

HOW ARE SURVEY RESULTS USED?

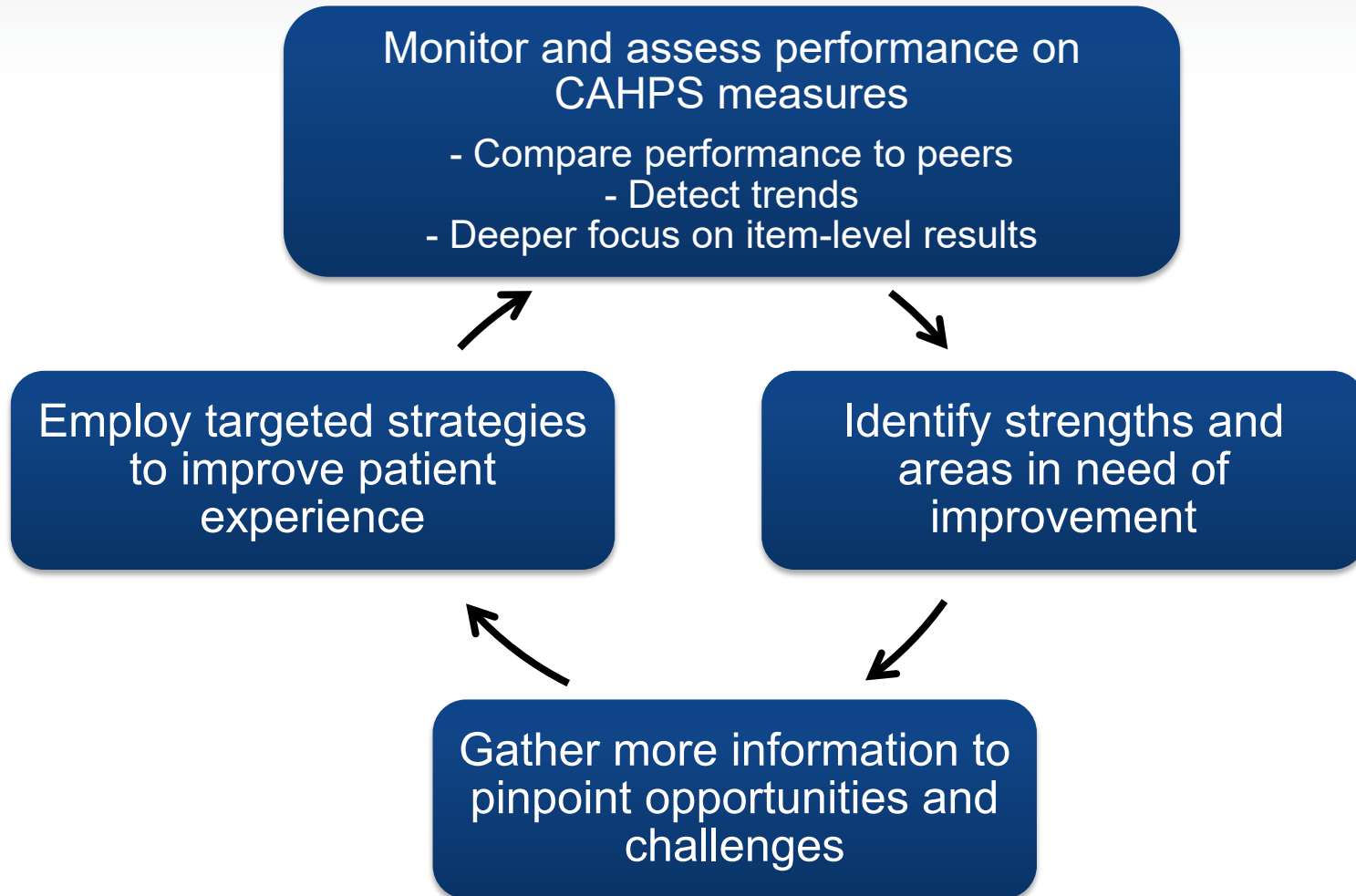
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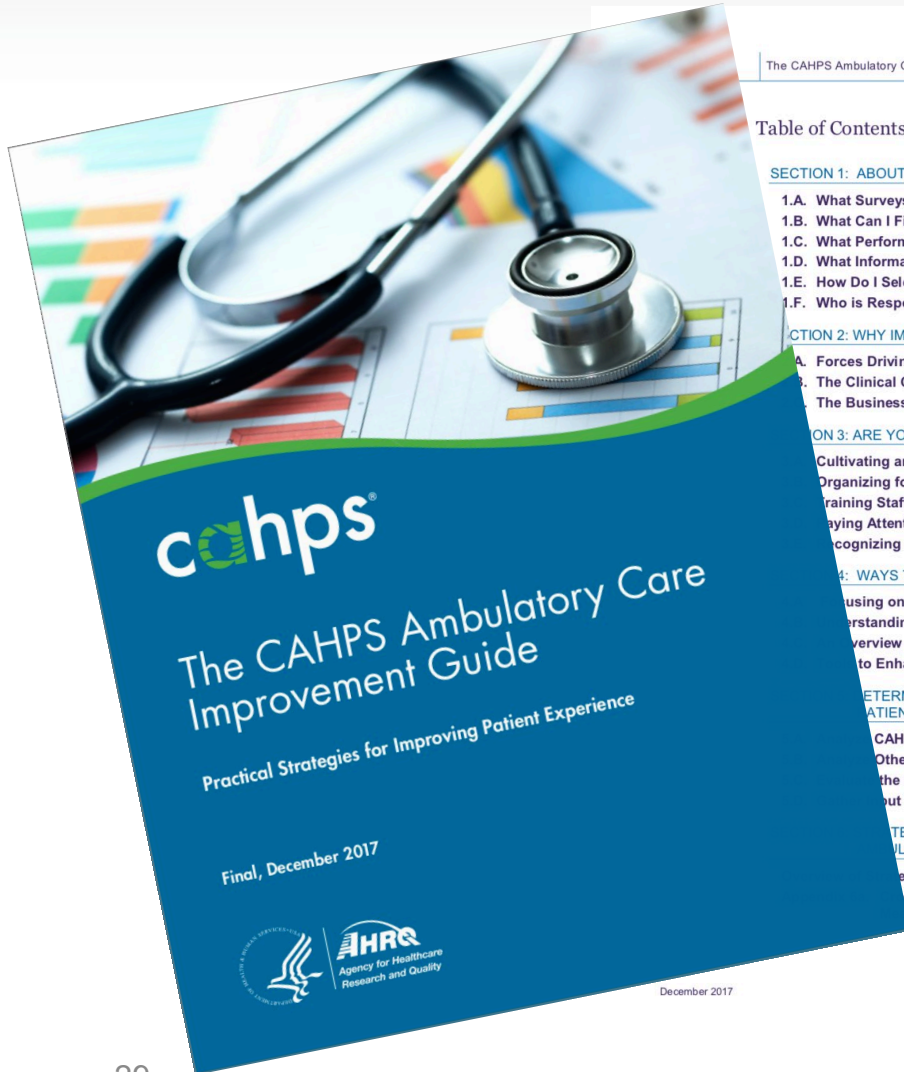
How Are Survey Results Used?

