



CAHPS Cancer Care Survey

Sampling and Administration Recommendations

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Introducing the New AHRQ Survey for Cancer Centers
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Sampling Recommendations

- Inclusion criteria
 - Adults 18 years of age or older at time of sample selection.
 - Received radiation therapy, drug therapy, or surgery for cancer at the specified cancer center within the past 6 months.
 - All stages (including *in situ*, except where noted) and all cancer types (except squamous and basal cell carcinoma).

Sampling Recommendations

- Exclusion criteria
 - Received only a diagnosis but no treatment, a second opinion, follow-up care, or hospice care at the specified cancer center.
 - Breast carcinoma *in situ* (all treatment modalities), cervical carcinoma *in situ* (surgery treatment modality).

Sampling Recommendations

- We collaborated with multiple cancer centers to develop a sampling approach utilizing billing data that could be standardized across institutions.
- Standardized sampling facilitates comparisons of scores across cancer centers.

Sampling Recommendations

- Three parallel surveys; therefore, three separate sample frames.
 1. Radiation Therapy
 2. Drug Therapy
 3. Cancer Surgery
- See the document “Fielding the CAHPS® Cancer Care Survey” for specific algorithms.

Sampling Recommendations

- **Multiple criteria must be met**

ICD-10 CM diagnosis of malignant neoplasm

and

The diagnosis is associated with (i.e., on the same billing line) a cancer treatment procedure (chemotherapy administration, radiation therapy administration, surgery for specific cancer types).

- **Source of Billing Data**

- Professional and Outpatient Facility
 - CPT procedure codes
 - For outpatient Drug and Radiation Therapy, additional criterion of at least 2 outpatient encounters for cancer treatment in past 6 months.
- Inpatient
 - ICD-10 PCS procedure codes
 - Discharge date < sample date

Sampling Recommendations

- Drawing samples from the sample frames:
 - Screen within frame for deceased.
 - Screen within frame for duplicates.
 - Screen across frames for duplicates.
 - Managing duplicates across frames.
 - Randomly assign to one frame.
 - Manually assign to one frame.
 - Census of an entire frame or random sample from a frame, depending on sample size goals.

Sampling Recommendations

- ICD-10 codes have not been tested in the field.
 - Field test conducted <Oct. 2015 with ICD-9.
 - ICD-9 CM → ICD-10 CM
 - ICD-9 PCS → ICD-10 PCS
 - Work with individuals who understand your practice and your billing data.
 - Recommend chart review prior to survey administration.
- Addressing the Risk of Misidentification
 - Questions in the survey itself confirm eligibility.
 - Recruitment materials:
 - “If you feel a survey about cancer care does not apply to you or that you were selected by mistake, please call 1-xxx-xxx-xxxx to talk to a representative at [Reporting Unit/Survey Vendor].”
 - “If you feel a survey about cancer care does not apply to you or that you were selected by mistake, please disregard this survey.”

Sampling Recommendations

- Avoid Overlap with Surveys Mandated by CMS.
 - Hospitals eligible for the CAHPS Hospital Survey (HCAHPS) and surgery centers eligible for the CAHPS Outpatient and Ambulatory Survey (OAS CAHPS) must follow rules established by the Centers for Medicare & Medicaid Services (CMS). Specifically, those survey sponsors must **hold off on active data collection for the Cancer Care Survey until 51 days after the patient has been discharged**. This delay permits CMS to first field the surveys designed for program monitoring and national public reporting.

Administration Recommendations

- Mail only
- Telephone only
- Mixed-mode
 - mail and telephone
 - email and mail
 - email and telephone
- Target response rate $\geq 40\%$