

Overview of CAHPS Cancer Care Survey

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Introducing the New AHRQ Survey for Cancer Centers
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Acknowledgements – AIR Team

- Graciela Castillo
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CAHPS for Cancer Care is Unique Among CAHPS Surveys

- 1st time AHRQ co-sponsored a CAHPS survey with a NIH institute (NCI)
- 1st disease-specific CAHPS survey spanning comprehensive treatment and covering multiple care settings
- 1st CAHPS survey to span both inpatient and outpatient settings

Development Included:

- Formative research
- Two data collections
- Statistical analysis of field test data
- Revisions to survey
- Label testing for reporting composites
- Translation into Spanish
- Quality reports for participating sites
- Obtaining the CAHPS trademark
- Dissemination

Three Parallel Surveys

- Example item:
 - In the last 6 months, how often did your *radiation therapy team* listen carefully to you?
 - In the last 6 months, how often did your *cancer surgery team* listen carefully to you?
 - In the last 6 months, how often did your *drug therapy team* listen carefully to you?

Final Survey Content

- Core survey has 56 questions in total (includes screeners and about you items)
- Supplemental item set includes 16 questions in total (includes screeners)

Core Survey

- Core survey

- 23 survey items measuring 6 domains of patient experience
- 2 single item measures and 2 global ratings
- The full Clinician & Group survey is replicated in the CAHPS Cancer Care survey
- Users of the Cancer Care Survey can compare the scores for those measures to the benchmarks available in the CAHPS Clinician & Group Survey Database

Six Core Domains

- Getting timely appointments, care, and information
- How well the cancer care team communicates with patients
- Cancer care team's use of information to coordinate patient care
- Helpful, courteous, and respectful office staff
- Cancer care team supports patients in managing the effects of their cancer and treatment
- Cancer care team is available to provide information when needed

Single Items in Core Survey

- Involvement of family and friends
- Availability of interpreters
- Patients' rating of the cancer care team
- Patients' rating of overall cancer care

Supplemental Item Set

- Thirteen items reflecting three domains
 - Access to Care (2 items)
 - Getting information from providers (4 items)
 - Shared decision making (7 items)

To Ask a Question



The screenshot shows a webcast interface. On the left is a 'Slide Area' with a blue background. It features the 'cahps' logo with the tagline 'Surveys and Tools to Advance Patient-Centered Care' and the 'AHRQ Agency for Healthcare Research and Quality' logo. The main text on the slide reads 'Introducing the CAHPS® Cancer Care Survey'. Below this, it says 'A Webcast Presented by the AHRQ CAHPS User Network', 'June 13, 2017', and '12:30 – 2:00 p.m. ET'. On the right is a 'Speaker Bios' window listing two speakers: Caren Ginsberg, Ph.D., Director of the CAHPS Division, and Ashley Wilder Smith, Ph.D., M.P.H., Chief of the Outcomes Research Branch (ORB) at the National Cancer Institute (NCI). Below the bios is a 'Q&A' window with a 'Refresh Now' link, a text input field with the placeholder 'Please enter a question', and a 'Submit' button circled in red.

To submit a question, type your question here and hit submit.

Click on the “Q&A” icon to get the Q&A window to appear.



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