



Surveys and Tools  
To Advance Patient-Centered Care

# Introducing the CAHPS Database Online Reporting System

***2:00 pm - 3:30 pm ET***  
***Wednesday, April 22, 2009***  
***Thursday, April 23, 2009***

***Audio Call-In Number: 866-469-3239***

***CAHPS Technical assistance:***  
***888-808-7108***  
***Email: [ncbd1@ahrq.gov](mailto:ncbd1@ahrq.gov)***



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Agency for Healthcare Research and Quality  
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Participants

Name	Tools
Panelists: 1	

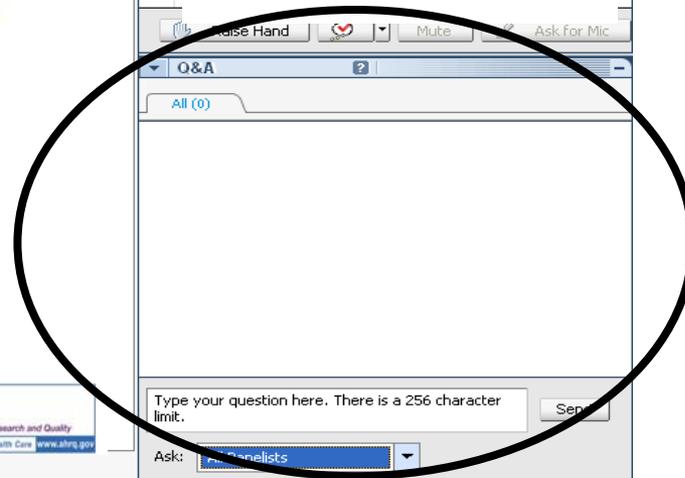
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  - You can select the Info tab at the top of your screen.
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# Introducing the CAHPS Database Online Reporting System

***Dale Shaller***  
***Managing Director, CAHPS Database***

***Janice Ricketts***  
***CAHPS Database Manager***

# Agenda



- **CAHPS Database Overview**
- **Demonstration of Online Reporting System**
- **Overview of CAHPS Clinician & Group Survey Submission Requirements**
- **Next Steps**

# CAHPS Database



- **National repository of data from the CAHPS family of surveys**
- **Two major applications:**
  - **Benchmarking** to evaluate health system performance and support quality improvement
  - **Research** on consumer assessments of quality
- **Funded by AHRQ and administered by Westat through the CAHPS User Network**

# CAHPS Database Components



- **CAHPS Health Plan Survey Database**
- **CAHPS Hospital Survey Database**
- **CAHPS Clinician & Group Survey Database**

# CAHPS Database Products



- **Annual Chartbooks**
- **Customized Sponsor Reports**
- **Research Files**
- **Support to AHRQ's National Healthcare Quality and Disparities Reports**
- **Special Analyses and Reports**

# New Online Reporting System



- **Will support all CAHPS surveys maintained by CAHPS Database**
- **Public portal available to everyone**
  - Ability to view summary-level data
- **Password-protected portal will be accessible only to participants who contribute data**
  - Ability to view your own results compared to selected benchmarks
- **Initial launch is with Health Plan data only**
- ***Availability of other comparative data depends on participation!***



# Demonstration of Online Reporting System

# Examples of C&G Comparative Data



- **C&G reporting categories:**
  - Location of group, practice, or clinician
  - Location of respondent
  - Physician specialty
  - Size of group or practice site
  - Owner and affiliation of group or practice
- **Sample view of public portal summary data**
- **Sample view of password-protected view comparing practice site to benchmarks**

# View of Public Summary Data Results



- CAHPS Home
- Survey Instruments
- Download CAHPS Kits
- Benchmarking Database
- Comparative Data**
- Health Plan**
- Clinician & Group
- Hospital
- Resources
- Improving Quality
- Improvement Guide
- Reporting Scores
- Other Resources
- About CAHPS
- FAQ
- Events
- Contact CAHPS

You are here:

