

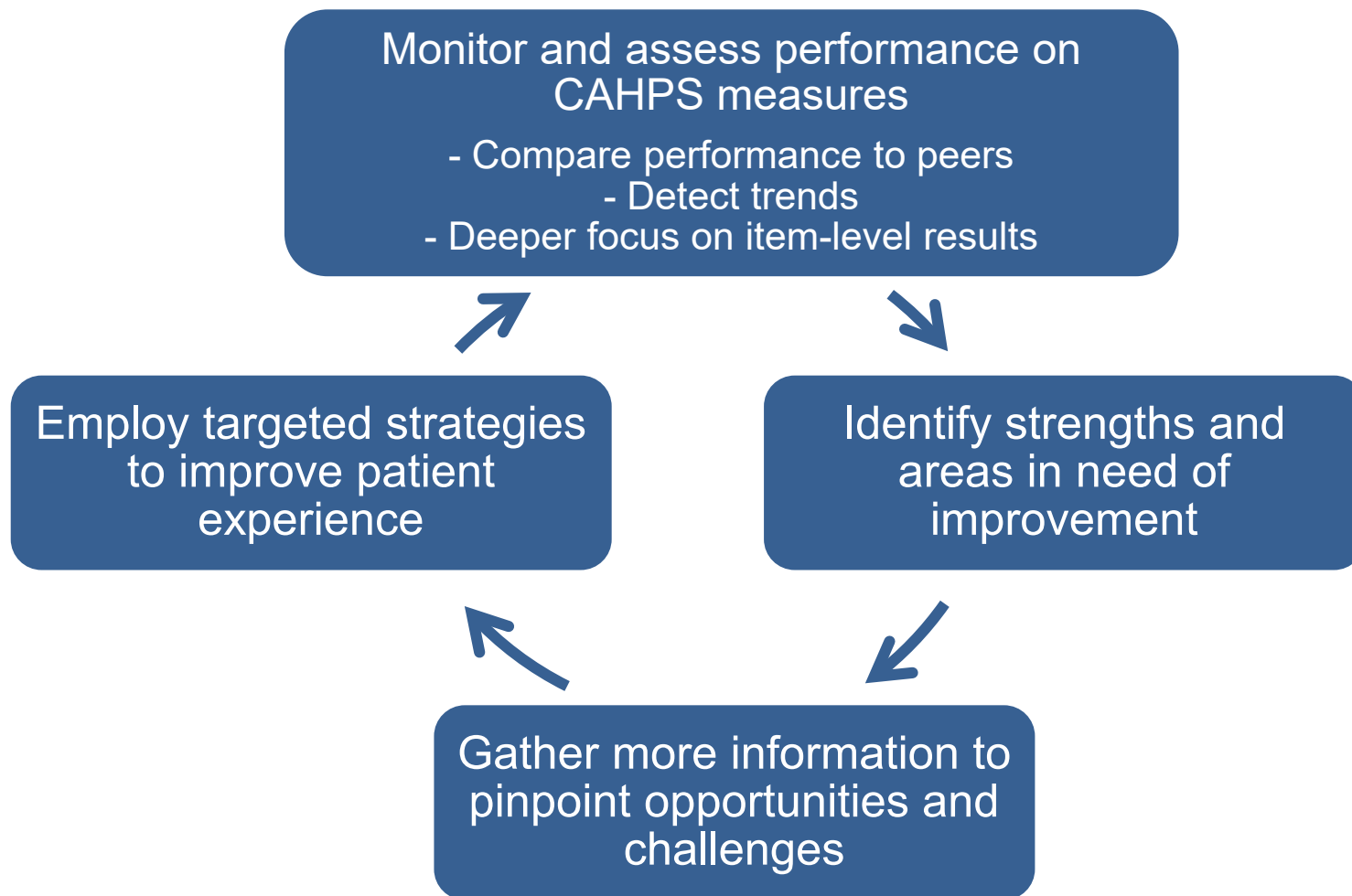
HOW ARE SURVEY RESULTS USED?

