

HOW ARE CAHPS SURVEY RESULTS USED?

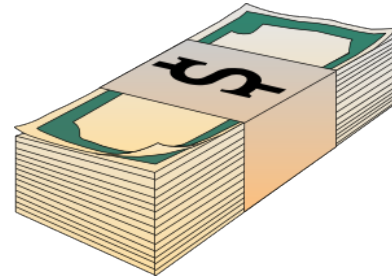
Dale Shaller, M.P.A.
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Major Uses of CAHPS Surveys

- Public reporting



- Value-based purchasing



- Recognition and certification

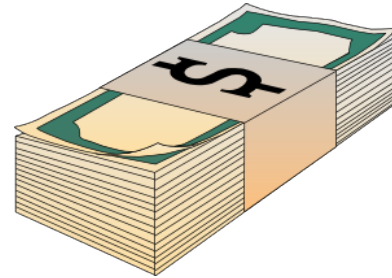


- Research



Major Uses of CAHPS Surveys

- Public reporting
- Value-based purchasing
- Recognition and certification
- Research



**All of these
uses are aimed
at rewarding or
supporting
quality
improvement!**

What we have learned about improving patient experience



Evaluating the use of a modified CAHPS® survey to support improvements in patient-centred care: lessons from a quality improvement collaborative

Conclusion: Small measurable improvements in patient experience may be achieved over short projects. Sustaining more substantial change is likely to require organizational strategies, engaged leadership, cultural changes, regular measurement and performance feedback, and experience of interpreting and using survey data.

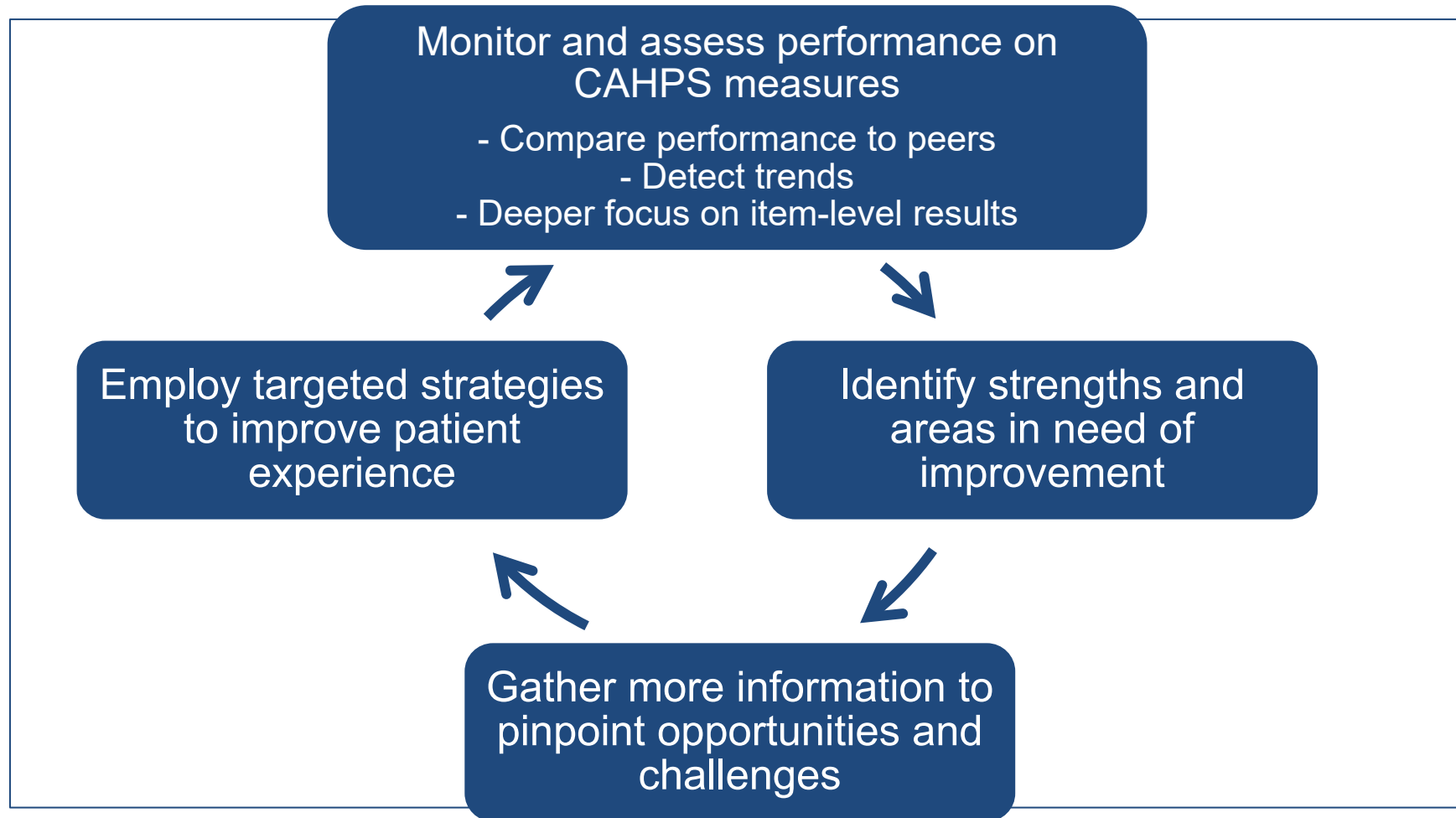
Davies E, Shaller D, Edgman-Levitan S, Safran DG, Oftedahl G, Sakowski J, and Cleary P (2008). *Evaluating the Use of a Modified CAHPS Survey to Support Improvements in Patient-Centered Care: Lessons from a Quality Improvement Collaborative*, *Health Expectations*, 11(2), 160-176.

