

Strategies for Improving CAHPS Health Plan Survey Scores

A Webcast Presented by the AHRQ CAHPS User Network

April 13, 2016

12:00 – 1:00 pm ET

CAHPS Webcast Series

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Program
 - Funded 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
Hospice

Ambulatory Care Surveys

Clinician & Group (CG-CAHPS)

Health Plan

Surgical Care

ECHO[®] (Behavioral health)

Dental Plan

American Indian

Home Health Care

Outpatient and Ambulatory Surgery



CAHPS Health Plan Survey 5.0

Core Survey Composites and Ratings 2015 National Adult Medicaid Average Top-Box Scores

Composite/Rating	Top Box Score
Getting Needed Care	54%
Getting Care Quickly	58%
How Well Doctors Communicate	73%
Health Plan Customer Service	66%
Personal Doctor Rating	64%
Specialist Rating	64%
Health Care Rating	52%
Health Plan Rating	57%

Our Focus Today

- An overview of the updated CAHPS Ambulatory Care Improvement Guide
- How two Medicaid health plans improved their CAHPS Health Plan Survey scores
 - Specific improvement strategies implemented
 - Barriers addressed
 - Results achieved
 - Key lessons learned

Need Help?

- No sound from computer speakers?
 - Join us by phone: (855) 442-5743
 - Conference ID #: 7319 4241
 - 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. On the left is a 'Slide Area' with a blue background. It features the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', and the AHRQ logo. The main title is 'Strategies for Improving CAHPS Health Plan Survey Scores'. Below the title, it says 'A Webcast Presented by the AHRQ CAHPS User Network', 'April 13, 2016', and '12:00 - 1:00 pm EDT'. On the right is a 'Q&A' panel. It has a 'Refresh Now' link, an input field labeled 'Enter a Question', and a 'Submit' button circled in red. Above the Q&A panel is a 'Speaker Bios' section with two entries: Karen Posey (VP, Enterprise Strategy & Consumer Experience, CareSource) and Graham Boudin (Manager, Data Analytics & Quality Improvement, Health Share of Oregon). 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 window to appear.' to the 'Q&A' icon in the bottom navigation bar.

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

Accessing Presentations

cahps

Download slides from the console

Slide Area

cahps Surveys and Tools to Advance Patient-Centered Care | **AHRQ** Agency for Healthcare Research and Quality

Strategies for Improving CAHPS Health Plan Survey Scores

A Webcast Presented by the AHRQ CAHPS User Network
April 13, 2016
12:00 – 1:00 pm EDT

Speaker Bios

Karen Posey
VP, Enterprise Strategy & Consumer Experience
CareSource

Graham Bouldin
Manager, Data Analytics & Quality Improvement
Health Share of Oregon

Q&A

Refresh Now

Enter a Question

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

Accessing Event Materials

The screenshot displays the CAHPS webcast interface. The main slide area features the CAHPS logo, the text "Surveys and Tools to Advance Patient-Centered Care", and the AHRQ logo. The slide title is "Strategies for Improving CAHPS Health Plan Survey Scores". Below the title, it states "A Webcast Presented by the AHRQ CAHPS User Network" and "April 13, 2016 12:00 – 1:00 pm EDT". To the right, the "Speaker Bios" section lists two speakers: Karen Posey, VP, Enterprise Strategy & Consumer Experience at CareSource, and Graham Bouldin, Manager, Data Analytics & Quality Improvement at Health Share of Oregon. Below the bios is a "Q&A" section with a "Refresh Now" link, a text input field for "Enter a Question", and a "Submit" button. At the bottom of the interface is a navigation bar with icons for video, chat, user profile, document, Q&A, Creative Commons, link, and help.

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

CAHPS Ambulatory Care Improvement Guide

- A comprehensive resource for health plans, medical groups, and other providers seeking to improve their performance in the domains of quality measured by CAHPS surveys.
- 3 goals
 - Cultivate an environment that encourages and sustains improvements in patient-centered care.
 - Analyze the results of CAHPS surveys and other forms of patient feedback to identify strengths and weaknesses.
 - Develop strategies for improving performance.

CAHPS Ambulatory Care Improvement Guide: Table of Contents

1. About the CAHPS Ambulatory Care Improvement Guide
2. Why Improve Patient Experience?
3. Are You Ready to Improve?
4. Ways to Approach the Quality Improvement Process
5. Determining Where to Focus Efforts to Improve Patient Experience
6. Strategies for Improving Patient Experience

Strategies for Improving Patient Experience

- Open Access Scheduling for Routine and Urgent Appointments
- Internet Access for Health Information and Advice
- Rapid Referral Programs
- Training to Advance Physicians' Communication Skills
- Tools to Help Patients Communicate Their Needs
- Shared Decision-Making
- Support Groups and Self-Care
- Cultivating Cultural Competence
- Planned Visits
- Group Visits
- Price Transparency
- Service Recovery Programs
- Standards for Customer Service
- Reminder Systems for Preventive Services and Immunizations

Today's Speakers



- **Karen Posey, VP, Enterprise Strategy & Consumer Experience, CareSource, Dayton, OH**



- **Graham Bouldin, MSW, Manager, Data Analytics & Quality Improvement, Health Share of Oregon, Portland, OR**



- **Susan Edgman-Levitan, PA, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital, Boston, MA (Moderator)**