University of Michigan Health System—at a Glance

An Integrated Academic Medical Center consisting of:

- Hospitals, Health Centers, and Clinics throughout Southeast Michigan
- UM Medical School and its Faculty Group Practice
- Clinical Activities of the UM School of Nursing

Fast Facts:

- ~27,000 faculty, staff, students, trainees, and volunteers
- 3 hospitals, 990 beds, ~45,000 discharges annually
- 97,000 emergency/urgent care visits
- 49,700 surgical cases
- 1,300 survival flight missions
- 4,100 deliveries
- 40 outpatient locations with approximately 200 clinics see more than 1.9M visits annually

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UMHS and CG-CAHPS—a brief history

- Participated in UHC trials
  - 2010—3 primary care clinics
  - 2012—1 specialty care clinic
- Implemented the base Version 2.0 visit-specific CG-CAHPS surveys in May 2013 for approximately 170 clinics; pediatric patients receive pediatric-version of the survey.
  - CG-CAHPS replaces previous in-house survey (with no external benchmarking capability)

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UMHS Objectives for Adopting CG-CAHPS

- Ability to benchmark externally on measures of access, provider communication, and office staff

- Orient and align our clinics to the same patient experience measures by which our ACO will be measured

- Assist our physicians with their Maintenance-of-Certification (MOC) requirements for their respective accrediting boards.

- To be positioned for other public reporting or pay-for-performance needs that may yet come

- Eventually (but not yet) issue provider-specific reports for internal quality improvement purposes (currently the focus is at the clinic level)

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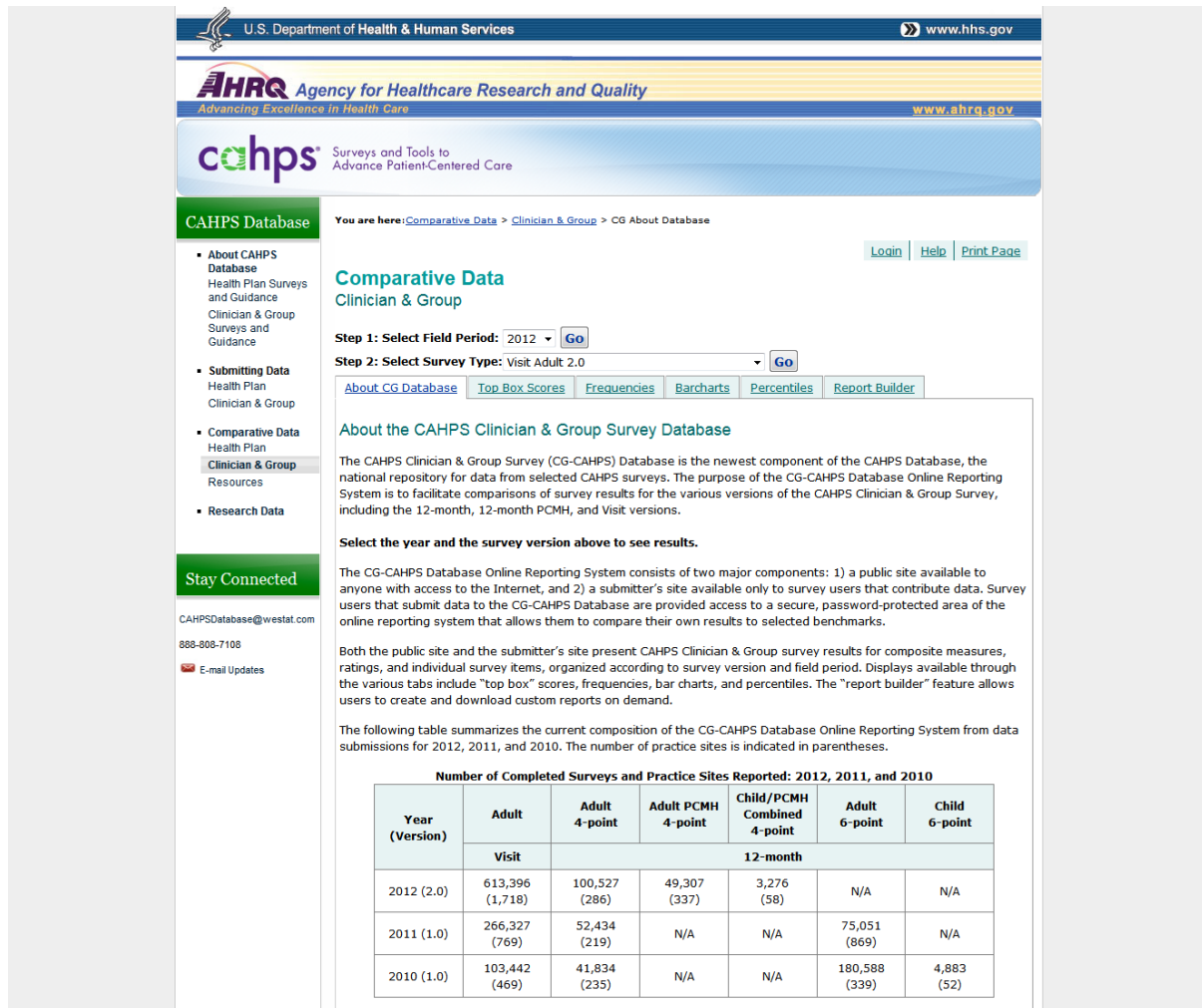
UMHS--Survey Program Operational Facts