Foundational Elements of Patient Experience Improvement

- Leadership and governance
- Partnerships with patients and families
- Focus on the workforce
- Systematic measurement and feedback
- Supportive technology and infrastructure
- Built environment

Shaller D. "Patient-Centered Care: What Does It Take?" New York: The Commonwealth Fund.
Publication No. 1067, November 2006.

Using CAHPS Surveys To Improve Patient Experience



CAHPS Ambulatory Care Improvement Guide

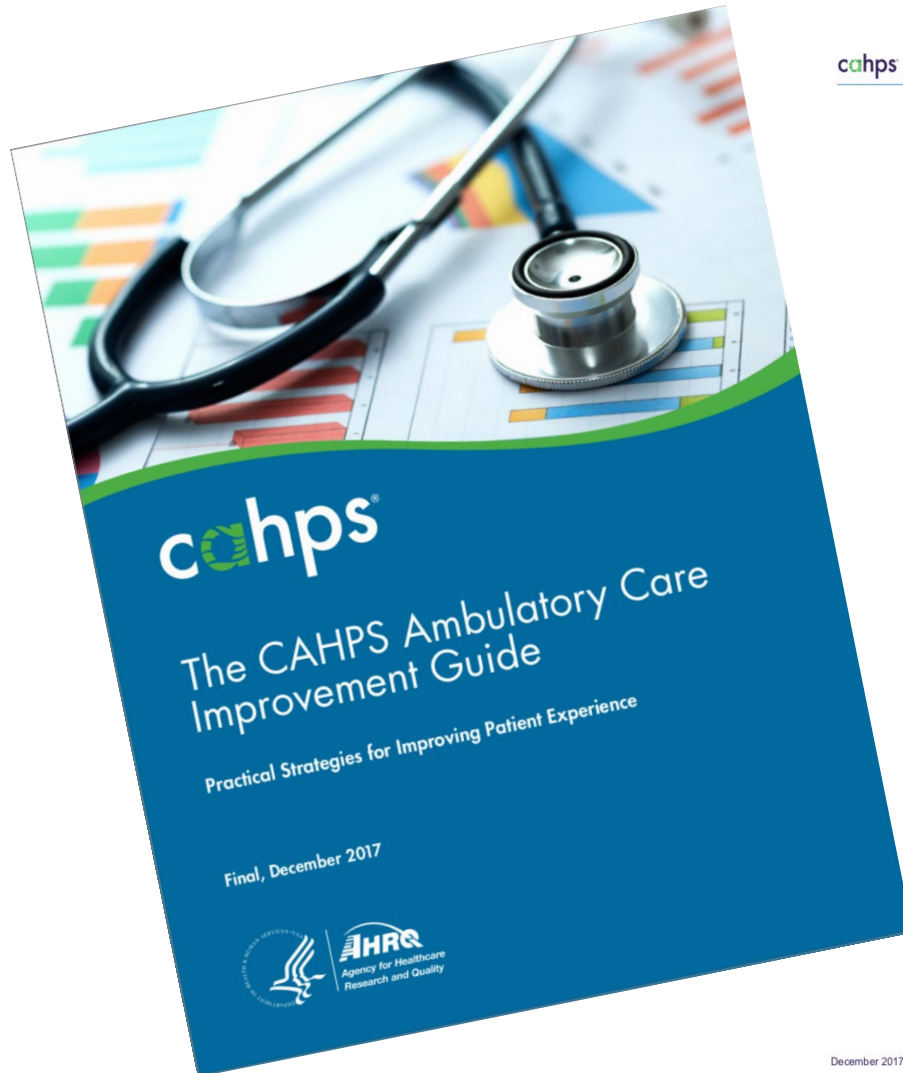


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The CAHPS Ambulatory Care Improvement Guide

