

WHAT IS PATIENT EXPERIENCE AND HOW DOES CAHPS MEASURE IT?

**Stephanie Fry
Senior Study Director
Westat**

What is Patient Experience?

Patient experience refers to what happened in a health care setting. It encompasses the **range of interactions** that patients have with the health care system, including:



Coordinated care from **doctors and nurses** in **health care facilities**



Good **communication** with **health care providers**



Ability to schedule **timely appointments**



Easy **access** to **information**

Why Measure Patient Experience?

Patient experience is strongly associated with:

Health Outcomes

- Patient adherence
- Process of care measures
- Clinical outcomes
- Patient safety

Business Outcomes

- Malpractice risk
- Employee satisfaction
- Financial performance

CAHPS Survey Principles

- ▶ Surveys focus on what patients want to know
- ▶ Stakeholder and user input are fundamental and ongoing
- ▶ Surveys are extensively tested
- ▶ Standardization supports comparability
- ▶ All surveys, tools, and resources are public

CAHPS Core Surveys: Some Examples

Patient Experience with Providers

- ▶ Clinician & Group
- ▶ Hospice
- ▶ Home Health Care
- ▶ Surgical Care

Patient Experience with Facility-Based Care

- ▶ Hospital
- ▶ In-Center Hemodialysis
- ▶ Nursing Home
- ▶ Outpatient and Ambulatory Surgery

Patient Experience with Condition-Specific Care

- ▶ Cancer Care
- ▶ Mental Health Care

Enrollee Experience with Health Plans

- ▶ Health Plan
- ▶ Home and Community-Based Services

Examples of CAHPS Measures

Clinician & Group Survey

- ▶ Access to care
- ▶ Communication
- ▶ Care coordination
- ▶ Customer service
- ▶ Overall rating

Hospital Survey

- ▶ Communication
- ▶ Responsiveness
- ▶ Discharge information
- ▶ Hospital environment
- ▶ Overall rating
- ▶ Willingness to recommend

CAHPS Survey Content

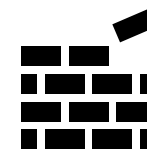


Examples of CAHPS Supplemental Items

- Shared Decision-Making
- Health Literacy
- Health Information Technology
- Interpreter Services
- Communication
- Narrative Items
- User “Home Grown” items

Customizing Your CAHPS Survey with the *Your CAHPS Survey Tool*

- Browser-based application that helps CAHPS survey users create a customized CAHPS survey containing core + supplemental items
 - ▶ CG-CAHPS 3.0
 - ▶ Health Plan Survey 5.0
 - ▶ CAHPS In-Center Hemodialysis Survey
 - ▶ CAHPS Cancer Care Surveys
- Visit <https://yourcahps.rand.org> to assemble your customized survey



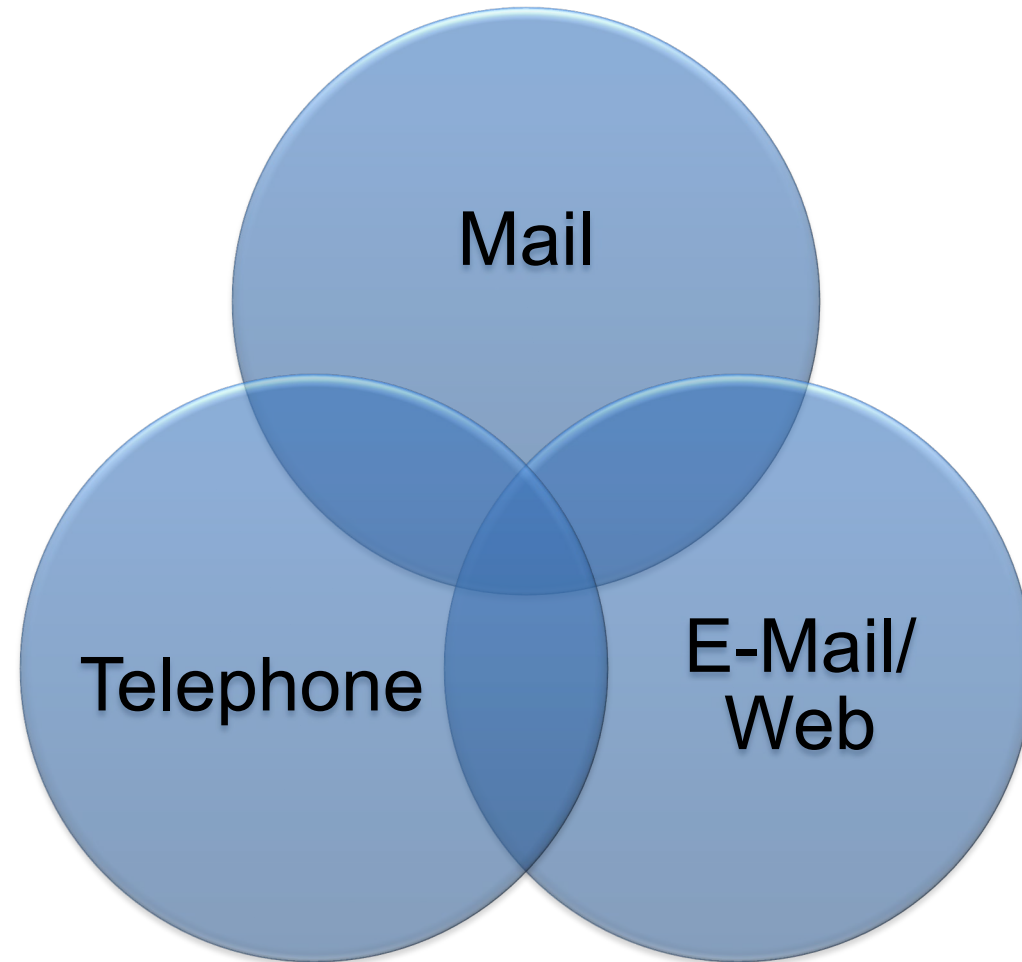
HOW ARE CAHPS SURVEYS ADMINISTERED?

Stephanie Fry
Senior Study Director
Westat

Drawing a Sample

- Sampling varies by survey and reporting goals
- Users should consider:
 - ▶ Data use and level of reporting
 - ▶ Data collection methodology
 - ▶ Expected number of people who will respond

Common CAHPS Data Collection Approaches



*Health care delivery and survey environments are rapidly evolving;
CAHPS Consortium continues extensive testing*

Analysis of Survey Results

- Calculation of survey composite measures
- Case mix adjustment
 - ▶ CAHPS SAS macro

