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CAHPS Research Tools and Resources

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Sunday, October 4, 2015

4:00 – 5:30 p.m.

Crystal Gateway Marriott Hotel and Convention Center

Overview of the Session

- “CMS Data Sets for CAHPS Surveys” (Liz Goldstein)
- “The SEER and Medicare CAHPS Linked Dataset” (Ron Hays)
- “The CAHPS Database Research Files” (Janice Ricketts and Naomi Yount)
- “The CAHPS Macro Program” (Kayo Walsh)
- Brief Q/A sessions after each speaker with a larger Q/A session at the end

Today's Presenters



- **Liz Goldstein, Ph.D.**, Director, Division of Consumer Assessment and Plan Performance, Centers for Medicare & Medicaid Services



- **Ron Hays, Ph.D.**, Adjunct Researcher, RAND Corporation; Professor of Medicine, University of California, Los Angeles



- **Janice Ricketts**, CAHPS Project Manager; Senior Study Director, Westat and **Naomi Yount, Ph.D.**, Senior Study Director, Westat



- **Kayo Walsh, M.S.**, Data Manager/Programmer, Department of Health Care Policy, Harvard Medical School

CAHPS Program

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Program
 - Funded by the Agency for Healthcare Research and Quality (AHRQ)
 - Develops standardized surveys and related products, including the CAHPS Database
- CAHPS Surveys
 - Assess patients' experiences with care
 - Developed for both ambulatory and facility-based care

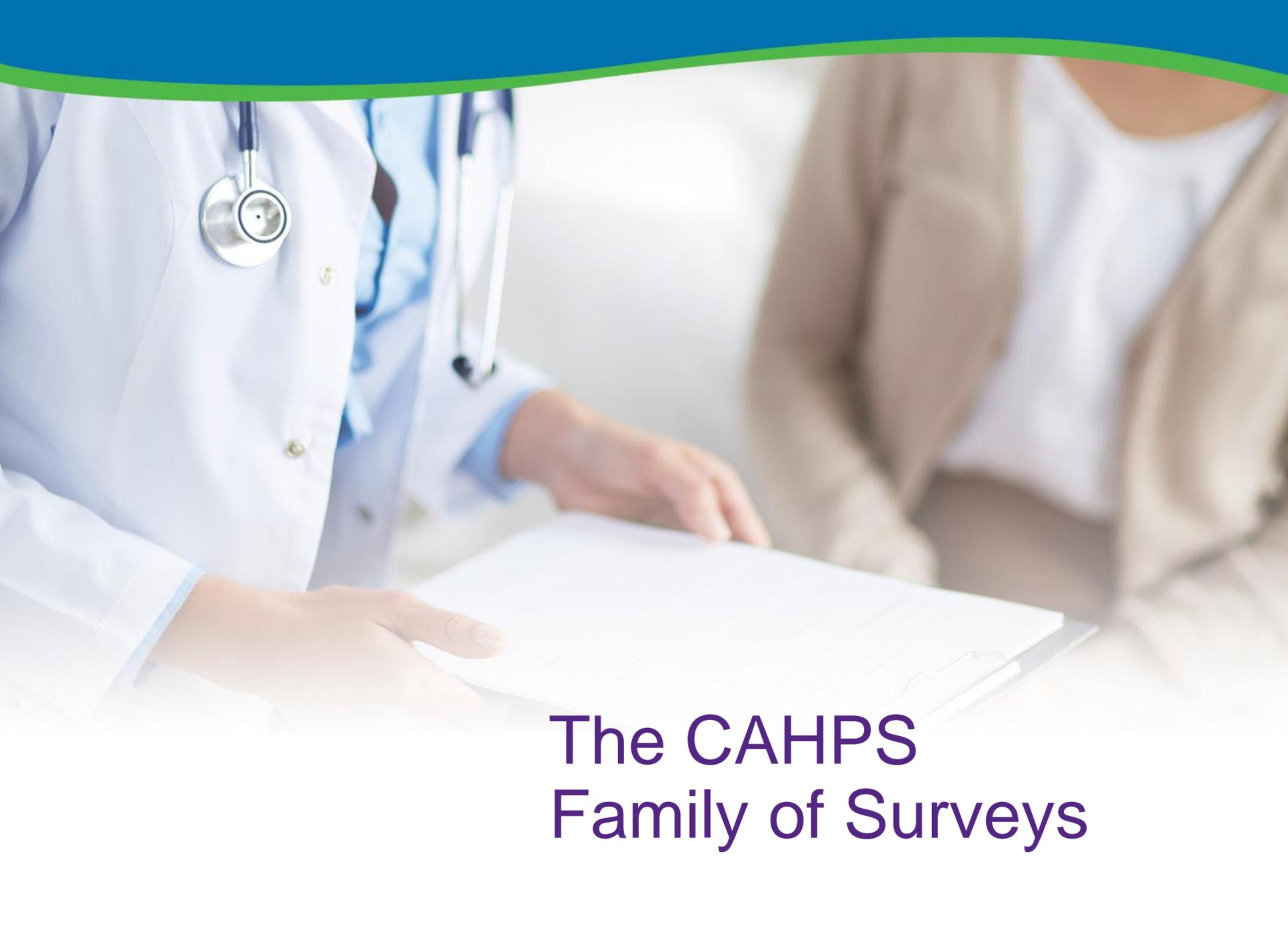
AHRQ

Grantees
RAND
Yale

cahps[®]
Consortium

CAHPS
User
Network
Westat

Other
Government
and Private
Stakeholders



The CAHPS Family of Surveys

Facility
Surveys



Ambulatory
Care Surveys





Facility Surveys

Hospital
In-Center Hemodialysis
Nursing Home



Ambulatory Care Surveys

Clinician & Group
Health Plan
ECHO[®] (Behavioral health)
American Indian
Home Health Care



CAHPS
Core
Questionnaire



+

CAHPS
Supplemental
Items



CAHPS
Customized
Survey



Supplemental Item Sets

- For the Clinician & Group Surveys
 - Cultural Competence Item Set
 - Health Information Technology Item Set
 - Item Set for Addressing Health Literacy
 - Patient-Centered Medical Home Item Set
- For the Health Plan Surveys
 - Item Set for Children with Chronic Conditions
 - Item Set for People With Mobility Impairments
- For the Hospital CAHPS (HCAHPS) Survey
 - Health Literacy Item Set
- CAHPS surveys and items go through constant review and update to keep pace with changing environment of health care delivery.