- **Sampling for surveys triggered by patient encounter**
  - Eligibility for survey based on approved clinic on "whitelist" as well as approved provider type (e.g., physician, NP, etc.)
  - Mode: U.S. Mail (e-surveying not yet operational)
  - Different sampling rates for each clinic based on eligible patient volume, in order to achieve 30 completed surveys per clinic per quarter
  - Sampling rates at the clinic level dynamically readjusted to achieve target, based on actual response rates.

- **Return rates vary widely by clinic, but overall average is 26.7% (single mailing)**
  - higher rate for the adult version (29.7%)
  - lower rate for the pediatric version (16.1%)

- **15,919 total responses to date through 1/8/14**

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Accessing the CG-CAHPS Comparative data

http://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx

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Top Box Scores

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Survey Versions:

- Visit Adult 2.0
- 12-Mo Adult 2.0 4pt
- 12-Mo PCMH Adult 2.0 4pt
- 12-Mo Child/PCMH Combined 2.0 4pt

Top Box Scores

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Top Box Scores—Available Tables

- **National Percentiles**
- **Regional Top Box Scores**
  - Midwest
  - Northeast
  - South
  - West
- **Physician Specialty**
  - Family Practice
  - Internal Medicine
  - OB/GYN
  - Pediatrics
  - Other Primary Care
  - Surgical
  - Other Specialty

- **Practice Ownership and Affiliation**
  - Provider and/or Physician
  - Hospital or Health System
  - University or Academic Medical Center
  - Community Health Center
  - Other
- **Survey Mode**
  - Mail
  - Phone
  - IVR
  - Web Internet

Frequencies, Bar Charts, Percentiles, Report Builder

Frequencies, Bar Charts, Percentiles, Report Builder

Percentiles tab shows you the percentile values for top box ratings for each question (national benchmark only)

