CAHPS Cancer Care Survey
Sampling and Administration Recommendations

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Introducing the New AHRQ Survey for Cancer Centers
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Sampling Recommendations

• Inclusion criteria
  • Adults 18 years of age or older at time of sample selection.
  • Received radiation therapy, drug therapy, or surgery for cancer at the specified cancer center within the past 6 months.
  • All stages (including *in situ*, except where noted) and all cancer types (except squamous and basal cell carcinoma).
Sampling Recommendations

• Exclusion criteria
  • Received only a diagnosis but no treatment, a second opinion, follow-up care, or hospice care at the specified cancer center.
  • Breast carcinoma *in situ* (all treatment modalities), cervical carcinoma *in situ* (surgery treatment modality).
Sampling Recommendations

• We collaborated with multiple cancer centers to develop a sampling approach utilizing billing data that could be standardized across institutions.

• Standardized sampling facilitates comparisons of scores across cancer centers.
Sampling Recommendations

• Three parallel surveys; therefore, three separate sample frames.
  1. Radiation Therapy
  2. Drug Therapy
  3. Cancer Surgery

• See the document “Fielding the CAHPS® Cancer Care Survey” for specific algorithms.
Sampling Recommendations

• **Multiple criteria must be met**
  
  ICD-10 CM diagnosis of malignant neoplasm

  *and*

  The diagnosis is associated with (i.e., on the same billing line) a cancer treatment procedure (chemotherapy administration, radiation therapy administration, surgery for specific cancer types).

• **Source of Billing Data**
  
  • Professional and Outpatient Facility
    
    • CPT procedure codes
    
    • For outpatient Drug and Radiation Therapy, additional criterion of at least 2 outpatient encounters for cancer treatment in past 6 months.
  
  • Inpatient
    
    • ICD-10 PCS procedure codes
    
    • Discharge date < sample date
Sampling Recommendations

- Drawing samples from the sample frames:
  - Screen within frame for deceased.
  - Screen within frame for duplicates.
  - Screen across frames for duplicates.
    - Managing duplicates across frames.
      - Randomly assign to one frame.
      - Manually assign to one frame.
  - Census of an entire frame or random sample from a frame, depending on sample size goals.
Sampling Recommendations

- ICD-10 codes have **not** been tested in the field.
    - ICD-9 CM → ICD-10 CM
    - ICD-9 PCS → ICD-10 PCS
  - Work with individuals who understand your practice and your billing data.
  - Recommend chart review prior to survey administration.

- Addressing the Risk of Misidentification
  - Questions in the survey itself confirm eligibility.
  - Recruitment materials:
    - “If you feel a survey about cancer care does not apply to you or that you were selected by mistake, please call 1-xxx-xxx-xxxx to talk to a representative at [Reporting Unit/Survey Vendor].”
    - “If you feel a survey about cancer care does not apply to you or that you were selected by mistake, please disregard this survey.”
Sampling Recommendations

• Avoid Overlap with Surveys Mandated by CMS.
  • Hospitals eligible for the CAHPS Hospital Survey (HCAHPS) and surgery centers eligible for the CAHPS Outpatient and Ambulatory Survey (OAS CAHPS) must follow rules established by the Centers for Medicare & Medicaid Services (CMS). Specifically, those survey sponsors must hold off on active data collection for the Cancer Care Survey until 51 days after the patient has been discharged. This delay permits CMS to first field the surveys designed for program monitoring and national public reporting.
Administration Recommendations

• Mail only
• Telephone only
• Mixed-mode
  • mail and telephone
  • email and mail
  • email and telephone
• Target response rate ≥ 40%