

Improving the Survey Instruments

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CAHPS Clinician and Group Survey 4.0 (beta)



- **Created in response to:**
 - ▶ Increased use of telehealth associated with COVID-19 pandemic.
 - ▶ Changes in healthcare delivery

- **C-G 4.0 (beta) survey**
 - ▶ Focuses on the most recent visit
 - ▶ Applicable to:
 - Primary and specialty care
 - In-person, phone, and video visits

CAHPS Clinician and Group Survey 4.0 (beta)



- **Released in 2020**
- **Iterative refinements**
 - ▶ Pilot study in 2021 with 367 adult patients (27%) at UCLA
 - ▶ 8 cognitive interviews (11/22) with Veterans Administration (VA) patients
- **VA field tests**
 - ▶ Initial field test with 907 patients
 - ▶ Second field test with >7,000 patients (18% response rate)
 - VHA Office of Health Equity (OHE) and Office of Patient-Centered Care & Cultural Transformation.

Stakeholder Input about CAHPS Health Plan and Clinician and Group Surveys



- **CAHPS 5.1 Health Plan/CAHPS 3.1 Clinician & Group surveys**
- ***Will use RAND online platform for iterative feedback***
 - ▶ *ExpertLens (Dalal et al., 2011, Technological Forecasting & Social Change)*
- **Group Consensus**
 - ▶ Evaluation of response variation and changes in views between rounds.

2021 HCAHPS Mode Experiment (Elliott et al.)



- **Mail only had the lowest yield for Black, Hispanic, and Multiracial.**
- **Web-Mail-Phone had the highest yield for 3 of 5 racial/ethnic groups.**

Survey Administration Protocol	Response Rate
Current HCAHPS Modes	
Mail only	22%
Phone only	23%
Mail-Phone	31%
Web-first Modes	
Web-Mail	29%
Web-Phone	30%
Web-Mail-Phone	36%

Exploration of “Easy” (EZ) Items

CG-CAHPS 3.1 Item

Passive lead before query ->

In the last 6 months, when you contacted this provider’s office to get an appointment for care **you needed right away**, how often did you get an appointment as soon as you needed?

← Random Truncation of Item Lines

Flesh-Kincaid Readability Score:
14th Grade Level
Difficult to Read

EZ Item

How often do you get care as soon as you needed?

← Stanzaic Versification of Item Lines

Flesh-Kincaid Readability Score:
3rd Grade Level
Very Easy to Read

Field Test of EZ Survey

- **Randomized CAHPS C-G survey 3.1 and easier (EZ) version**
 - ▶ Patients at federally qualified health center
 - ▶ Serving 13,432 patients (64% Hispanic/Latino, 30% Spanish-preferring)
 - ▶ 21 providers (13 Spanish qualified)
- **Field test comparisons of EZ with CAHPS C-G survey**
 - ▶ Response rates
 - ▶ Item missing
 - ▶ Reliability of composites
 - ▶ Correlations of composites with global rating of provider