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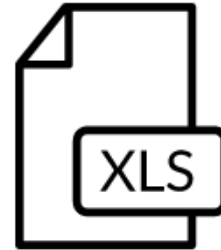
CAHPS Database

- Databases are for selected CAHPS surveys
 - ▶ CAHPS Health Plan (HP) Survey (Medicaid and CHIP)
 - ▶ CAHPS Home and Community-Based Services (HCBS) Survey
 - ▶ Child HCAHPS Survey (in development)
- Two major applications:
 - ▶ Comparative data for assessing performance
 - ▶ De-identified data for research
- Participation is voluntary and open to all users
- Annual cycle of submissions and reporting
- Submissions vary from year to year and are not representative of the U.S.

CAHPS Database Products



AHRQ Data Tools: Online data portal for viewing, printing, and downloading data reports



Private Feedback Reports: Compare submitter results to Database averages



Annual Chartbooks: Display summary-level Database results



Research Datasets: De-identified data files for approved research projects

AHRQ Data Tools



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Search Across Data Tools

Consumer Assessment of Healthcare Providers and Systems

Surveys of Patient Experience

For more information about CAHPS®, visit the [CAHPS® Databases](#) sites.

AHRQ Data Tools +

Explore the CAHPS® Data Tools

The CAHPS Databases are AHRQ's repositories for data from selected CAHPS surveys of patient experience with care. The purpose of the CAHPS Databases is to facilitate comparisons of CAHPS survey results by and among survey users and researchers. The CAHPS Databases currently include data from the CAHPS Health Plan Survey and the CAHPS Clinician & Group Survey.

CAHPS® Health Plan Survey Database

CAHPS® Clinician & Group Survey Database

Overview

Top Box Results

Percentiles

Bar Charts

AHRQ Data Tools



CAHPS® Health Plan Survey Database

CAHPS® Clinician & Group Survey Database

Overview

Top Box Results

Percentiles

Bar Charts

Review Chartbooks dating back to 2013

To view the distribution of survey results for a composite measure or individual item, select the year, survey type, the measure, and the item. Refine your results using the Detailed Information and Detailed Information Levels dropdowns.

Select the **Download Data** button for an accessible MS Excel version of the data visualization. The file size will depend on parameters selected.

Health Plan Survey Bar Chart Results

Survey Years:

2020

Survey Types:

Adult Medicaid 5.0

Composite Measures:

Getting Needed Care

Select Individual Items:

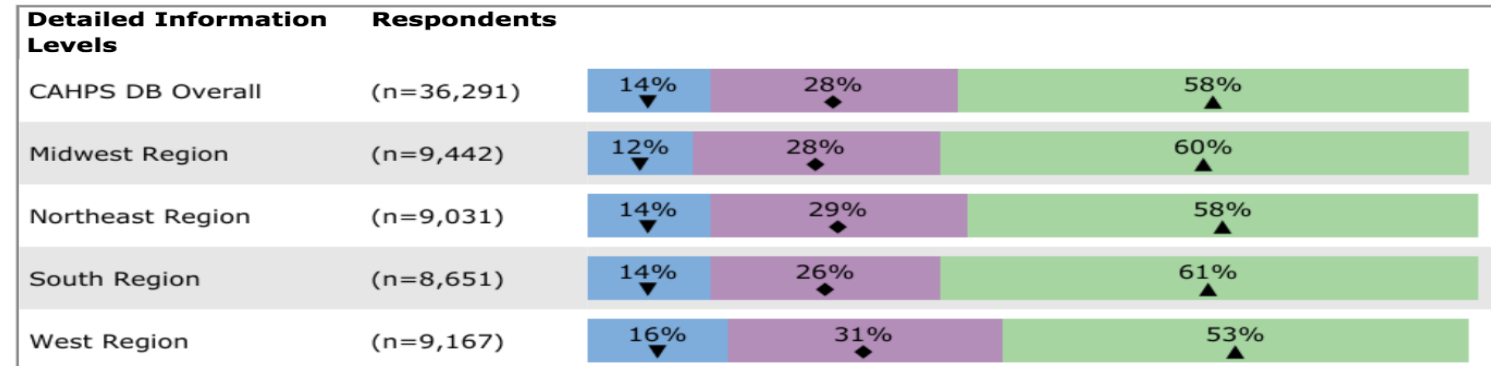
Easy to get necessary care, t...