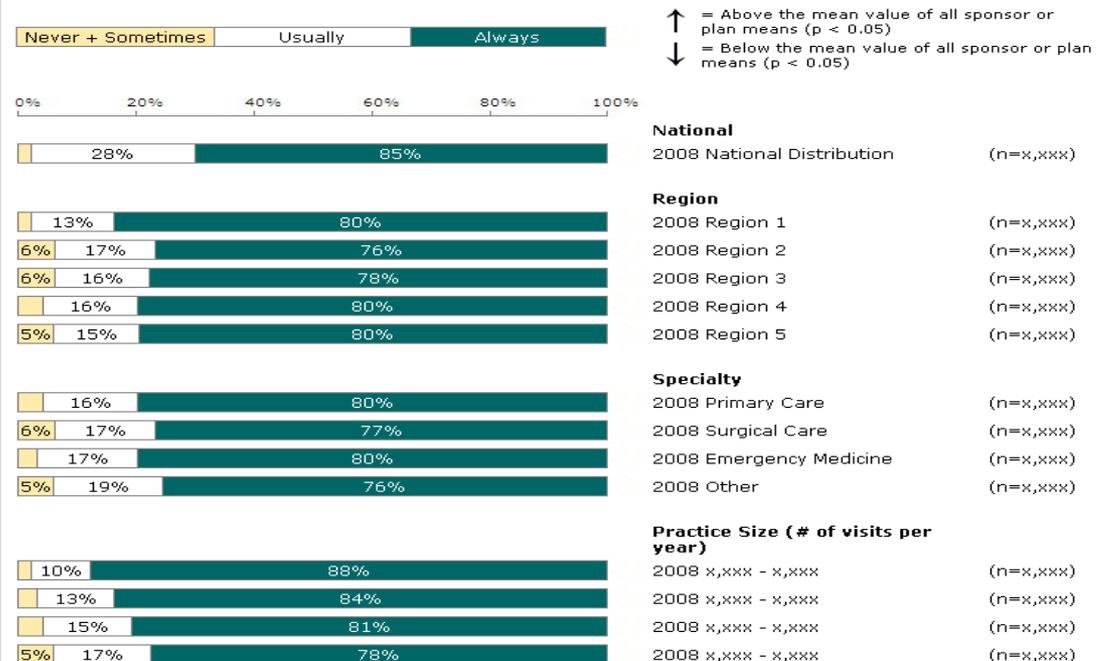
The CAHPS Benchmarking Database

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## Sample CG-CAHPS Chartbook Comparison

**Getting Appointments and Health Care When Needed** Combines responses from five questions that asked people how often they got appointments and care when they needed it.



# View of Password-Protected Results



- Survey Instruments
- Download CAHPS Kits
- Benchmarking Database
- Comparative Data**
- Health Plan
- ▣ Clinician & Group
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## The CAHPS Benchmarking Database

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### Sample CG-CAHPS Comparison

**Getting Appointments and Health Care When Needed** Combines responses from five questions that asked people how often they got appointments and care when they needed it.

Never + Sometimes      Usually      Always

↑ = Above the mean value of all sponsor or plan means ( $p < 0.05$ )  
 ↓ = Below the mean value of all sponsor or plan means ( $p < 0.05$ )

0%      20%      40%      60%      80%      100%



#### National

2008 National Distribution (n=x,xxx)



#### Region

2008 Your Region 1 (n=x,xxx)



#### Specialty

2008 Primary Care (n=x,xxx)



#### Group

2008 Group One (n=x,xxx)



#### Practice

2008 Practice Site A (n=x,xxx)



2008 Practice Site B (n=x,xxx)



2008 Practice Site C (n=x,xxx)

# Priority Focus on Building CAHPS Clinician & Group Survey Database



- **Implementation is increasing:**
  - Aligning Forces for Quality and Chartered Value Exchange communities
  - Independent health plan and medical group initiatives
  - Department of Defense
  - American Board of Medical Specialties
- **Demand for comparative data is growing**
- **CAHPS Database is responding:**
  - Data submission specifications will be available for each survey version
  - Comparative data through online system will be available once sufficient data are submitted

# Current C&G Survey Landscape



- **4-point scale (12-month reference period)**
  - Adult primary care 1.0
  - Adult specialty care 1.0
  - Child primary care 1.0
  - Child primary care 2.0 (beta)
- **6-point scale (12-month reference period)**
  - Adult primary care 1.0
  - Child primary care 1.0
  - Adult specialty care 1.0
- **Visit-specific survey**

# Overview of Data Submission Requirements



- **Survey administration information**
- **Copy of survey instrument**
- **Data Use Agreement**
- **3 separate data files**
  - Sample data
  - Group information
  - Practice site information
- **Each file linked by identifiers**
- **All files to be submitted in ascii/flat format according to data file layout specifications**

# Next Steps



- **View the CAHPS Comparative Data online beginning April 27, 2009:**
  - [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov)
- **Download CAHPS C&G submission specifications**
  - [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov)
- **Send us your data!**
- **Mark calendars for June 23<sup>rd</sup> webcast for**  
The CAHPS Clinician & Group Survey: Update on Instrument Design, Implementation, and Comparative Data
- **Complete feedback survey**



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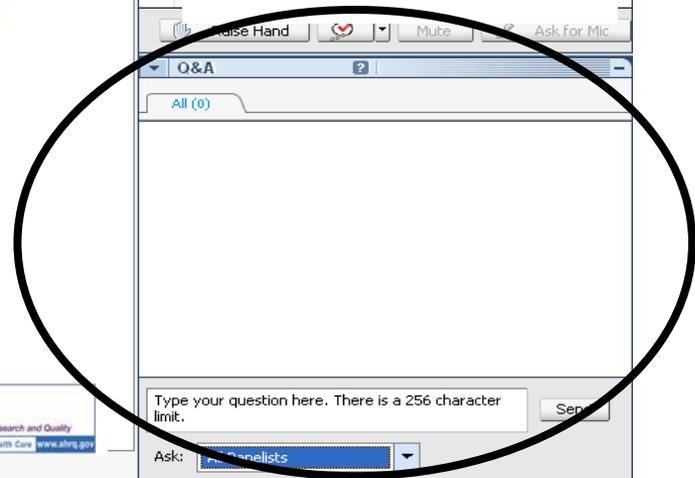
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# Further Information

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  - 888-808-7108
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**Thank you for attending today's Web cast!**