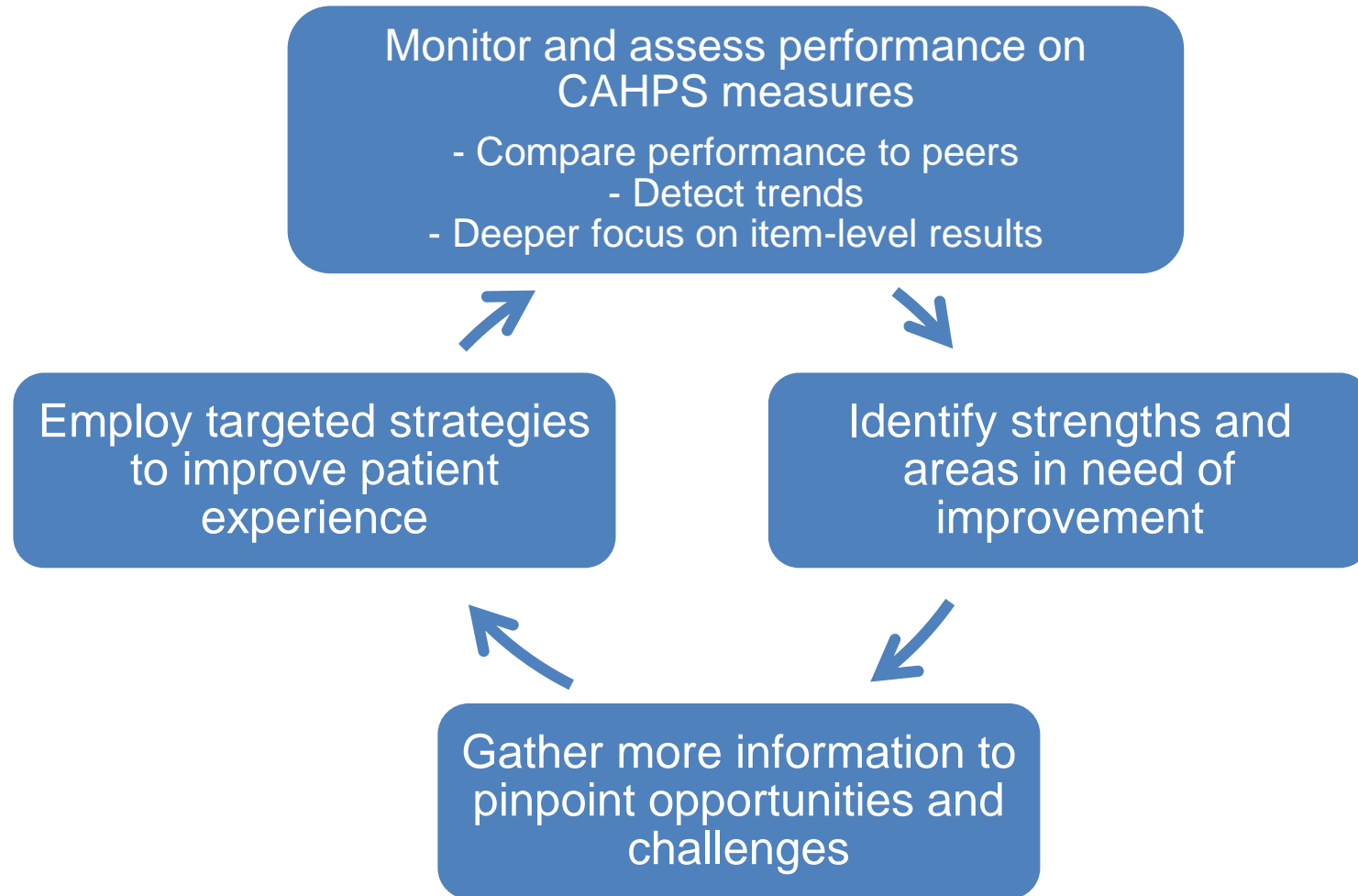
# Foundational Elements of Patient Experience Improvement



