



CAHPS Database Online Reporting System

- The CAHPS Database receives data voluntarily submitted by users that have administered:
 - Clinician & Group Survey
 - Health Plan Survey
- Data are submitted annually through online Data Submission systems
- Submission & Online Reporting Systems located on the CAHPS Database Web site at <http://cahpsdatabase.ahrq.gov/>

Components of the CAHPS Database

- **CAHPS Health Plan Survey Database**
 - 15 years of data (1998 – 2013)
 - Over 5.6 million respondents
 - Adult and Child Medicaid/CHIP, Medicare
- **CAHPS Clinician & Group Survey Database**
 - 3 years of data (2010 – 2012)
 - Over 1.5 million respondents
 - Adult and Child 12-Month Survey, PCMH Survey, Visit Survey

- Public Site – allows anyone to view aggregate level results for two most current years
- Private Portal – allows participating organizations to view their own results compared to relevant benchmarks
- Annual Reporting Cycle:
 - CG-CAHPS (CG) Results: Late Spring
 - Health Plan (HP) Results: Early Fall

- Basic Features

- Login – for Participating Organizations that contributed data
- Help
- Print page
- View results in tables
- Export results to Excel
- Add custom report pages to My Report for downloading

The screenshot displays the CAHPS Online Reporting System interface. At the top, a breadcrumb trail reads: "You are here: Comparative Data > Clinician & Group > About Barcharts > Benchmark Results". In the top right corner, three links are circled in red: "Login", "Help", and "Print Page". The main heading is "Comparative Data" followed by "Clinician & Group". Below this, there are two steps for data selection: "Step 1: Select Field Period: 2012" and "Step 2: Select Survey Type: Visit Adult 2.0", each with a "Go" button. A navigation bar contains several tabs: "About CG Database", "Top Box Scores", "Frequencies", "Barcharts", "Percentiles", and "Report Builder". Under the "Barcharts" tab, the text "Results About Barcharts" is visible. A row of three links is circled in red: "View in tables", "Export", and "Add to My Report >>". Below this, a text box explains that results can be exported to Microsoft Excel or saved as a custom report page. The main content area shows a bar chart titled "2012 Visit Adult 2.0" with the text "Getting Timely Appointments, Care, and Information" and a description of the survey question. The bar chart shows three categories: "Never + Sometimes" (yellow), "Usually" (white), and "Always" (green), with a percentage scale from 0% to 100% below it.

- Results

- Overview
 - Top Box Scores
 - Frequencies
 - Bar Charts
 - Percentiles
 - Report Builder
-
- Trending (HP only)
 - Chartbook (HP only)

You are here: [Comparative Data](#) > [Health Plans](#) > About Database

[Login](#) | [Help](#) | [Print Page](#)

Comparative Data

Health Plans

Step 1: Select Year

Step 2: Select Survey

[Overview](#) | [Top Box Scores](#) | [Frequencies](#) | [Barcharts](#) | [Trending](#) | [Chartbook](#) | [Percentiles](#) | [Report Builder](#)

About the CAHPS Health Plan Survey Database

The CAHPS Health Plan Comparative Database provides access to results for the 2 most recent years of CAHPS Health Plan Survey data.

Select the year and the survey version above to see results.

- **Top Box** - display the percent of survey respondents who chose the most positive score for a given item response scale.

available in the Report Builder section during your current session.

2012 12-month Survey Adult 2.0 (4pt) Top Box Scores

This section lets you view "top box" scores across several CG-CAHPS characteristics. Top box scores display the percent of respondents reporting the most positive response for a composite, rating, or question item.

- Results for practice site characteristics are calculated for composites, ratings and individual question items.
- N/A is displayed when there are insufficient data to show a result.
- For more information go to the [Report Builder tab to view How Results are Calculated](#).

Participating Organization

Results for Percentile Top Box Scores

Composite/Item	Selected Group/Site	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
<i>Getting Timely Appointments, Care, and Information</i>	NA	63%	77%	70%	65%	58%
Got appointment for urgent care as soon as needed	NA	67%	88%	80%	71%	64%
Got appointment for check-up or routine care as soon as needed	NA	71%	86%	81%	73%	68%
Got answer to phone question during regular office hours on same day	NA	63%	81%	72%	63%	53%
Got answer to phone question after hours as soon as needed	NA	66%	88%	79%	67%	57%

- **Frequencies** - show the distribution of scores for all response options and allow users to run custom displays by selected respondent and plan (HP) or practice (CG) characteristics.

One-way Frequency

[About CG Database](#) | [Top Box Scores](#) | [Frequencies](#) | [Barcharts](#) | [Percentiles](#) | [Report Builder](#)

Results Question List

Export | [+ Add to My Report >>](#)

These results can be exported to Microsoft Excel® by choosing the "Export" link, or saved as a custom report page under the Report Builder section by selecting the "Add To My Report" link above. Results added to your custom report will only be available in the Report Builder section during your current session.

