

Excelling on CAHPS: Lessons from Top-Performing Medicaid and CHIP Health Plans

A Webcast Presented by the AHRQ CAHPS User Network

March 17, 2015

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[®] (Behavioral health)

Dental Plan

American Indian

Home Health Care



Our Focus Today

Highlight success stories from Medicaid and Children's Health Insurance Program (CHIP) plans to help answer:

What does it take to achieve scores above the 80th percentile on all CAHPS Health Plan Survey core composite and rating measures?

Today's Speakers



- **Stacia Cohen**, RN, MBA, Blue Cross and Blue Shield of Minnesota, Eagan, MN



- **Christopher Sellers**, MPH, Children's Health Insurance Program (CHIP), Alabama Department of Public Health, Montgomery, AL



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

Need Help?

- No sound from computer speakers?
 - Join us by phone: (855) 442-5743
 - Conference ID #: 70287391
- 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

cahps®

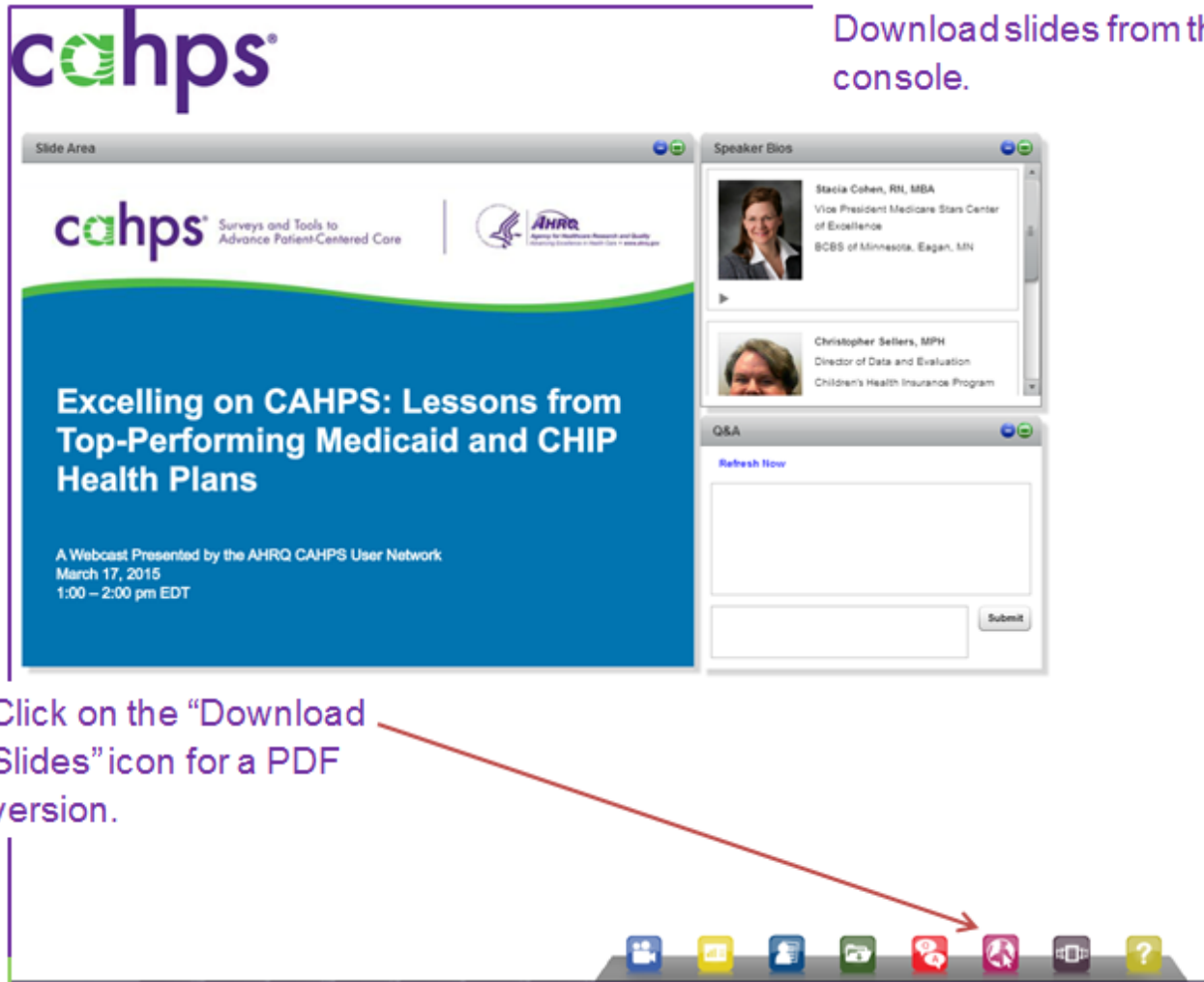
To submit a question, type question here and hit submit.

The screenshot shows a webcast interface with a 'Slide Area' on the left and a 'Speaker Bios' and 'Q&A' section on the right. The 'Slide Area' contains the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', and the AHRQ logo. The slide title is 'Excelling on CAHPS: Lessons from Top-Performing Medicaid and CHIP Health Plans'. The 'Speaker Bios' section lists Stacia Cohen, RH, MBA and Christopher Sellers, MPH. The 'Q&A' section has a 'Refresh Now' link, a text input field, and a 'Submit' button. A red arrow points from the text 'To submit a question, type question here and hit submit.' to the 'Submit' button. Another red arrow points from the text 'Click on the "Q&A" icon to get the Q&A box to appear.' to a 'Q&A' icon in a navigation bar at the bottom of the interface.

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

Accessing Presentations

Download slides from the console.



Click on the “Download Slides” icon for a PDF version.

Accessing Event Materials

The screenshot displays the CAHPS webcast interface. The main content area features the CAHPS logo and the title "Excelling on CAHPS: Lessons from Top-Performing Medicaid and CHIP Health Plans". Below the title, it states "A Webcast Presented by the AHRQ CAHPS User Network" and provides the date and time: "March 17, 2015, 1:00 – 2:00 pm EDT". The sidebar on the right includes a "Speaker Bios" section with two entries: Stacia Cohen, RH, MBA (Vice President Medicare Stars Center of Excellence, BCBS of Minnesota, Eagan, MN) and Christopher Sellers, MPH (Director of Data and Evaluation, Children's Health Insurance Program). Below the bios is a "Q&A" section with a "Refresh Now" link and a "Submit" button.

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

The "Resources" icon is located in the bottom navigation bar, which includes icons for Home, About, Contact, Resources, and Help.

CAHPS Health Plan Survey

- **Core composite measures:**

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Health Plan Information and Customer Service

- **Rating questions:**

- Personal Doctor
- Specialist
- Health Care
- Health Plan

CAHPS Comparison Data

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

Presentation format for Medicaid and CHIP Plan Success Stories

- Brief organization description
- Snapshot of CAHPS score comparisons
- How CAHPS is used
- Key factors contributing to high performance
- Overcoming barriers
- Plans for sustainability
- Take-home points for Medicaid and CHIP plans