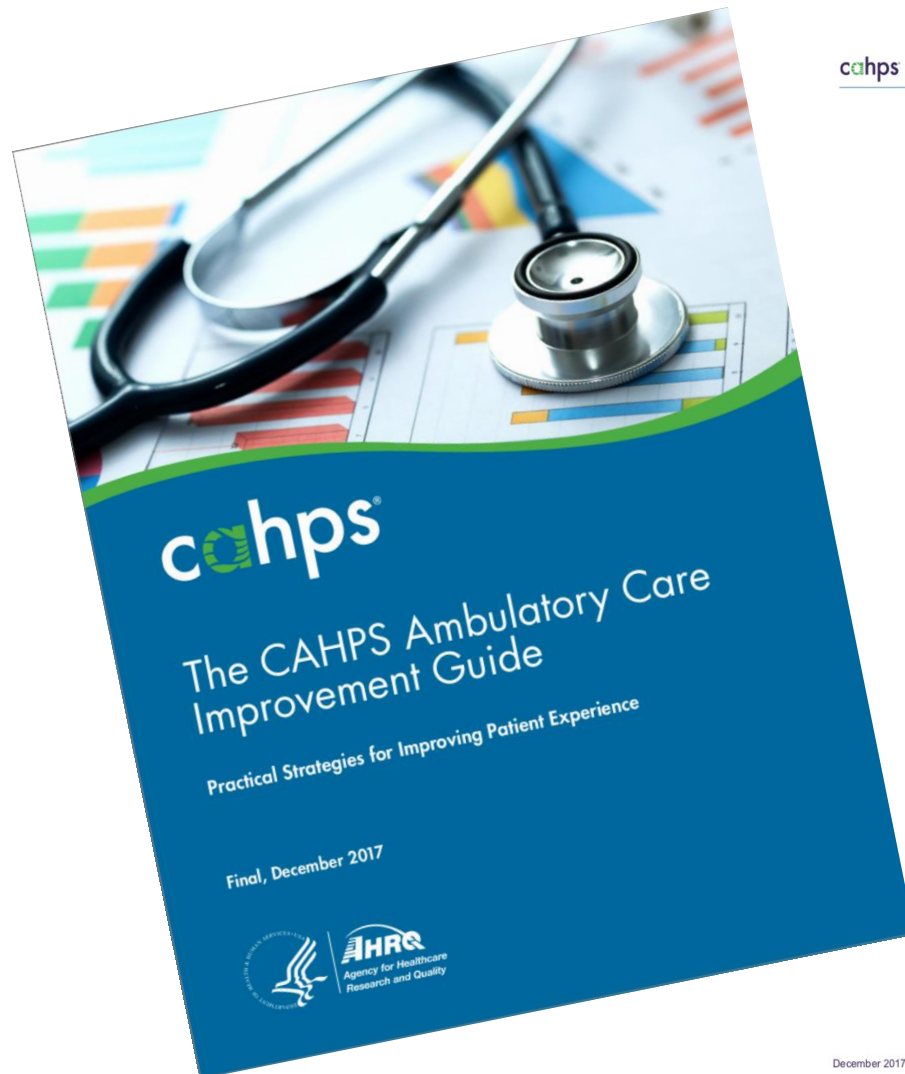
- Leadership and governance
- Partnerships with patients and families
- Focus on the workforce
- Systematic measurement and feedback
- Supportive technology and infrastructure
- Built environment

Shaller D. "Patient-Centered Care: What Does It Take?" New York: The Commonwealth Fund.  
Publication No. 1067, November 2006.

# Using CAHPS Surveys To Improve Patient Experience



# CAHPS Ambulatory Care Improvement Guide



The CAHPS Ambulatory Care Improvement Guide

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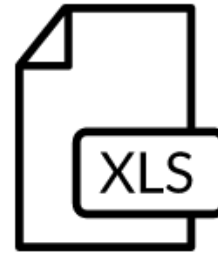
# CAHPS Database

- Databases are for selected CAHPS surveys
  - ▶ CAHPS Health Plan (HP) Survey (Medicaid and CHIP)
  - ▶ CAHPS Home and Community-Based Services (HCBS) Survey
  - ▶ Child HCAHPS Survey (in development)
- Two major applications:
  - ▶ Comparative data for assessing performance
  - ▶ De-identified data for research
- Participation is voluntary and open to all users
- Annual cycle of submissions and reporting
- Submissions vary from year to year and are not representative of the U.S.