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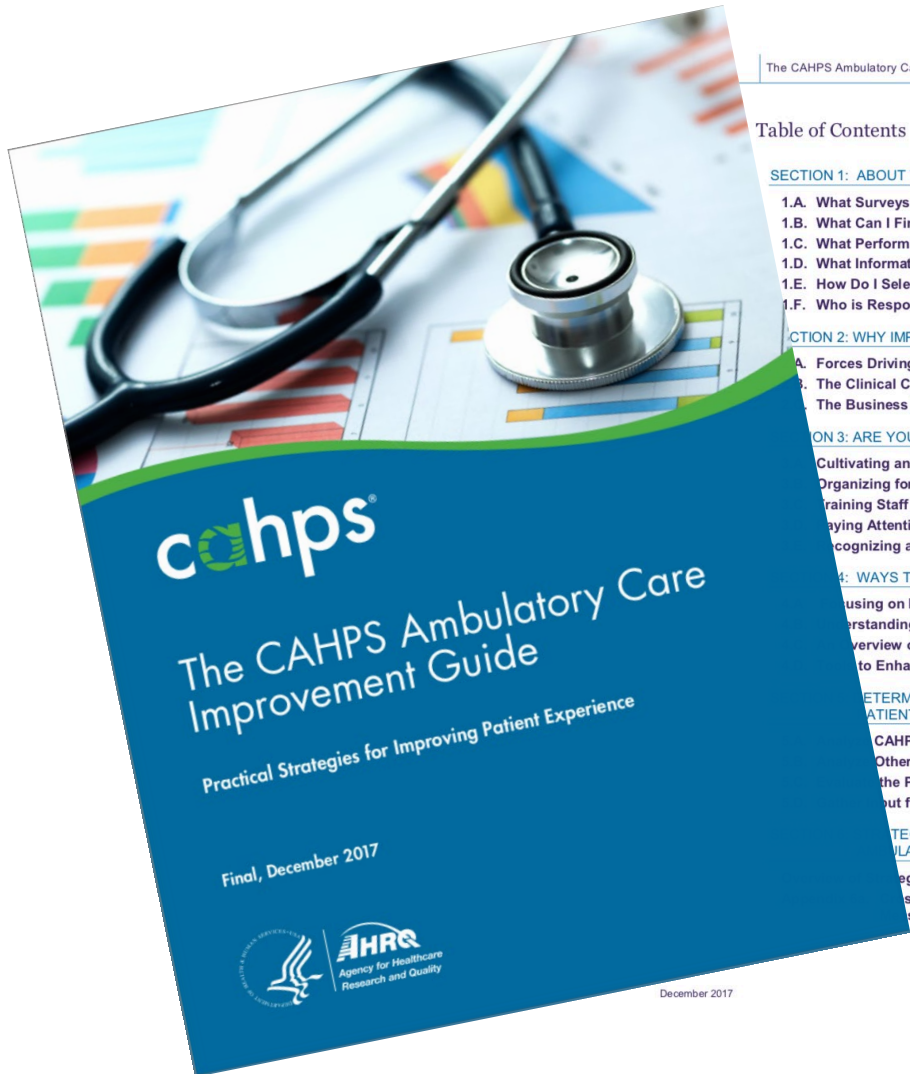
How Are Survey Results Used?

- 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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Use of Survey Results in Public Reports

▼ **Table 1 of 10**
How often did nurses communicate well with patients?

Patients reported how often their nurses communicated well with them during their hospital stay. “Communicated well” means nurses explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect.

	Star rating for this measure	Patients who reported that their nurses "Always" communicated well	Patients who reported that their nurses "Usually" communicated well	Patients who reported that their nurses "Sometimes" or "Never" communicated well
LAKEVIEW MEMORIAL HOSPITAL	★★★★★	87%	11%	2%
Minnesota Average		84%	14%	2%
National Average		81%	15%	4%

Use of Survey Results in Public Reports



Compare Doctors' Offices

← Back to [full search results list](#)

Search criteria used: Within 10 mile(s) of 02467

Patient Experience
Doctors' Office Details
✉
🖨

Care from Personal Doctors

	Brigham and Women's Physician Group 850 Boylston Street Chestnut Hill, MA 02467	Harvard Vanguard Chestnut Hill - West Roxbury 291 Independence Drive Chestnut Hill, MA 02467	Beth Israel Deaconess Health Care - Newton Center 714 Beacon Street Newton, MA 02459
How Well Doctors Communicate with Patients	●	●	●
How Well Doctors Coordinate Care	●	●	●
How Well Doctors Know Their Patients	●	◐	○
How Well Doctors Pay Attention to Mental (Behavioral) Health	●	◐	◐

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
 - ▶ National Committee for Quality Assurance (NCQA)
 - ▶ Utilization Review Accreditation Commission (URAC)
- Hospitals
 - ▶ The Joint Commission