Detailed Information:

Regional

2020 Adult Medicaid 5.0

Easy to get necessary care, tests, or treatment



NA is displayed when there are insufficient data to show a result.

Legend



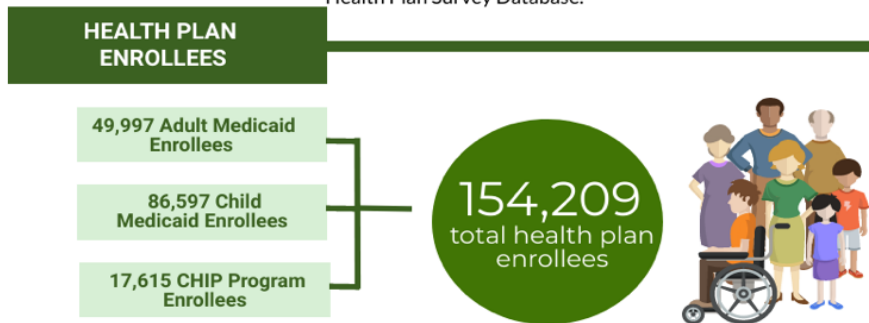
Shapes within the bar chart are for visual aid purposes.

2021 Health Plan Survey Chartbook

1. OVERVIEW

2021 Health Plan Survey Database

This overview shows how Medicaid and Children's Health Insurance Program (CHIP) health plan enrollees assess their health plan based on the 2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database.

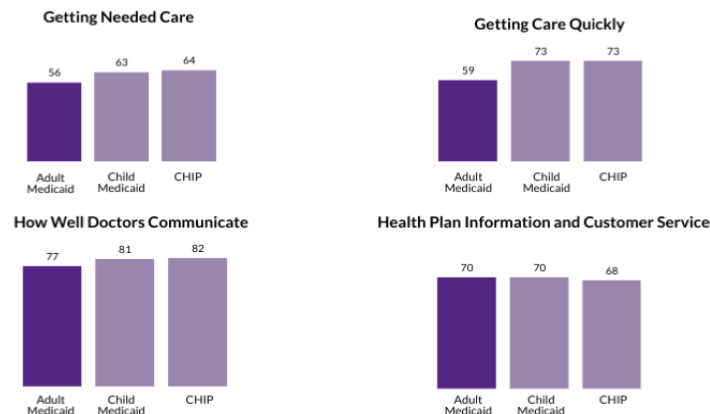


AMONG THE THREE ENROLLEE POPULATIONS...

<p>Highest Scoring Measure</p> <p>How Well Doctors Communicate</p> <p>82 percent of CHIP respondents indicated that the child's doctor communicated well.</p>	<p>Lowest Scoring Measure</p> <p>Getting Needed Care</p> <p>56 percent of Adult Medicaid respondents indicated that they could always get needed care.</p>	<p>Overall Rating Items</p> <p>Personal Doctors</p> <p>Enrollees in each population rated their Personal Doctors more highly than their Specialists, Health Care or Health Plans.</p>
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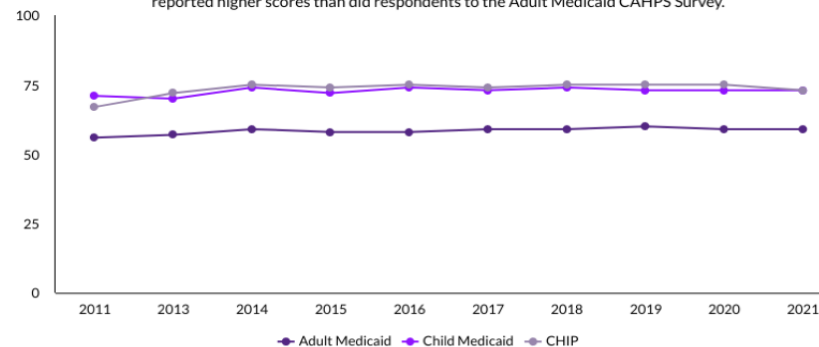
Health Plan Composite Measure Results by Enrollee Population

Child Medicaid and CHIP enrollees reported having better access to care and communication with doctors than reported by Adult Medicaid enrollees.



"Getting Care Quickly" Composite Measure Scores Remain Unchanged

The Adult Medicaid, Child Medicaid and CHIP "Getting Care Quickly" Composite Measure showed no improvements in the 10-year period of 2011-2021. Respondents to the Child Medicaid and CHIP CAHPS Surveys consistently reported higher scores than did respondents to the Adult Medicaid CAHPS Survey.



*Results are not available for 2012