

# Achieving Excellence Across All CG-CAHPS Core Measures: Lessons from Top-Performing Medical Practices

A Webcast Presented by the CAHPS User Network  
October 22, 2014  
1:00 – 2:00 pm EDT

# CAHPS Webcast Series

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) Program
  - Funded primarily by the Agency for Healthcare Research and Quality (AHRQ)
  - Develops standardized surveys and related products, including the CAHPS Database
- CAHPS Surveys
  - Assess patients' experiences with care
  - Developed for both ambulatory and facility-based care

# CAHPS Family of Surveys



## Facility Surveys

Hospital

In-Center Hemodialysis

Nursing Home

## Ambulatory Care Surveys

### Clinician & Group (CG-CAHPS)

Health Plan

Surgical Care

ECHO<sup>®</sup> (Behavioral health)

Dental Plan

American Indian

Home Health Care



# Our Focus Today

Highlight success stories from two medical practices to help answer:

*What does it take to achieve scores above the 90<sup>th</sup> percentile on all CG-CAHPS core composite and rating measures?*

# Today's Speakers



- **Mon L. Yee, MD**, Family Medicine, Meriter DeForest-Windsor Clinic, DeForest, WI



- **Julie Susi**, Manager, Breast Care Specialists of Maine, Portland, ME



- **Dale Shaller**, Managing Director, CAHPS Database; Shaller Consulting Group, Stillwater, MN (Moderator)

# Need Help?

- No sound from computer speakers?
  - Join us by phone: (866) 823-1364
  - Conference ID #: 8562719
- Trouble with your connection or slides not moving?
  - Select F5 to refresh your screen.
  - Log out and log back in.
- Other problems?
  - Use Q&A feature to ask for help.

# To Ask a Question

To submit a question, type question here and hit submit.

The screenshot shows a webcast interface with a main content area on the left and a right-hand sidebar. The main content area features the CAHPS logo and the title "Achieving Excellence Across All CG-CAHPS Core Measures: Lessons from Top-Performing Medical Practices". The sidebar includes a "Speaker Bio" section with photos and names of two speakers, and a "Q&A" section. The Q&A section has a "Refresh Now" button and a "Submit" button, which is circled in red. A red arrow points from the "Submit" button to the text above it. Another red arrow points from the "Q&A" icon in the bottom toolbar to the text below it.

Slide Area

cahps® Surveys and Tools to Advance Patient-Centered Care

AHRQ Agency for Healthcare Research and Quality

**Achieving Excellence Across All CG-CAHPS Core Measures:  
Lessons from Top-Performing Medical Practices**

A Webcast Presented by the CAHPS User Network  
October 22, 2014  
1:00 – 2:00 pm EDT

Speaker Bio

**Min L. Yee, MD**  
Family Medicine, Harbor  
DeForest-Windor Clinic  
DeForest, WI

**Julie Seal**  
Manager, Direct Care Services  
of Maine

Q&A

Refresh Now

Submit

Click on the "Q&A" icon to get the Q&A box to appear.

# Accessing Presentations

Download Slides from the console.


The screenshot displays a webcast interface with the following components:

- Slide Area:** Contains the CAHPS logo, the text "Surveys and Tools to Advance Patient-Centered Care", the AHRQ logo, and the main title "Achieving Excellence Across All CG-CAHPS Core Measures: Lessons from Top-Performing Medical Practices". Below the title, it states "A Webcast Presented by the CAHPS User Network" and "October 22, 2014 1:00 - 2:00 pm EDT".
- Speaker Bio:** Lists two speakers: Ron L. Yee, MD (Family Medicine, Meriter DeForest-Windsor Clinic, DeForest, WI) and Julie Sesi (Manager, Breast Care Specialists of Kane).
- Q&A:** A section with a "Refresh Now" button and a "Submit" button.
- Toolbar:** A row of icons at the bottom, including a "Download Slides" icon (a purple square with a white document icon) which is highlighted by a red arrow.

Click on the "Download Slides" icon for a PDF version.



# Accessing Event Materials



The screenshot displays a webcast interface for CAHPS. The main content area features the CAHPS logo and the text "Surveys and Tools to Advance Patient-Centered Care" alongside the AHRQ logo. The central slide area has a blue background with the title "Achieving Excellence Across All CG-CAHPS Core Measures: Lessons from Top-Performing Medical Practices". Below the title, it states "A Webcast Presented by the CAHPS User Network" and provides the date "October 22, 2014" and time "1:00 - 2:00 pm EDT". To the right, a "Speaker Bio" panel lists two speakers: Max L. Yee, MD, and Julie Best. Below the speaker bios is a "Q&A" section with a "Refresh Now" button and a "Submit" button. At the bottom of the interface is a navigation bar with several icons, including a red icon with a white document symbol that is highlighted by a red arrow.

To access the event materials and resources, click on the "Resources" icon.

