University of Michigan Health System—at a Glance

An Integrated Academic Medical Center consisting of:

- Hospitals, Health Centers, and Clinics throughout Southeast Michigan
- UM Medical School and its Faculty Group Practice
- Clinical Activities of the UM School of Nursing

Fast Facts:

- ~27,000 faculty, staff, students, trainees, and volunteers
- 3 hospitals, 990 beds, ~45,000 discharges annually
- 97,000 emergency/urgent care visits
- 49,700 surgical cases
- 1,300 survival flight missions
- 4,100 deliveries
- 40 outpatient locations with approximately 200 clinics see more than 1.9M visits annually
UMHS and CG-CAHPS—a brief history

- Participated in UHC trials
  - 2010—3 primary care clinics
  - 2012—1 specialty care clinic
- Implemented the base Version 2.0 visit-specific CG-CAHPS surveys in May 2013 for approximately 170 clinics; pediatric patients receive pediatric-version of the survey.
  - CG-CAHPS replaces previous in-house survey (with no external benchmarking capability)
UMHS Objectives for Adopting CG-CAHPS

- Ability to benchmark externally on measures of access, provider communication, and office staff
- Orient and align our clinics to the same patient experience measures by which our ACO will be measured
- Assist our physicians with their Maintenance-of-Certification (MOC) requirements for their respective accrediting boards.
- To be positioned for other public reporting or pay-for-performance needs that may yet come
- Eventually (but not yet) issue provider-specific reports for internal quality improvement purposes (currently the focus is at the clinic level)
UMHS--Survey Program Operational Facts

- Sampling for surveys triggered by patient encounter
  - Eligibility for survey based on approved clinic on “whitelist” as well as approved provider type (e.g., physician, NP, etc.)
  - Mode: U.S. Mail (e-surveying not yet operational)
  - Different sampling rates for each clinic based on eligible patient volume, in order to achieve 30 completed surveys per clinic per quarter
  - Sampling rates at the clinic level dynamically readjusted to achieve target, based on actual response rates.
- Return rates vary widely by clinic, but overall average is 26.7% (single mailing)
  - higher rate for the adult version (29.7%)
  - lower rate for the pediatric version (16.1%)
- 15,919 total responses to date through 1/8/14
Accessing the CG-CAHPS Comparative data

http://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx
Accessing the CG-CAHPS Comparative data

http://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx

<table>
<thead>
<tr>
<th>Year (Versions)</th>
<th>Adult</th>
<th>Adult 4-point</th>
<th>Adult PCMH 4-point</th>
<th>Child/PCMH Combined 4-point</th>
<th>Adult 6-point</th>
<th>Child 6-point</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012 (2.0)</td>
<td>613,395 (1,714)</td>
<td>100,527 (286)</td>
<td>49,307 (337)</td>
<td>3,276 (58)</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2011 (1.0)</td>
<td>266,327 (768)</td>
<td>52,434 (249)</td>
<td>N/A</td>
<td>N/A</td>
<td>79,651 (469)</td>
<td>N/A</td>
</tr>
<tr>
<td>2010 (1.0)</td>
<td>103,442 (469)</td>
<td>41,834 (235)</td>
<td>N/A</td>
<td>N/A</td>
<td>180,588 (339)</td>
<td>4,883 (32)</td>
</tr>
</tbody>
</table>
Top Box Scores

http://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_Topscores.aspx
Top Box Scores

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Survey Versions:
- Visit Adult 2.0
- 12-Mo Adult 2.0 4pt
- 12-Mo PCMH Adult 2.0 4pt
- 12-Mo Child/PCMH Combined 2.0 4pt
Top Box Scores

http://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_Topscores.aspx
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### CAHPS Database
- About CAHPS Database
- Health Plan Surveys and Guidance
- Comparative Data
- Health Plan
- Clinician & Group
- Stay Connected

#### Comparative Data

**Clinician & Group**

**Step 1:** Select Field Period: 2012

**Step 2:** Select Survey Type: Visit Adult 2.0

#### Results About Top Box Scores

These results can be exported to Microsoft Excel® by choosing the "Export" link, or saved as a custom report page under the Report Builder section by selecting the "Add To My Report" link above. Results added to your custom report will only be available in the Report Builder section during your current session.

#### 2012 Visit Adult 2.0 Top Box Scores

This section lets you view "top box" scores across several CG-CAHPS characteristics. Top box scores display the percent of respondents reporting the most positive response for a composite, rating, or question item.

- Results for practice site characteristics are calculated for composites, ratings and individual question items.
- N/A is displayed when there are insufficient data to show a result.
- For more information go to the Report Builder tab to view how results are calculated.

