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

- 1\textsuperscript{st} time AHRQ co-sponsored a CAHPS survey with a NIH institute (NCI)
- 1\textsuperscript{st} disease-specific CAHPS survey spanning comprehensive treatment and covering multiple care settings
- 1\textsuperscript{st} 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

Introducing the CAHPS® Cancer Care Survey

A Webcast Presented by the AHRQ CAHPS User Network
June 13, 2017
12:30 – 2:00 p.m. ET

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.