# Rising Importance of CG-CAHPS

- Public reporting
  - Federal, regional and community initiatives
- Value-based purchasing
  - Medicare and private sector
- Recognition and certification programs
  - Medical homes and medical boards
- Quality improvement

# CG-CAHPS Survey

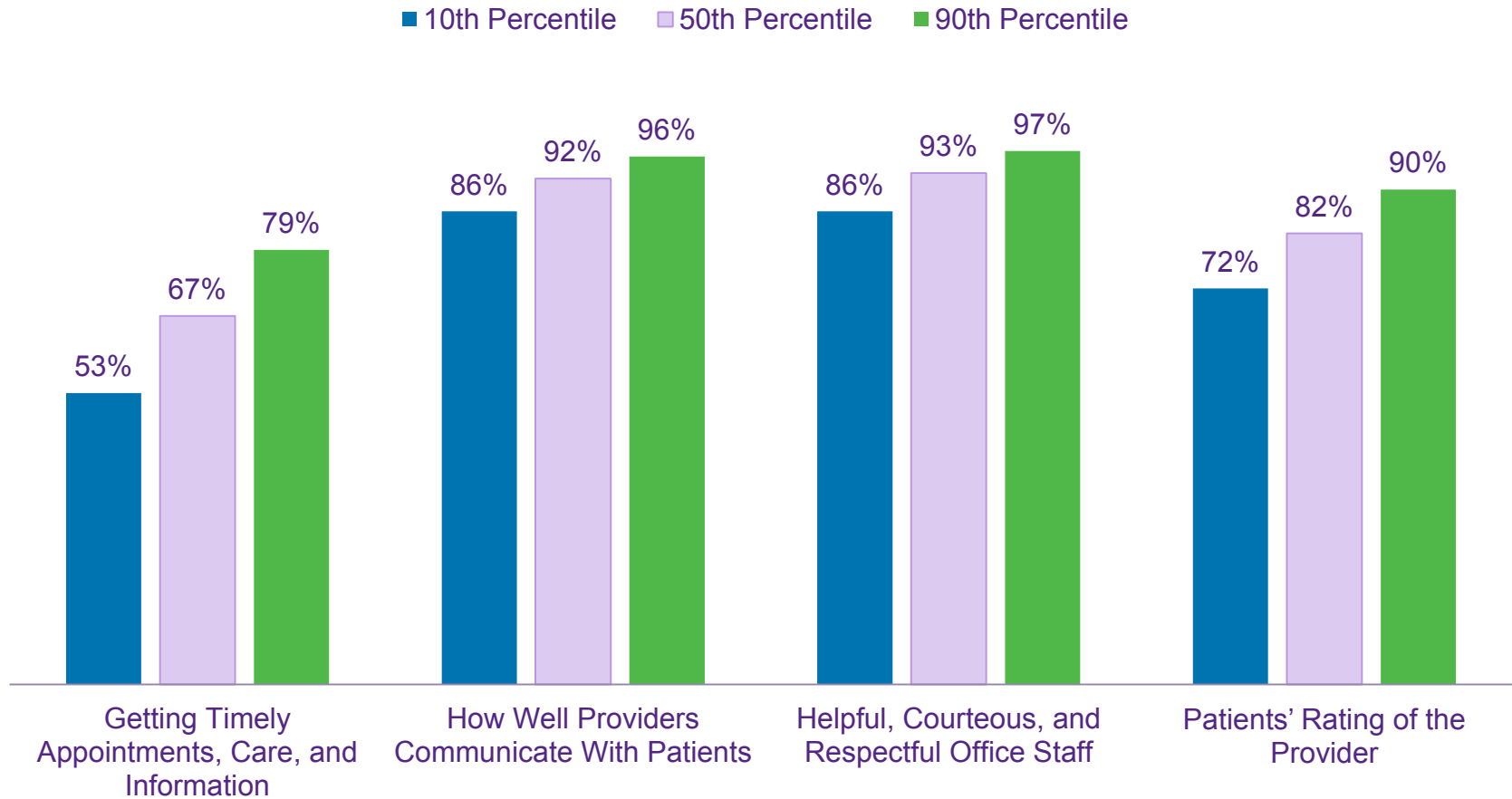
- Core measures:
  - Access to care and information
  - Provider communication
  - Interactions with office staff
  - Rating of provider
- Survey versions:
  - Visit version
  - 12-Month version

# CG-CAHPS Comparison Data

- CG-CAHPS comparison scores come from the national CAHPS Database
  - Free service open to all users of CG-CAHPS and CAHPS Health Plan Surveys on a voluntary basis
- Comparative results available through:
  - Online Reporting System
  - Annual Chartbooks
  - Research data files

# CG-CAHPS Percentile Distribution

## 2013 Adult Visit Version



# CG-CAHPS Top Performer Success Stories

- Brief organization description
- CG-CAHPS score comparisons
- How CG-CAHPS is used
- Key factors contributing to high performance
- Overcoming barriers
- Plans for sustainability
- Take-home points for other practices