Use of Survey Results in Research

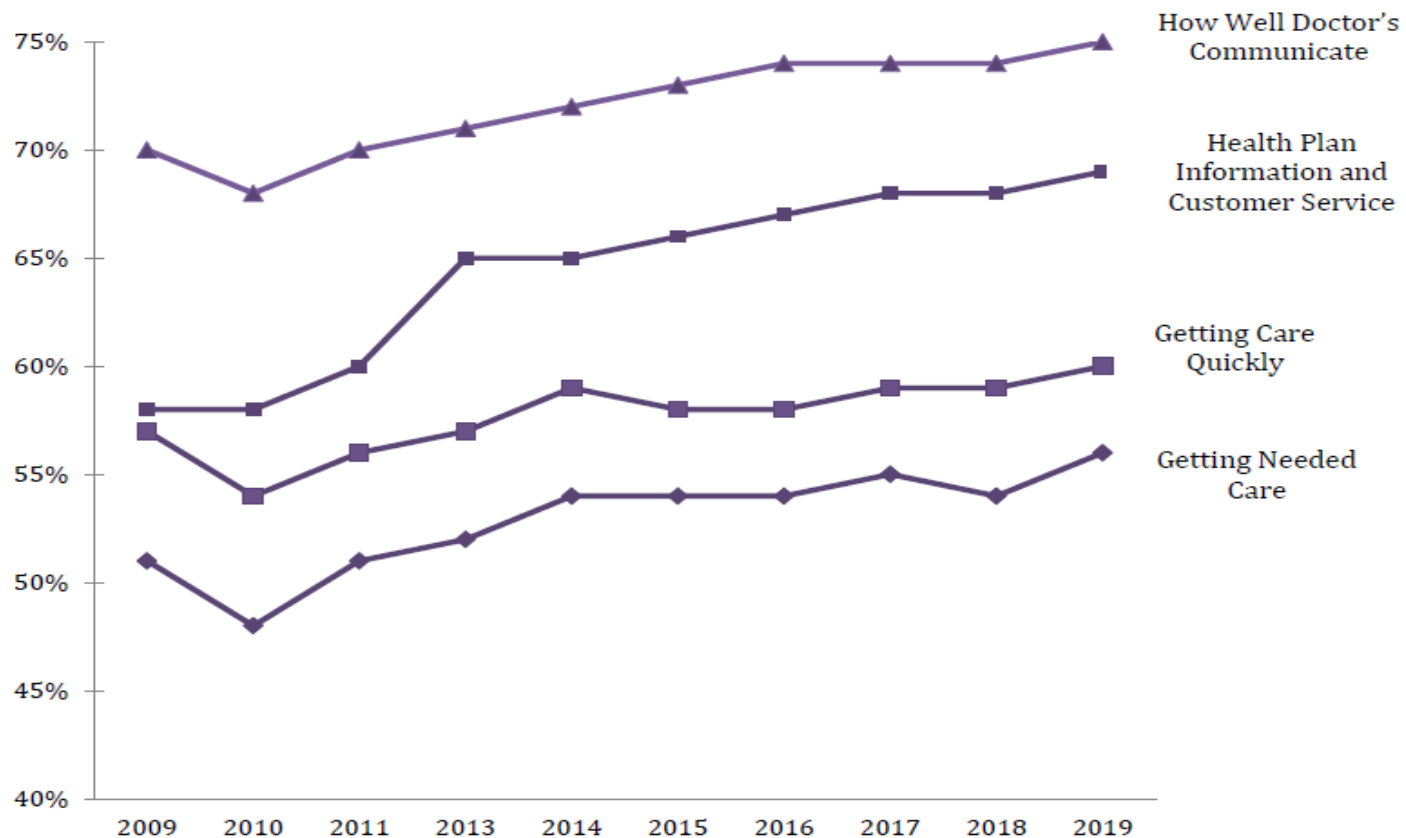


- Wide-ranging research initiatives related to:
 - ▶ Survey design and administration
 - ▶ Best practices for public reporting, value-based purchasing, and quality improvement
 - ▶ Evaluating programs/initiatives
- CAHPS resources for research:
 - ▶ CAHPS Database Research Files
 - ▶ CMS Data Sets for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

Trend in CAHPS Health Plan Survey Scores Adult Medicaid Population, 2009-2019

Adult Medicaid Trends

Figure 1. Adult Medicaid Top-Box Composite Measure Scores 2009-2019



CAHPS Database Overview

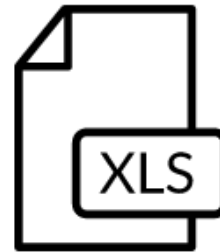


- Databases are for selected CAHPS surveys
 - ▶ CAHPS Health Plan (HP) Survey
 - ▶ CAHPS Clinician & Group (CG) Survey
 - ▶ CAHPS Home and Community-Based Services (HCBS) Survey
- Two major applications:
 - ▶ Comparative data for assessing performance
 - ▶ De-identified data for research
- Participation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

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