

# Using CG-CAHPS for Patient Experience Improvement Work at Massachusetts General Hospital

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GENERAL HOSPITAL



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# CG-CAHPS Survey Administration

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- MGH has administered CG-CAHPS since 2008
- 12 month version used since implementation
- Converted to 4-point scale version in 2013
- Population includes adult and pediatric patients
- Primary Care and variety of specialty areas covered
  - 14 Clinical areas and 116 practices
- Phone and internet survey modes; initial contacts shortly after patient visits
- 3 open ended questions added to core CG-CAHPS survey regarding
  - possible improvements, providers, and staff
  - collect hundreds of comments weekly on gamut of issues



# CG-CAHPS Data Access

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## Patient Experience Portal

- Vendor portal includes data and patient comments
- Multiple ways to view data and comments - by clinical service, location, demographics, self-reported health status, aspect of care (e.g. how long seen provider; provider type)
- Portal updated weekly with all data collected to date.
  - 1.5 month lag before data of a prior month considered complete (*but more recent results will appear prior to this time*)
- MGH/MGPO users granted single sign-on access. Allows for independent analysis from individual computers

## Internal Data Repository

- Daily feeds of all data and comments
- Collected in data repository along with data from variety of sources
- Utilized to generate internal ongoing and custom reports

# CG-CAHPS Reporting

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- Weekly comments reports disseminated to each clinical area
- Quarterly reports generated at multiple levels
  - Summary level – across clinical services
  - Clinical Service level – across practices within a given clinical service
  - Practice level
  - Benchmarks and targets incorporated, where relevant
- Practice Engagement Areas – monthly dashboards issued focused on key indicators
- Inclusion in leadership dashboards
- Ad hoc and custom reporting
- Tutorials on vendor portal offered on ongoing basis