# CAHPS Database Products



**AHRQ Data Tools:** Online data portal for viewing, printing, and downloading data reports



**Private Feedback Reports:** Compare submitter results to Database averages



**Annual Chartbooks:** Display summary-level Database results



**Research Datasets:** De-identified data files for approved research projects

# AHRQ Data Tools



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## Consumer Assessment of Healthcare Providers and Systems

### Surveys of Patient Experience

For more information about CAHPS®, visit the [CAHPS® Databases](#) sites.

AHRQ Data Tools



### Explore the CAHPS® Data Tools

The CAHPS Databases are AHRQ's repositories for data from selected CAHPS surveys of patient experience with care. The purpose of the CAHPS Databases is to facilitate comparisons of CAHPS survey results by and among survey users and researchers. The CAHPS Databases currently include data from the CAHPS Health Plan Survey and the CAHPS Clinician & Group Survey.

CAHPS® Health Plan Survey Database

CAHPS® Clinician & Group Survey Database

Overview

Top Box Results

Percentiles

Bar Charts

# AHRQ Data Tools

## CAHPS® Health Plan Survey Database

## CAHPS® Clinician & Group Survey Database

[Overview](#)[Top Box Results](#)[Percentiles](#)[Bar Charts](#)

[Review Chartbooks dating back to 2013](#)

To view the distribution of survey results for a composite measure or individual item, select the year, survey type, the measure, and the item. Refine your results using the Detailed Information and Detailed Information Levels dropdowns.

Select the **Download Data** button for an accessible MS Excel version of the data visualization. The file size will depend on parameters selected.

### Health Plan Survey Bar Chart Results

#### Survey Years:

2020

#### Survey Types:

Adult Medicaid 5.0

#### Composite Measures:

Getting Needed Care

#### Select Individual Items:

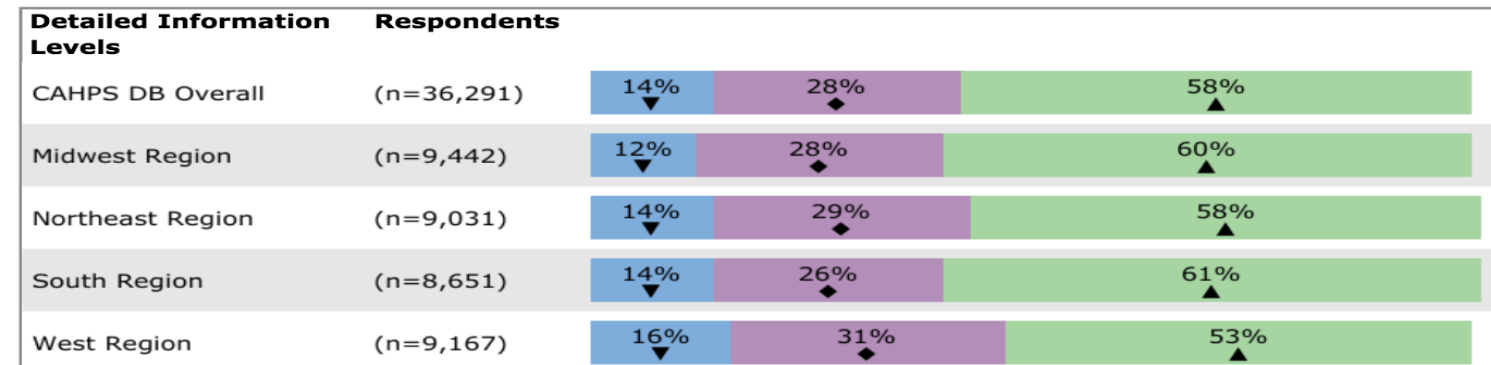
Easy to get necessary care, t...

#### Detailed Information:

Regional

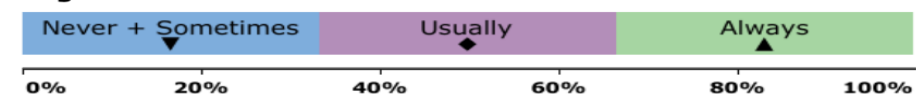
#### 2020 Adult Medicaid 5.0

Easy to get necessary care, tests, or treatment



NA is displayed when there are insufficient data to show a result.