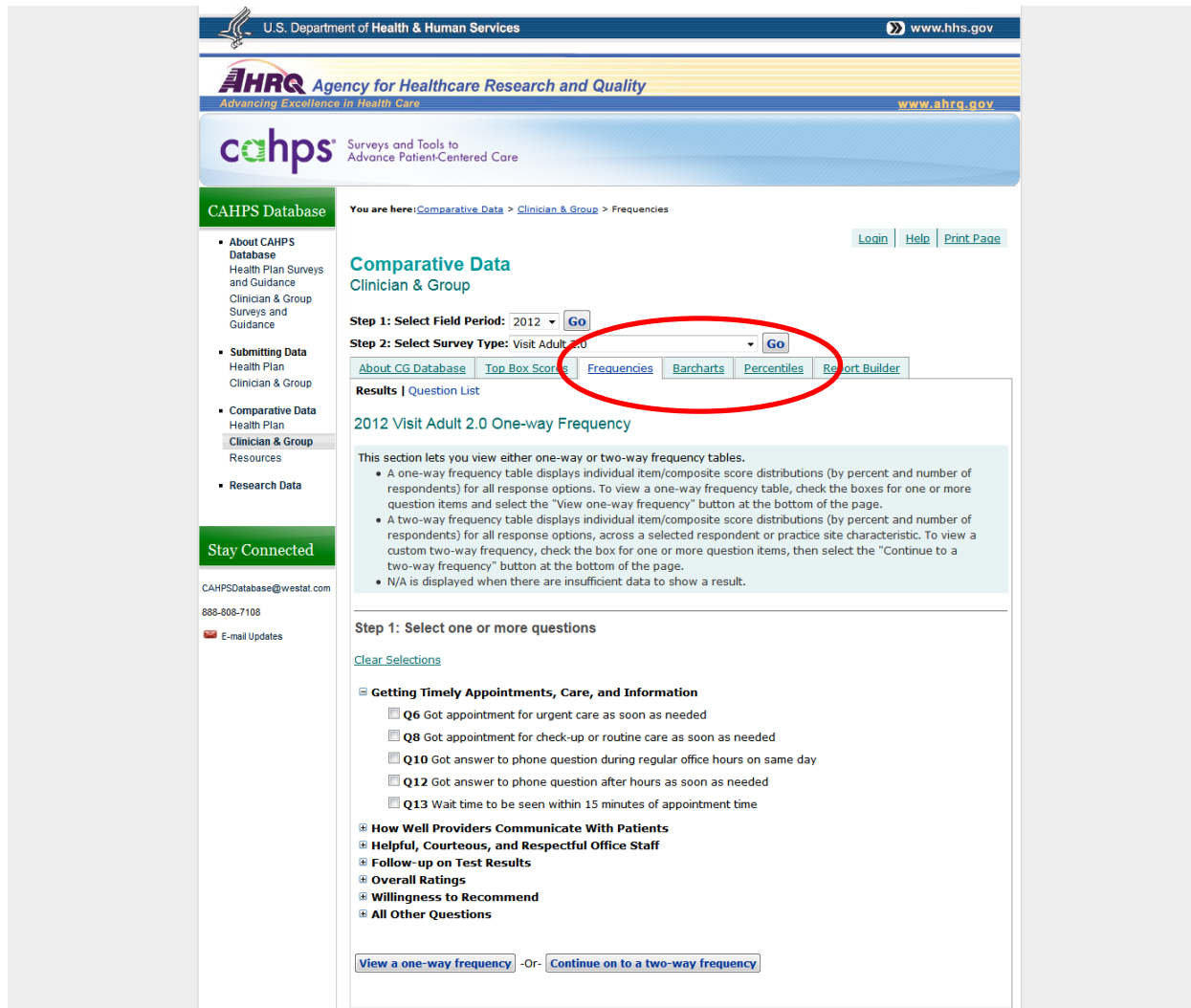| Composite/Item	10%	20%	30%	40%	50%
Getting Timely Appointments, Care, and Information	51%	55%	58%	60%	63%
Got appointment for urgent care as soon as needed	53%	59%	63%	66%	69%
Got appointment for check-up or routine care as soon as needed	61%	66%	69%	71%	74%
Got answer to phone question during regular office hours on same day	48%	54%	58%	61%	64%
Got answer to phone question after hours as soon as needed	43%	50%	56%	59%	63%
Wait time to be seen within 15 minutes of appointment time	26%	33%	39%	43%	47%
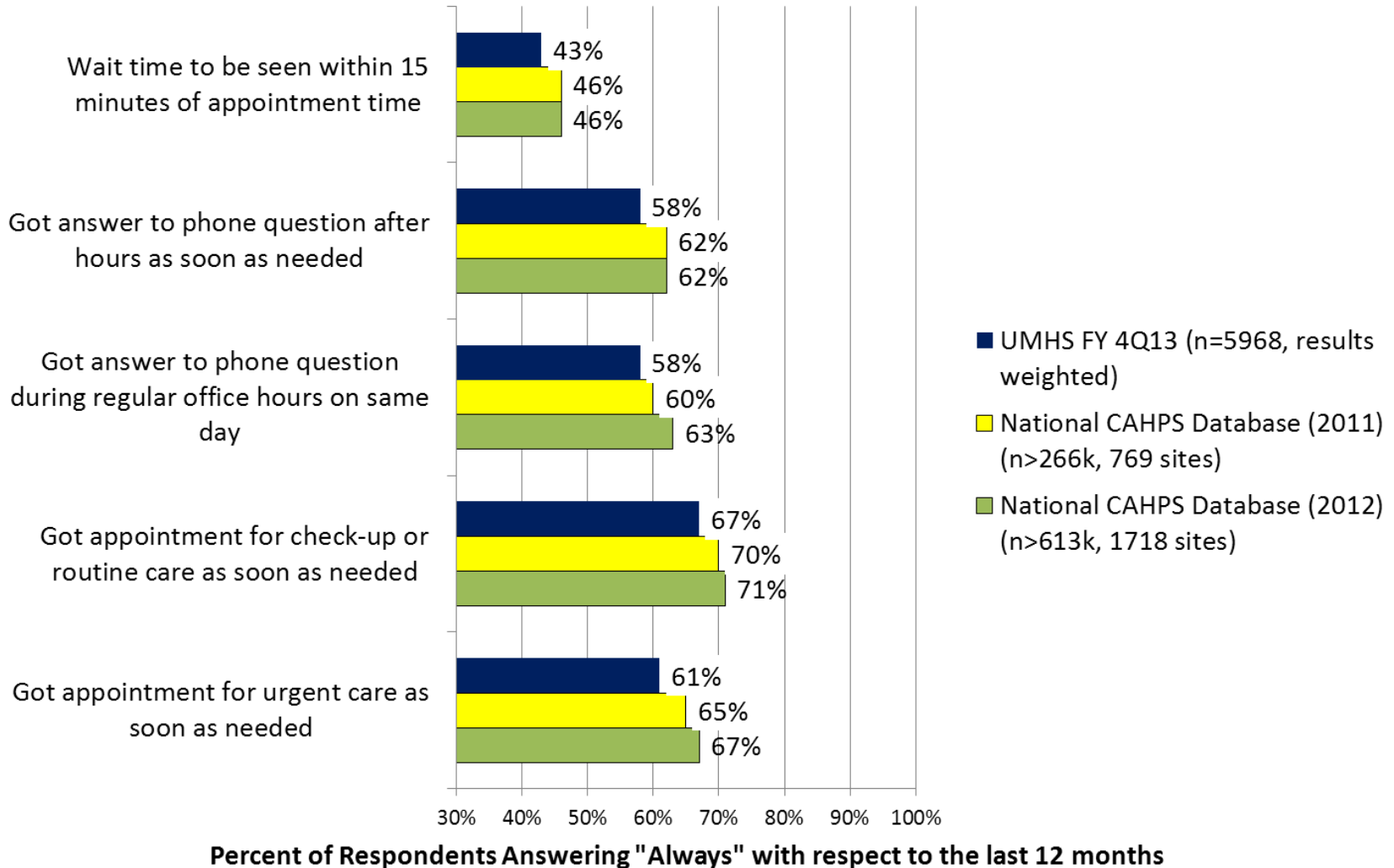
UMHS Reporting with Benchmarks