#### Percentile Top Box Scores

<table>
<thead>
<tr>
<th>Composite/Item</th>
<th>CAHPS DB Overall</th>
<th>90th Percentile</th>
<th>75th Percentile</th>
<th>50th Percentile</th>
<th>25th Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting Timely Appointments, Care, and Information</td>
<td>62%</td>
<td>76%</td>
<td>69%</td>
<td>63%</td>
<td>57%</td>
</tr>
<tr>
<td>Got appointment for urgent care as soon as needed</td>
<td>67%</td>
<td>84%</td>
<td>77%</td>
<td>69%</td>
<td>61%</td>
</tr>
<tr>
<td>Got appointment for check-up or routine care as soon as needed</td>
<td>71%</td>
<td>83%</td>
<td>80%</td>
<td>74%</td>
<td>67%</td>
</tr>
<tr>
<td>Got answer to phone question during regular office hours on same day</td>
<td>63%</td>
<td>80%</td>
<td>72%</td>
<td>64%</td>
<td>56%</td>
</tr>
<tr>
<td>Got answer to phone question after hours as soon as needed</td>
<td>62%</td>
<td>82%</td>
<td>73%</td>
<td>63%</td>
<td>53%</td>
</tr>
<tr>
<td>Wait time to be seen within 15 minutes of appointment time</td>
<td>40%</td>
<td>68%</td>
<td>58%</td>
<td>58%</td>
<td>40%</td>
</tr>
</tbody>
</table>

Scroll for More Options
Top Box Scores—Available Tables

- National Percentiles
- Regional Top Box Scores
  - Midwest
  - Northeast
  - South
  - West
- Physician Specialty
  - Family Practice
  - Internal Medicine
  - OB/GYN
  - Pediatrics
  - Other Primary Care
  - Surgical
  - Other Specialty

- Practice Ownership and Affiliation
  - Provider and/or Physician
  - Hospital or Health System
  - University or Academic Medical Center
  - Community Health Center
  - Other

- Survey Mode
  - Mail
  - Phone
  - IVR
  - Web Internet
Frequencies, Bar Charts, Percentiles, Report Builder
Percentiles tab shows you the percentile values for top box ratings for each question (national benchmark only)

<table>
<thead>
<tr>
<th>Composite/Item</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
<th>50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting Timely Appointments, Care, and Information</td>
<td>51%</td>
<td>55%</td>
<td>58%</td>
<td>60%</td>
<td>63%</td>
</tr>
<tr>
<td>Got appointment for urgent care as soon as needed</td>
<td>53%</td>
<td>59%</td>
<td>63%</td>
<td>66%</td>
<td>69%</td>
</tr>
<tr>
<td>Got appointment for check-up or routine care as soon as needed</td>
<td>61%</td>
<td>66%</td>
<td>69%</td>
<td>71%</td>
<td>74%</td>
</tr>
<tr>
<td>Got answer to phone question during regular office hours on same day</td>
<td>48%</td>
<td>54%</td>
<td>58%</td>
<td>61%</td>
<td>64%</td>
</tr>
<tr>
<td>Got answer to phone question after hours as soon as needed</td>
<td>43%</td>
<td>50%</td>
<td>56%</td>
<td>59%</td>
<td>63%</td>
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<tr>
<td>Wait time to be seen within 15 minutes of appointment time</td>
<td>26%</td>
<td>33%</td>
<td>39%</td>
<td>43%</td>
<td>47%</td>
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</tbody>
</table>
UMHS CG-CAHPS Performance on Access Measures vs. National CAHPS Database

- Wait time to be seen within 15 minutes of appointment time: 43% (UMHS FY 4Q13), 46% (National CAHPS Database 2011), 46% (National CAHPS Database 2012)
- Got answer to phone question after hours as soon as needed: 58% (UMHS FY 4Q13), 62% (National CAHPS Database 2011), 62% (National CAHPS Database 2012)
- Got answer to phone question during regular office hours on same day: 58% (UMHS FY 4Q13), 60% (National CAHPS Database 2011), 63% (National CAHPS Database 2012)
- Got appointment for check-up or routine care as soon as needed: 67% (UMHS FY 4Q13), 70% (National CAHPS Database 2011), 71% (National CAHPS Database 2012)
- Got appointment for urgent care as soon as needed: 61% (UMHS FY 4Q13), 65% (National CAHPS Database 2011), 67% (National CAHPS Database 2012)

Percent of Respondents Answering "Always" with respect to the last 12 months

UMHS FY 4Q13 (n=5968, results weighted)
National CAHPS Database (2011) (n>266k, 769 sites)
National CAHPS Database (2012) (n>613k, 1718 sites)
UMHS Reporting with Benchmarks