2012 Visit Adult 2.0

Q6 Got appointment for urgent care as soon as needed

	Q6					Total
	MISSING	NEVER	SOMETIMES	USUALLY	ALWAYS	
Frequency (n)	337,137	7,115	19,384	65,244	184,516	613,396
Percent	55%	1%	3%	11%	30%	

Two-way Frequency

[About CG Database](#) | [Top Box Scores](#) | [Frequencies](#) | [Barcharts](#) | [Percentiles](#) | [Report Builder](#)

Results Question List

Export | [+ Add to My Report >>](#)

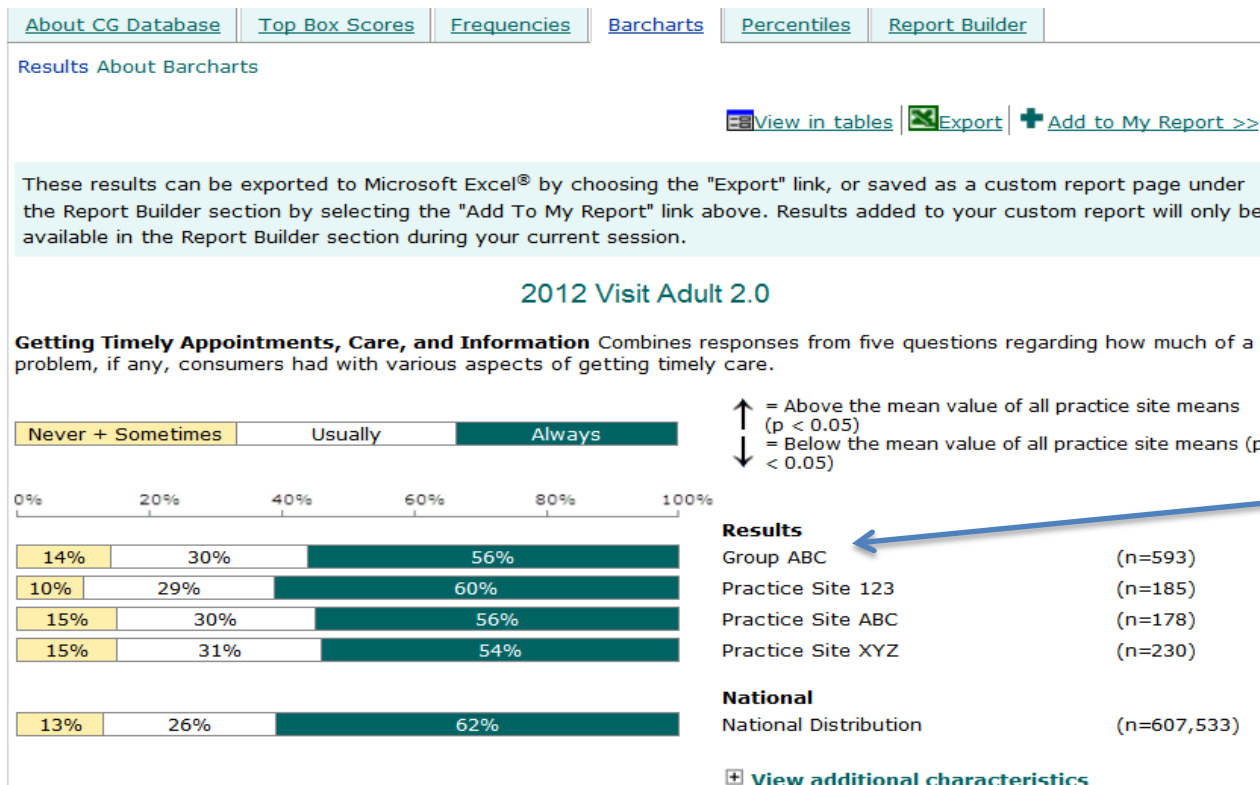
These results can be exported to Microsoft Excel® by choosing the "Export" link, or saved as a custom report page under the Report Builder section by selecting the "Add To My Report" link above. Results added to your custom report will only be available in the Report Builder section during your current session.