#### Legend



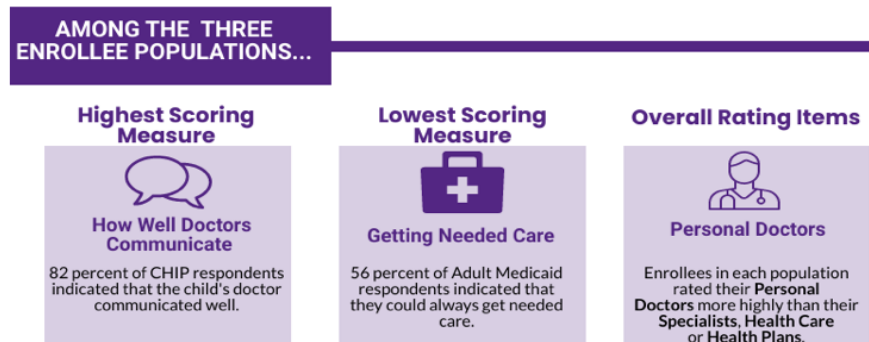
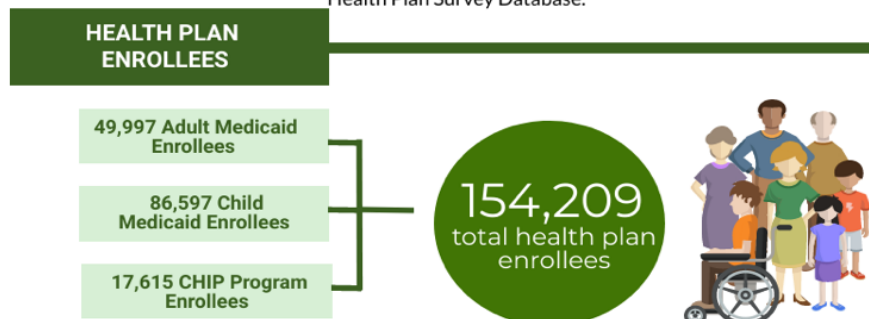
Shapes within the bar chart are for visual aid purposes.

# 2021 Health Plan Survey Chartbook

## 1. OVERVIEW

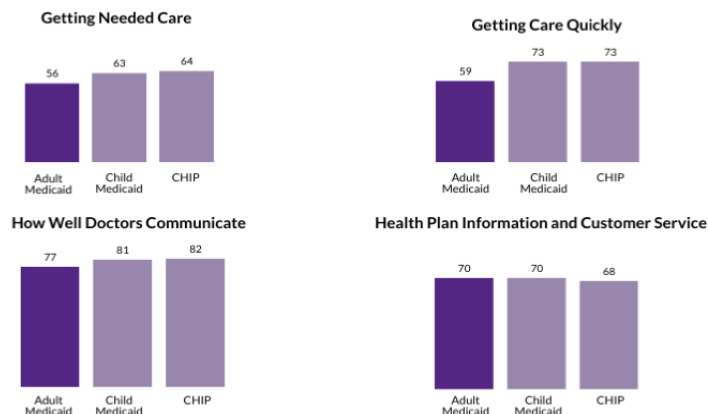


This overview shows how Medicaid and Children's Health Insurance Program (CHIP) health plan enrollees assess their health plan based on the 2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database.



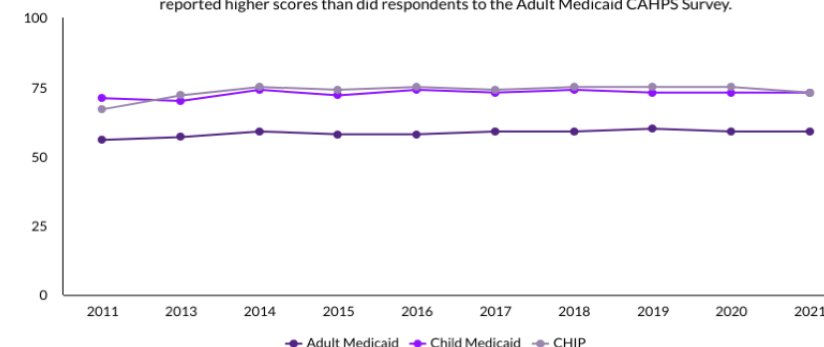
## Health Plan Composite Measure Results by Enrollee Population

Child Medicaid and CHIP enrollees reported having better access to care and communication with doctors than reported by Adult Medicaid enrollees.



