



Introducing the CAHPS Child Hospital Survey

A Webcast Presented by the AHRQ CAHPS User Network
January 22, 2015
1:00 – 2:00 pm EST

What is CAHPS?

- 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

Core CAHPS Design Principles

- Focus on topics for which consumers are the best or only source of information
- Include patient reports and ratings of experiences – not “satisfaction”
- Base question items and survey protocols on rigorous scientific development and testing, as well as extensive stakeholder input
- All surveys and services are in the public domain

CAHPS Family of Surveys



Facility Surveys

Hospital

In-Center Hemodialysis

Nursing Home

Ambulatory Care Surveys

Clinician & Group (CG-CAHPS)

Health Plan

Surgical Care

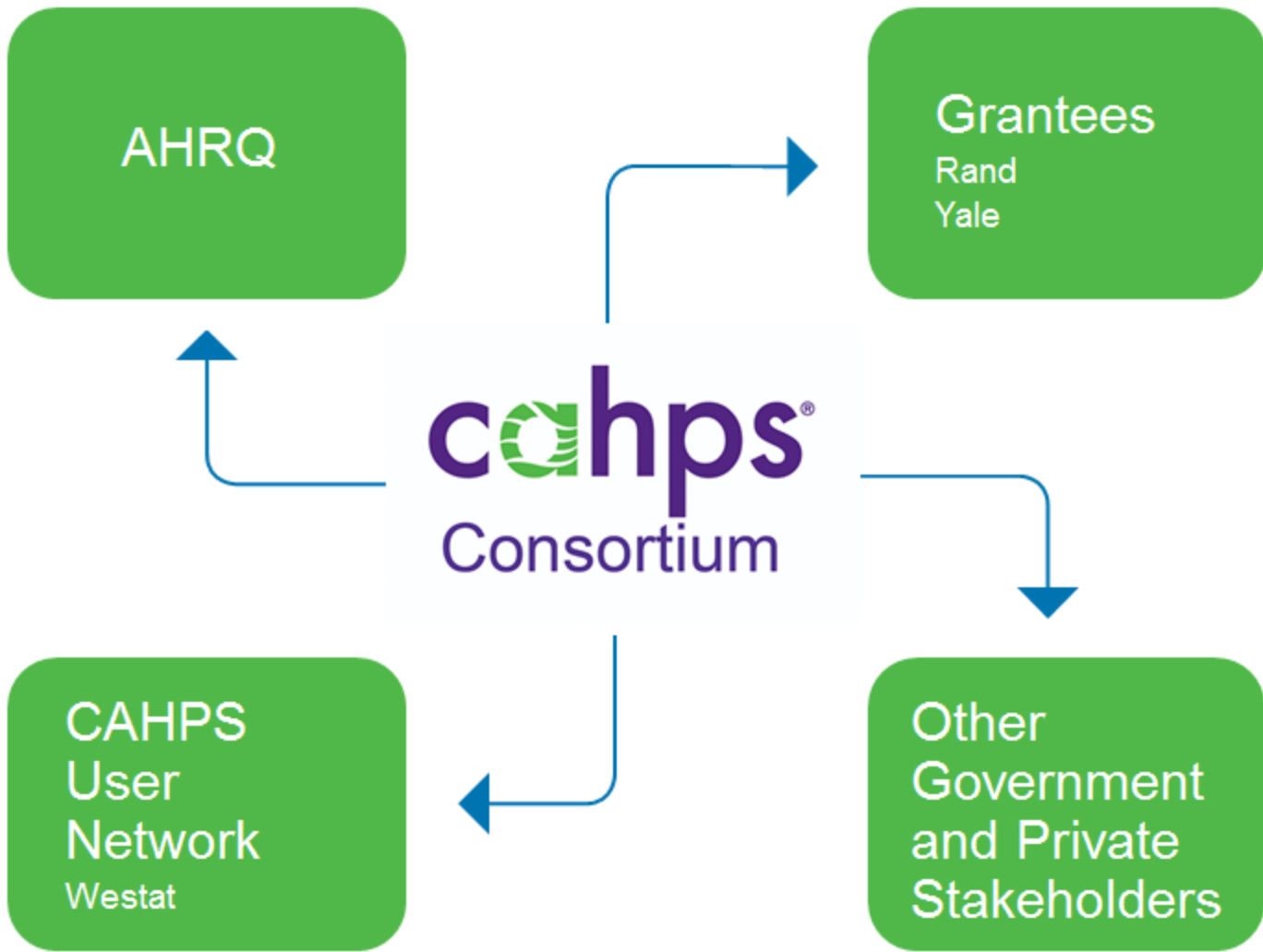
ECHO® (Behavioral health)

