CAHPS HOME AND COMMUNITY-BASED SERVICES SURVEY DATABASE

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CAHPS Database Overview

- Central repository of data for selected CAHPS surveys
  - CAHPS Health Plan (HP) Survey
  - CAHPS Clinician & Group (CG) Survey
  - *NEW*: CAHPS Home and Community-Based Services (HCBS) Survey
- Two major applications:
  - Program-level data to assess patient experiences
  - De-identified data for research
- Participation is voluntary and open to all users
- Funded by AHRQ and administered by Westat through CAHPS User Network
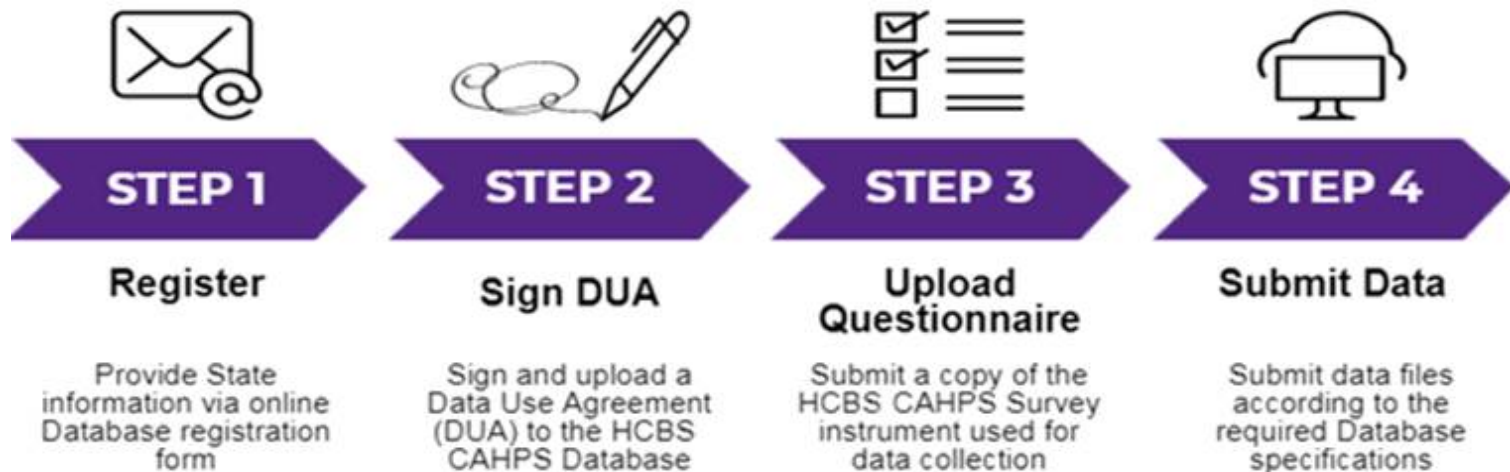
HCBS CAHPS Database

- Collaborative initiative between AHRQ and Center for Medicare & Medicaid Services (CMS)

- Will facilitate comparisons of HCBS CAHPS survey findings by individual states and HCBS program types

- Participation is free and open to all states and Managed Care Plans (MCPs) on a voluntary basis

- Data submission opens in October 2021

Benefits of Participation

- Private Feedback Report:
  - ○ Submitting states/MCPs will receive a customized report that compares their state/MCP and individual program type results to overall HCBS CAHPS DB results
- Inclusion in other reporting products:
  - ○ Online reporting system -- aggregated HCBS results
  - ○ Chartbooks
  - ○ Research data set
- Technical assistance with data submission

HCBS CAHPS Data Submission Process

The HCBS CAHPS Database Online Submission System opens once a year in October. Organizations interested in submitting data complete four easy steps:

STEP 1 — Register
Provide State information via online Database registration form

STEP 2 — Sign DUA
Sign and upload a Data Use Agreement (DUA) to the HCBS CAHPS Database

STEP 3 — Upload Questionnaire
Submit a copy of the HCBS CAHPS Survey instrument used for data collection

STEP 4 — Submit Data
Submit data files according to the required Database specifications

Recommended States/MCPs send questionnaires to the HCBS CAHPS Database for review prior to data collection/survey administration.

CAHPS Database Products

Online Reporting System (ORS): View, print, and download data reports
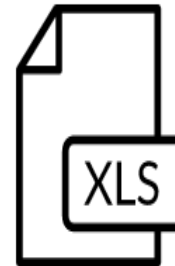
Private Feedback Reports: Compare your results to the Database average

Chartbook: Displays summary-level Database results

Research Datasets: De-identified data files that can help answer researcher questions related to patient experience of care

Public reporting product availability is dependent on the volume of data received

Example Private Excel Report

	A	B	C	D	E	F	G
1	Adult 1.0 with Employment Module Combined Report for State A						
2			Question 35: Rating of Personal Assistance and Behavioral Health Staff				
3	Agency	Program	Valid Responses	Poor/Fair (Bottom Box)	Good/Very Good (Middle Box)	Excellent (Top Box)	Significance Test
4	2020 HCBS-CAHPS Database Average		358,351	5%	15%	80%	2
5	State A	Overall	17,338	4%	12%	84%	3
6	Dept. of Aging	Frail Elderly Program	37	8%	18%	73%	1
7	Dept. of Mental Health	Mental Health Services Program	209	1%	7%	92%	3
8	Dept. of Health and Human Services	Physical Disability Assistance Program	177	12%	23%	65%	1
9	Dept. of Health and Human Services	TBI Program	185	4%	11%	%	3
10	Dept. of Health and Human Services	IDD Program	209	7%	17%	76%	1

Example Online Reporting System Display

2020 Adult Survey 1.0 Overall Top Box Scores

Measures	HCBS DB Overall
Global Ratings Measures	
Rating of personal assistance and behavioral health staff	66%
Rating of homemaker	66%
Rating of case manager	54%
Recommend Measures	
Recommendation of Personal Assistance and Behavioral Health Staff	58%
Recommendation of Homemaker	33%
Recommendation of Case Manager	41%
Staff are Reliable and Helpful	**59%**
Staff come to work on time	62%
Staff work as long as they are supposed to	55%
Someone tells you if staff cannot come	70%
Staff make sure you have enough privacy for dressing, showering, bathing	39%
Homemakers come to work on time	19%

Data Confidentiality

- HCBS programs can be assured that their data are kept confidential and no program names or other identifying information is ever made publicly available.

HCBS CAHPS Database Technical Assistance

- The CAHPS Database team at Westat performs the following technical assistance activities:
  - Submission Issues: Response to questions regarding data specifications and data submission
  - Reporting Issues: Response to questions regarding public reporting products (e.g. how results are calculated, use of the Online Reporting System (ORS), and how to obtain and use research data sets.
- Contact the HCBS CAHPS Database
  - E-mail: HCBSCAHPSDatabase@westat.com
  - Phone: 855-580-4657