2012 Visit Adult 2.0

Q6 Got appointment for urgent care as soon as needed
By
Q29 Rating of overall health

Frequency (n) Row Percent		Q6					Total
		MISSING	NEVER	SOMETIMES	USUALLY	ALWAYS	
Q29	MISSING	7,502 52%	182 1%	467 3%	1,605 11%	4,659 32%	14,415
	EXCELLENT	40,892 57%	646 1%	1,572 2%	5,026 7%	24,194 33%	72,330
	VERY GOOD	108,347 58%	1,871 1%	5,044 3%	17,786 9%	54,854 29%	187,902
	GOOD	111,997 55%	2,275 1%	6,682 3%	23,922 12%	59,815 29%	204,691
	FAIR	54,699 52%	1,506 1%	4,335 4%	13,478 13%	31,719 30%	105,737
	POOR	13,700 48%	635 2%	1,284 5%	3,427 12%	9,275 33%	28,321

- **Bar Charts** - display a graphical distribution of survey results that show the top, middle, and bottom response categories.





Participating Organization

- **Percentiles** - display the percentage of health plans (HP) or practices sites (CG) that scored at or below a particular top box score.

[About CG Database](#) |
 [Top Box Scores](#) |
 [Frequencies](#) |
 [Barcharts](#) |
 [Percentiles](#) |
 [Report Builder](#)

Results | About Percentiles

 [Export](#) |
  [Add to My Report >>](#)

2012 Visit Adult 2.0 Percentiles

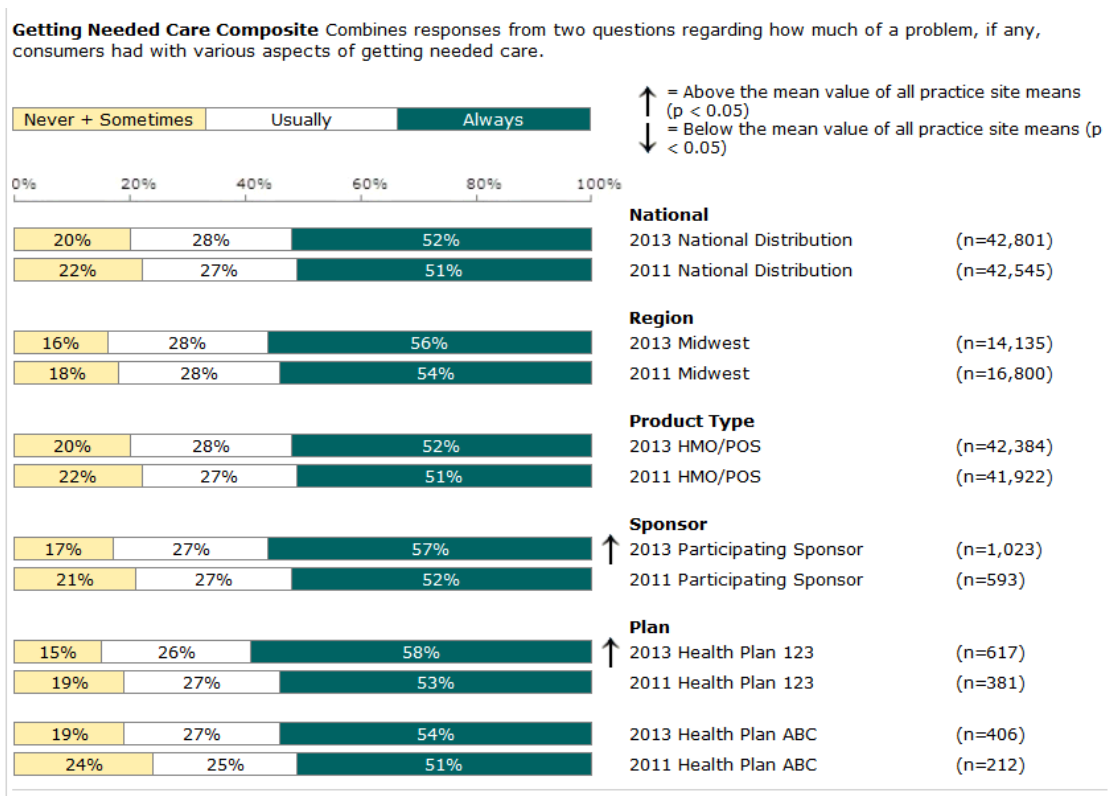
This section lets you view "top box" scores by selected percentile categories. N/A is displayed when there are insufficient data to show results.

These results can be exported to Microsoft Excel® by choosing the "Export" link, or saved as a custom report page under the Report Builder section by selecting the "Add To My Report" link above. Results added to your custom report will only be available in the Report Builder section during your current session.

