WHAT IS PATIENT EXPERIENCE AND HOW DOES CAHPS MEASURE IT?

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What is Patient Experience?

Patient experience encompasses the **range of interactions** that patients have with the health care system, including:

- Coordinated care from **doctors and nurses in health care facilities**
- **Ability to schedule timely appointments**
- **Good communication with health care providers**
- **Easy access to information**
<table>
<thead>
<tr>
<th>Experience</th>
<th>Satisfaction</th>
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<tbody>
<tr>
<td>• Whether something happened, or how often it happened</td>
<td>• Whether patients’ expectations were met and how they felt about their care</td>
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<tr>
<td>• Frequency scales</td>
<td>• Likert (rating) scales</td>
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<tr>
<td>• Objective assessment</td>
<td>• Subjective assessment</td>
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CAHPS Survey Principles

• Surveys are developed and administered using research evidence:
  ► Surveys focus on what patients said they want/need to know
  ► Stakeholder and user input are fundamental and ongoing
  ► Surveys are extensively field tested
  ► Standardization supports comparability
  ► All surveys, tools, and resources are public
## Correlation with Other Key Outcomes

Patient experience is strongly correlated with:

<table>
<thead>
<tr>
<th>Health Outcomes</th>
<th>Business Outcomes</th>
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<tr>
<td>Patient adherence</td>
<td>Malpractice risk</td>
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<tr>
<td>Process of care measures</td>
<td>Employee satisfaction</td>
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<tr>
<td>Clinical outcomes</td>
<td>Financial performance</td>
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<td>Patient safety</td>
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CAHPS Core Surveys: Some Examples

Patient Experience with Providers
- Clinician & Group
- Hospice
- Home Health Care
- Surgical Care
- American Indian

Patient Experience with Facility-Based Care
- Hospital
- In-Center Hemodialysis
- Nursing Home
- Outpatient and Ambulatory Surgery

Patient Experience with Condition-Specific Care
- Cancer Care
- Mental Health Care

Enrollee Experience with Health Plans
- Health Plan
- Dental Plan
- Home and Community-Based Services
CAHPS Survey Content

CAHPS Core Questionnaire + CAHPS Supplemental Items = Customized CAHPS Survey
Examples of CAHPS Composite Measures

Clinician & Group Survey
- Access to care
- Communication
- Care coordination
- Customer service
- Overall rating

Hospital Survey
- Communication
- Responsiveness
- Discharge information
- Hospital environment
- Overall rating
- Willingness to recommend