<table>
<thead>
<tr>
<th>ACCG</th>
<th>ACU</th>
<th>Respondent Count for the ACU</th>
<th>Provider rating</th>
<th>Get appt for urgent care when needed</th>
<th>Get appt for routine care when needed</th>
<th>Get answer same day to call made during regular office hours</th>
<th>Get answer to call made after regular office hours when needed</th>
<th>Saw provider within 15 min of appt</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td>2012 National CAHPS Database Benchmarks</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>75th Percentile</td>
<td>&gt;&gt;&gt;&gt;&gt;&gt;</td>
<td>85%</td>
<td>77%</td>
<td>80%</td>
<td>72%</td>
<td>73%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>50th Percentile</td>
<td>&gt;&gt;&gt;&gt;&gt;&gt;</td>
<td>81%</td>
<td>69%</td>
<td>74%</td>
<td>64%</td>
<td>63%</td>
<td>47%</td>
<td></td>
</tr>
<tr>
<td>Briarwood Family Medicine</td>
<td>[n=61]</td>
<td>64%</td>
<td>40%</td>
<td>37%</td>
<td>68%</td>
<td>79%</td>
<td>49%</td>
<td></td>
</tr>
<tr>
<td>Briarwood Health Associates</td>
<td>[n=187]</td>
<td>79%</td>
<td>55%</td>
<td>64%</td>
<td>55%</td>
<td>75%</td>
<td>45%</td>
<td></td>
</tr>
<tr>
<td>Briarwood Medical Group</td>
<td>[n=24]</td>
<td>83%</td>
<td>70%</td>
<td>53%</td>
<td>64%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Briarwood Reproductive Medicine</td>
<td>[n=55]</td>
<td>69%</td>
<td>80%</td>
<td>62%</td>
<td>65%</td>
<td>82%</td>
<td>54%</td>
<td></td>
</tr>
<tr>
<td>Briarwood Women Children Young Adults</td>
<td>[n=66]</td>
<td>79%</td>
<td>81%</td>
<td>43%</td>
<td>78%</td>
<td>71%</td>
<td>37%</td>
<td></td>
</tr>
<tr>
<td>Burlington Pain Clinic - Anesthesiology</td>
<td>[n=71]</td>
<td>69%</td>
<td>62%</td>
<td>59%</td>
<td>26%</td>
<td>85%</td>
<td>36%</td>
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<tr>
<td>Burlington Spine PM&amp;R</td>
<td>[n=68]</td>
<td>71%</td>
<td>34%</td>
<td>60%</td>
<td>39%</td>
<td>23%</td>
<td>50%</td>
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<tr>
<td>Brighton Health Center</td>
<td>[n=236]</td>
<td>88%</td>
<td>52%</td>
<td>54%</td>
<td>59%</td>
<td>73%</td>
<td>35%</td>
<td></td>
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<tr>
<td>Brighton MedSport Orthopaedic Surgery</td>
<td>[n=33]</td>
<td>72%</td>
<td>58%</td>
<td>54%</td>
<td>25%</td>
<td>100%</td>
<td>37%</td>
<td></td>
</tr>
<tr>
<td>Brighton Ophthalmology</td>
<td>[n=31]</td>
<td>89%</td>
<td>50%</td>
<td>70%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Cancer Center</td>
<td>[n=381]</td>
<td>87%</td>
<td>85%</td>
<td>88%</td>
<td>65%</td>
<td>80%</td>
<td>25%</td>
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</tr>
<tr>
<td>Cancer Center Mohs</td>
<td>[n=38]</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Canton Health Center</td>
<td>[n=189]</td>
<td>71%</td>
<td>47%</td>
<td>55%</td>
<td>44%</td>
<td>77%</td>
<td>43%</td>
<td></td>
</tr>
<tr>
<td>Canton Ophthalmology</td>
<td>[n=32]</td>
<td>86%</td>
<td>88%</td>
<td>70%</td>
<td>83%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardiovascular Center</td>
<td>[n=173]</td>
<td>83%</td>
<td>74%</td>
<td>82%</td>
<td>90%</td>
<td></td>
<td>48%</td>
<td>35%</td>
</tr>
</tbody>
</table>

All scales are 'higher is better'

Percent Giving Highest Rating ('top-box')
Impacts and Anticipated Future Use

• We are in a high-touch, intensive educational period now with the organization about the survey and the meaning of its results
  • The internal conversation has changed—concepts previously dismissed are now being taken more seriously
  • Organizational strengths and weaknesses have been re-confirmed (e.g., Access) and given even more attention
  • The interest in eventually obtaining provider-level results is palpable
• Setting Internal Goals for Improvement—TBD but will be influenced by external benchmarks for the first time
• Application for Hospital Magnet Status (2015)