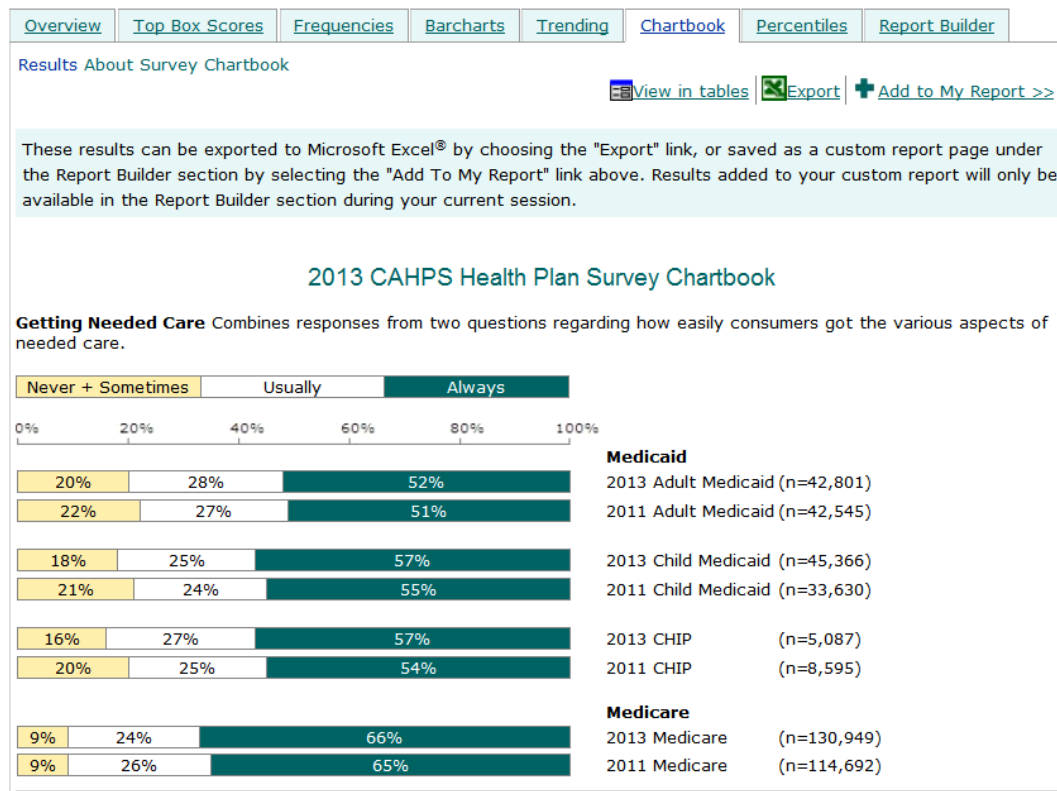
Composite/Item	CAHPS DB Overall	Lowest Score	Highest Score	Average Score
Getting Timely Appointments, Care, and Information	62%	25%	96%	63%
Got appointment for urgent care as soon as needed	67%	17%	100%	69%
Got appointment for check-up or routine care as soon as needed	71%	17%	100%	73%
Got answer to phone question during regular office hours on same day	63%	20%	100%	64%

Online Reporting System: Trending

- Trending (HP only) - displays results across the two most recent years of data for composites, overall ratings, and individual items.



- Chartbook (HP only) - displays cross-sector comparisons.



- **Report Builder** – allows users to create downloadable reports.

[Select All](#) | [Clear Selections](#)

CAHPS Health Plan Survey Database

- Overview ([PDF, 197KB](#); [PDF Help](#))
- Composition of the CAHPS Health Plan Survey Database 1998 – 2013 ([PDF, 165KB](#); [PDF Help](#))
- Survey Respondents and Health Plan Samples by State: 2011 and 2013 ([PDF, 211KB](#); [PDF Help](#))
- Methodology: Survey and Analysis ([PDF, 379KB](#); [PDF Help](#))
- Definition of Composites and Rating Items ([PDF, 136KB](#); [PDF Help](#))
- Definition of Regions ([PDF, 114KB](#); [PDF Help](#))
- How Results are Calculated ([PDF, 199KB](#); [PDF Help](#))

Results

- Characteristics**
- Top Box Scores Results**
- Chartbook Results**
- Bar Chart Results**

Your Analysis Results

- Frequencies: Q14xQ36 Health Status (HTML, 25KB)

You may need to disable any pop-up blocking software for this site.

[Download Selected Files](#)

CAHPS Database 2014 Schedule

- Using the Online Reporting System Video
 - Coming soon on the CAHPS Database Web site
- Clinician & Group Database Submission & Reporting
 - Data Submission: Feb 24 – March 14
 - Report Results: Late Spring 2014
- Health Plan Database Submission & Reporting
 - Data Submission: Summer 2014
 - Report Results: Fall 2014



Questions ?

- The CAHPS Database can serve as a platform to aggregate and score survey data submitted by consortium users with multiple vendors
- Examples of consortium users:
 - State and regional public reporting collaboratives
 - Minnesota Community Measurement
 - Maine's Dirigo Health Agency
 - Member organizations
 - California Safety Net Institute
 - Association for Community Health Plans
 - University HealthSystem Consortium