Dental Plan

American Indian

Home Health Care





Child HCAHPS Survey Development

- Children's Health Insurance Reauthorization Act of 2009 (CHIPRA)
- AHRQ and CMS (Medicaid)
- CHIPRA Pediatric Quality Measures Program
 - Identification of core measure set for **voluntary** use by Medicaid and SCHIP programs
 - Development of new measures
 - CHIPRA Pediatric Quality Measures Centers of Excellence

HCAHPS Survey – Adult vs. Child

| | Adult version | Child version |
|-------------------------|---|---|
| Measure Development | AHRQ CAHPS CMS (Medicare) | AHRQ CMS (Medicaid) |
| Dissemination and TA | CMS (Medicare) http://www.hcahpsonline.org | AHRQ CAHPS https://www.cahps.ahrq.gov |
| National Implementation | CMS (Medicare) (Hospital Compare Web site) | None |

Today's Speakers



- **Mark Schuster**, MD, PhD, Boston Children's Hospital; Harvard Medical School, Boston



- **Barbara Burke**, MA, Ann & Robert H. Lurie Children's Hospital of Chicago, Chicago



- **Sandra Schultz**, CHOC Children's Hospital, Orange, CA



- **Zoë Vecchio**, MA, CHOC Children's Hospital, Orange, CA



- **Carla Zema**, PhD, CAHPS User Network; Zema Consulting, Atlanta (Moderator)

Need Help?

- No sound from computer speakers?
 - Join us by phone: (855) 442-5743
 - Conference ID #: 30087242
- 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 displays the CAHPS webcast interface. On the left is a 'Slide Area' window showing a slide with the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', the AHRQ logo, and the title 'Introducing the CAHPS Child Hospital Survey'. Below the title, it says 'A Webcast Presented by the AHRQ CAHPS User Network, January 22, 2015, 1:00 - 2:00 pm EST'. On the right are two smaller windows: 'Speaker Bio' and 'Q&A'. The 'Speaker Bio' window lists Mark A. Schuster, MD, PhD (Chief of General Pediatrics and Vice Chair for Health Policy, Boston Children's Hospital) and Barbara Burke, MA (Administrator, Patient-Family). The 'Q&A' window has a 'Refresh Now' link, a text input field, and a 'Submit' button. A red arrow points from the 'Submit' button to the text 'To submit a question, type question here and hit submit.' Another red arrow points from the 'Q&A' icon in the bottom toolbar to the text 'Click on the "Q&A" icon to get the Q&A box to appear.'

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

Accessing Presentations

cahps[®]

Slide Area


cahps[®] Surveys and Tools to Advance Patient-Centered Care


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Speaker Bio

 **Mark A. Schuster, MD, PhD**
Chief of General Pediatrics and Vice Chair for Health Policy, Department of Medicine, Boston Children's Hospital
William Berenberg Professor of Pediatrics, Harvard Medical School, Boston


 **Barbara Burke, MA**
Administrator, Patient-Family

Q&A

Refresh Now

Submit

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



Download Slides from the console.

Accessing Event Materials

The screenshot displays the CAHPS webcast interface. The main slide area features the CAHPS logo and the text: "Surveys and Tools to Advance Patient-Centered Care" and "Introducing the CAHPS Child Hospital Survey". Below this, it states: "A Webcast Presented by the AHRQ CAHPS User Network, January 22, 2015, 1:00 – 2:00 pm EST". The AHRQ logo is also visible. On the right side, there are two panels: "Speaker Bio" and "Q&A". The "Speaker Bio" panel lists Mark A. Schuster, MD, PhD (Chief of General Pediatrics and Vice Chair for Health Policy, Department of Medicine, Boston Children's Hospital) and Barbara Burke, MA (Administrator, Patient-Family). The "Q&A" panel has a "Refresh Now" button and a "Submit" button. At the bottom of the interface is a navigation bar with several icons: a video camera, a bar chart, a person with a document, a folder (highlighted with a red arrow), a speech bubble, a globe, a mobile phone, and a question mark.

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