SAMPLE

ACCG	ACU	Respondent Count for the ACU	Provider rating	In the last 12 months…				
				Get appt for urgent care when needed	Get appt for routine care when needed	Get answer same day to call made during regular office hours	Get answer to call made after regular office hours when needed	Saw provider within 15 min of appt
	All scales are 'higher is better'			Percent Giving Highest Rating ('top-box')				
2012 National CAHPS	75th Percentile	>>>>>>	85%	77%	80%	72%	73%	58%
Database Benchmarks	50th Percentile	>>>>>>	81%	69%	74%	64%	63%	47%
Briarwood	Briarwood Family Medicine	[n=61]	64%	40%	37%	68%	79%	49%
	Briarwood Health Associates	[n=187]	79%	55%	64%	55%	75%	45%
	Briarwood Medical Group	[n=24]	83%	70%	53%	64%		37%
	Briarwood Reproductive Medicine	[n=55]	69%	80%	62%	65%	82%	54%
	Briarwood Women Children Young Adults	[n=66]	79%	81%	43%	78%	71%	37%
	Burlington Pain Clinic - Anesthesiology	[n=71]	69%	62%	59%	26%	85%	36%
	Burlington Spine PM&R	[n=68]	71%	34%	60%	39%	23%	50%
Brighton	Brighton Health Center	[n=236]	88%	52%	54%	59%	73%	35%
	Brighton MedSport Orthopaedic Surgery	[n=33]	72%	58%	54%	25%	100%	37%
	Brighton Ophthalmology	[n=31]	89%	50%	70%	100%		45%
Cancer Center	Cancer Center	[n=381]	87%	85%	88%	65%	80%	25%
	Cancer Center Mohs	[n=38]	100%	100%	100%	100%	100%	76%
Canton	Canton Health Center	[n=189]	71%	47%	55%	44%	77%	43%
	Canton Ophthalmology	[n=32]	86%	88%	70%	83%		48%
Cardiovascular Center	Cardiovascular Center	[n=173]	83%	74%	82%	90%	48%	35%

Impacts and Anticipated Future Use

- We are in a high-touch, intensive educational period now with the organization about the survey and the meaning of its results
  - The internal conversation has changed—concepts previously dismissed are now being taken more seriously
  - Organizational strengths and weaknesses have been re-confirmed (e.g., Access) and given even more attention
  - The interest in eventually obtaining provider-level results is palpable
- Setting Internal Goals for Improvement—TBD but will be influenced by external benchmarks for the first time
- Application for Hospital Magnet Status (2015)

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