CMS Data Sets for CAHPS Surveys

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

• CAHPS Survey for Medicare Advantage and Prescription Drug Plans
• FFS CAHPS
• Hospital CAHPS
• Home Health CAHPS
• ACO CAHPS
• CAHPS Surveys Recently Implemented
  – Hospice CAHPS
  – In-Center Hemodialysis CAHPS
CMS CAHPS Surveys, cont’d.

- Additional surveys under development or in early stages of implementation.
  
MA & PDP CAHPS survey results are publicly reported by CMS for each contract on the Medicare Plan Finder Web site: www.medicare.gov

– The results are compared to FFS CAHPS where possible to assist beneficiaries in their enrollment decisions.

Data are included in the Part C and D Star Ratings, and for MA contracts they are used for Quality Bonus Payments. The publicly reported MA & PDP CAHPS data are available for download here: http://go.cms.gov/partcanddstarratings.
In 2015, the MA & PDP CAHPS survey had 231,886 survey completes.

A CMS Data Use Agreement (DUA) must be approved and signed to obtain the patient-level data.


More information about the survey can be found at http://www.ma-pdpcahps.org/content/homepage.aspx.
2015 FFS CAHPS survey had 94,900 completes.  
A CMS Data Use Agreement (DUA) must be approved and signed to obtain the patient-level data.  
FFS sample design sets a minimum target of 1,250 FFS responses per state. Larger samples are selected for the larger states to make the survey more nationally representative.
Current results from the HCAHPS Survey are publicly reported on the CMS Hospital Compare Web site

- [https://www.medicare.gov/hospitalcompare/search.html](https://www.medicare.gov/hospitalcompare/search.html)
  - See “Survey of patients' experiences”
- HCAHPS results are also available in a downloadable database
  - [https://data.medicare.gov/data/hospital-compare](https://data.medicare.gov/data/hospital-compare)
Currently, Hospital Compare contains HCAHPS results for 4,160 hospitals based upon 3.1 million completed surveys.

HCAHPS summary results, including an archive of past results, can be found on the HCAHPS On-Line Web site, www.HCAHPSonline.org.
Current results from the Home Health Care CAHPS Survey are publicly reported on the CMS Home Health Compare Web site - https://www.medicare.gov/homehealthcompare/search.html.

- Home Health Care CAHPS results are also available in a downloadable database

- Home Health Compare contains HHCAHPS results for 9,500 agencies based upon approximately 1.2 million completed surveys.
ACO CAHPS

• Scores are available on CMS.data.gov with quality scores of the other measures and finance information - https://data.cms.gov/ACO/Medicare-Shared-Savings-Program-Accountable-Care-O/yuq5-65xt.

• A CMS Data Use Agreement (DUA) must be approved and signed to obtain the patient-level data.

Questions