## "Getting Care Quickly" Composite Measure Scores Remain Unchanged

The Adult Medicaid, Child Medicaid and CHIP "Getting Care Quickly" Composite Measure showed no improvements in the 10-year period of 2011-2021. Respondents to the Child Medicaid and CHIP CAHPS Surveys consistently reported higher scores than did respondents to the Adult Medicaid CAHPS Survey.



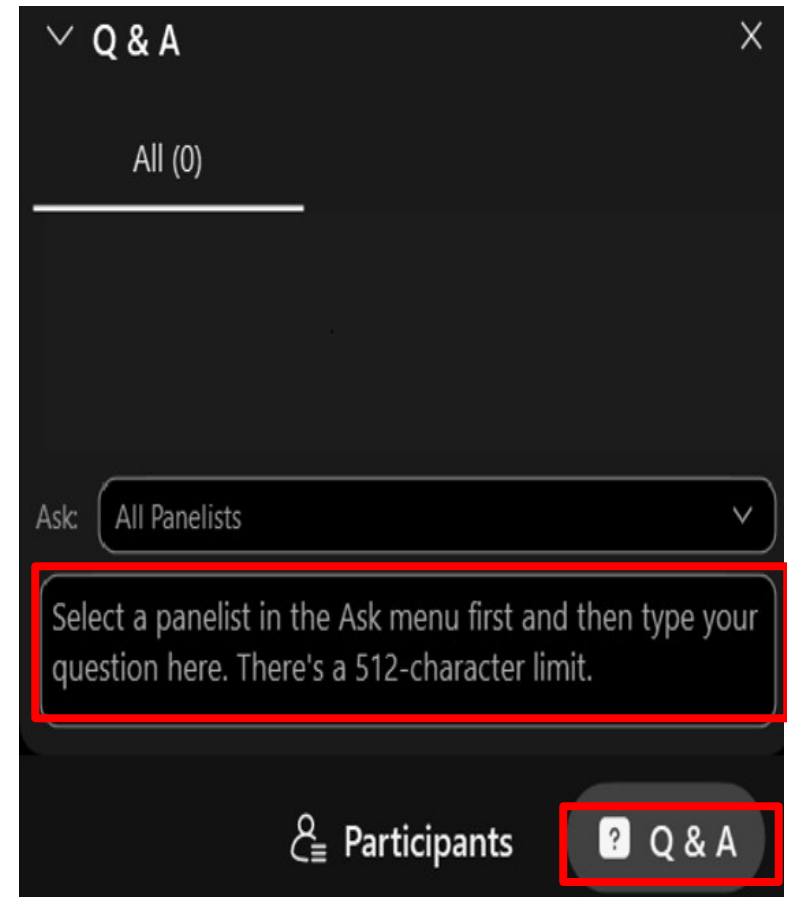
\*Results are not available for 2012

# QUESTIONS AND ANSWERS



# How to Ask a Question

- Question and Answer
  - ▶ Select Q&A
  - ▶ Type question in the box that opens
  - ▶ Make sure “All Panelists” is selected



The screenshot shows a mobile application interface for asking questions. At the top, there is a header with a downward arrow and the text "Q & A", and a close button (X) in the top right corner. Below the header, the text "All (0)" is displayed. A horizontal line separates the header from the main content area. In the main content area, there is a section labeled "Ask:" followed by a dropdown menu currently showing "All Panelists". Below the dropdown menu, a text box contains the instruction: "Select a panelist in the Ask menu first and then type your question here. There's a 512-character limit." At the bottom of the screen, there are two buttons: "Participants" with a group of people icon, and "Q & A" with a question mark icon. Both the instruction text box and the "Q & A" button are highlighted with red rectangles.

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 Web site: [www.ahrq.gov/cahps/](http://www.ahrq.gov/cahps/)

**Thank you!**

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evaluation**