- Quality improvement
- Public reporting
- Value-based payment
- Recognition and certification
- Research

Using CAHPS Surveys To Improve Patient Experience



CAHPS Ambulatory Care Improvement Guide



The CAHPS Ambulatory Care Improvement Guide

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These performance scores are based on information patients reported to Medicare about their experiences getting care from this group. Performance scores are included on Physician Compare to help you make informed decisions about your health care. These scores are calculated using patient responses to a survey taken after getting care. The performance scores are presented as a percent. These scores represent the percentage of patients that reported the most positive responses. [Get more information.](#)

A higher score is better. Select "Show +" to read more information.

Getting timely care, appointments, and information.	61%	Show +
How well clinicians communicate.	87%	Show +
Health promotion and education.	62%	Show +
Patients' rating of clinicians.	86%	Show +

Use of Survey Results in Public Reports



Clinic Comparisons

Fairview Lakes Medical Center
WYOMING, MN

**Olmsted Medical Center-
Rochester Southeast**
ROCHESTER, MN



PATIENT EXPERIENCES: PROVIDERS WITH A "MOST POSITIVE" RATING
MORE INFORMATION

 BELOW AVERAGE **76 %**

 AVERAGE **79 %**

— Other Patient Experience Measures



PATIENT EXPERIENCES: CARE COORDINATION
MORE INFORMATION

 AVERAGE **72 %**

 AVERAGE **71 %**



PATIENT EXPERIENCES: COURTEOUS AND HELPFUL STAFF
MORE INFORMATION

 AVERAGE **80 %**

 ABOVE AVERAGE **86 %**



PATIENT EXPERIENCES: GETTING CARE WHEN NEEDED
MORE INFORMATION

 BELOW AVERAGE **58 %**

 AVERAGE **66 %**



PATIENT EXPERIENCES: HOW WELL PROVIDERS COMMUNICATE
MORE INFORMATION

 AVERAGE **82 %**

 AVERAGE **86 %**

Use of Survey Results in Value-Based Payment

- Centers for Medicare & Medicaid Services (CMS)
 - ▶ Hospital Value-Based Purchasing (HCAHPS)
 - ▶ Medicare Shared Savings (CAHPS for ACOs)
 - ▶ Alternative Payment Models including demonstrations
- Commercial P4P Programs
- Provider compensation programs

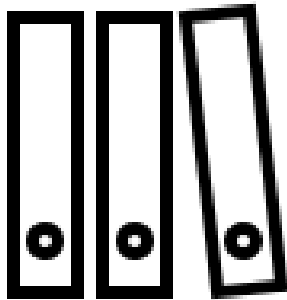
Use of Survey Results in Recognition and Certification

- Health Plans
 - ▶ URAC
- Hospitals
 - ▶ The Joint Commission
- Medical Homes
 - ▶ National Committee for Quality Assurance (NCQA)

- Wide-ranging research initiatives related to:
 - ▶ Survey design and administration
 - ▶ Best practices for public reporting, value-based purchasing, and quality improvement
 - ▶ Evaluating programs/initiatives
- CAHPS resources for research:
 - ▶ CAHPS Database Research Files
 - ▶ CMS Data Sets for CAHPS surveys
 - ▶ SEER (Surveillance, Epidemiology, and End Results) and Medicare CAHPS Linked Dataset

CAHPS Database

Voluntary CAHPS Databases for the Clinician & Group and Health Plan Surveys



Chartbook: Displays summary-level top box score results for each survey



Online Reporting System: View, print, and download data reports



Private Feedback Reports: Compare results to the Database average