HOW ARE SURVEY RESULTS USED?

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How Are Survey Results Used?

- Quality improvement
- Public reporting
- Value-based payment
- Recognition and certification
- Research
Using CAHPS Surveys To Improve Patient Experience

Monitor and assess performance on CAHPS measures
- Compare performance to peers
- Detect trends
- Deeper focus on item-level results

Gather more information to pinpoint opportunities and challenges

Employ targeted strategies to improve patient experience

Identify strengths and areas in need of improvement
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Use of Survey Results in Public Reports

Find Medicare physicians & other clinicians

ALLINA HEALTH SYSTEM

General information  Locations  ★ Performance  % Patient survey scores  Affiliated clinicians

Patient survey scores

These performance scores are based on information patients reported to Medicare about their experiences getting care from this group. Performance scores are included on Physician Compare to help you make informed decisions about your health care. These scores are calculated using patient responses to a survey taken after getting care. The performance scores are presented as a percent. These scores represent the percentage of patients that reported the most positive responses. Get more information.

A higher score is better. Select "Show +" to read more information.

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
<th>Show</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting timely care, appointments, and information.</td>
<td>61%</td>
<td></td>
</tr>
<tr>
<td>How well clinicians communicate.</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>Health promotion and education.</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>Patients' rating of clinicians.</td>
<td>86%</td>
<td></td>
</tr>
</tbody>
</table>
## Use of Survey Results in Public Reports

### Clinic Comparisons

<table>
<thead>
<tr>
<th></th>
<th>Fairview Lakes Medical Center</th>
<th>Olmsted Medical Center-Rochester Southeast</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Rating</strong></td>
<td><strong>Wyoming, MN</strong></td>
<td><strong>Rochester, MN</strong></td>
</tr>
<tr>
<td><strong>Patient Experiences:</strong> Providers with a &quot;Most Positive&quot; Rating</td>
<td><strong>Below Average</strong> 76%</td>
<td><strong>Average 79%</strong></td>
</tr>
</tbody>
</table>

### Other Patient Experience Measures

<table>
<thead>
<tr>
<th></th>
<th>Fairview Lakes Medical Center</th>
<th>Olmsted Medical Center-Rochester Southeast</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Experiences: Care Coordination</strong></td>
<td><strong>Average 72%</strong></td>
<td><strong>Average 71%</strong></td>
</tr>
<tr>
<td><strong>Patient Experiences: Courteous and Helpful Staff</strong></td>
<td><strong>Average 80%</strong></td>
<td><strong>Above Average 86%</strong></td>
</tr>
<tr>
<td><strong>Patient Experiences: Getting Care When Needed</strong></td>
<td><strong>Below Average 58%</strong></td>
<td><strong>Average 66%</strong></td>
</tr>
<tr>
<td><strong>Patient Experiences: How Well Providers Communicate</strong></td>
<td><strong>Average 82%</strong></td>
<td><strong>Average 86%</strong></td>
</tr>
</tbody>
</table>
Use of Survey Results in Value-Based Payment

- Centers for Medicare & Medicaid Services (CMS)
  - Hospital Value-Based Purchasing (HCAHPS)
  - Medicare Shared Savings (CAHPS for ACOs)
  - Alternative Payment Models including demonstrations
- Commercial P4P Programs
- Provider compensation programs
Use of Survey Results in Recognition and Certification

- Health Plans
  - URAC

- Hospitals
  - The Joint Commission

- Medical Homes
  - National Committee for Quality Assurance (NCQA)
Use of Survey Results in Research

• Wide-ranging research initiatives related to:
  ► Survey design and administration
  ► Best practices for public reporting, value-based purchasing, and quality improvement
  ► Evaluating programs/initiatives

• CAHPS resources for research:
  ► CAHPS Database Research Files
  ► CMS Data Sets for CAHPS surveys
  ► SEER (Surveillance, Epidemiology, and End Results) and Medicare CAHPS Linked Dataset
Voluntary CAHPS Databases for the Clinician & Group and Health Plan Surveys

**Chartbook**: Displays summary-level top box score results for each survey

**Online Reporting System**: View, print, and download data reports

**Private Feedback Reports**: Compare results to the Database average