

# The Child HCAHPS Database

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# AHRQ CAHPS Database Overview

- Databases are for selected CAHPS surveys



- Two major applications:
  - ▶ Facilitates comparisons of patient experiences
  - ▶ De-identified data for research

# AHRQ CAHPS Database Overview



- Participation is voluntary, free and open to all users of surveys supported by the Database
- Annual cycle of submissions and reporting
- Submitters complete a Data Use Agreement (DUA) which assures data privacy and protection
- Results are de-identified so no participating organization's data are ever publicly reported

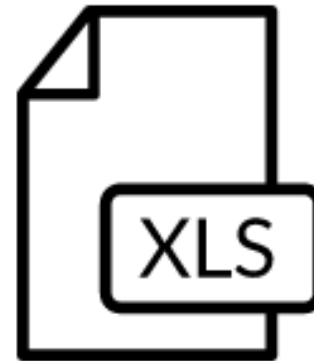
# CAHPS Database Products



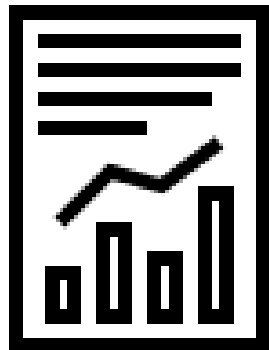
## **AHRQ Data Tools Website** **[datatools.ahrq.gov](https://datatools.ahrq.gov):**

Online data tools website for viewing, printing, and downloading data reports

*(Child HCAHPS and HCBS results available in 2024)*



**Private Feedback Reports:**  
Compare submitter results to Database averages



**Annual Chartbooks:**  
Display summary-level Database results



**Research Datasets:**  
De-identified data files for approved research projects

# Child HCAHPS Survey Database

- Free and open to all users of the Child HCAHPS Survey
  - ▶ Free standing, self-governing children's hospitals
  - ▶ Children's hospitals within a hospital
  - ▶ Pediatric units within a hospital
- Completed second year of data submission and reporting; inaugural year (2022) was the pilot year

# Why Participate in the Child HCAHPS Database?

- Each participating hospital receives a free private feedback report comparing their results to the Database

## Sample Private Feedback Report

Child HCAHPS Composite Measures/items by Topic Area	Measure Type	Top Box Scores		
		2023 Child HCAHPS Survey Database Average	[Hospital Name] 2023	[Hospital Name] 2022
<b>Topic: Communication with Parent</b>				
Communication Between you and Your Child's Nurses	Composite Measure	86%	85%	84%
Communication Between You and Your Child's Doctors	Composite Measure	79%	80%	78%
Communication About Your Child's Medicines	Composite Measure	81%	78%	78%
Keeping You Informed About Your Child's Care	Composite Measure	79%	83%	84%
Preparing You and Your Child to Leave the Hospital	Composite Measure	85%	89%	87%
Privacy When Talking With Doctors, Nurses, and Other Providers	Single-Item Measure	89%	92%	90%
Keeping You Informed About Your Child's Care in the ER	Single-Item Measure	84%	86%	85%

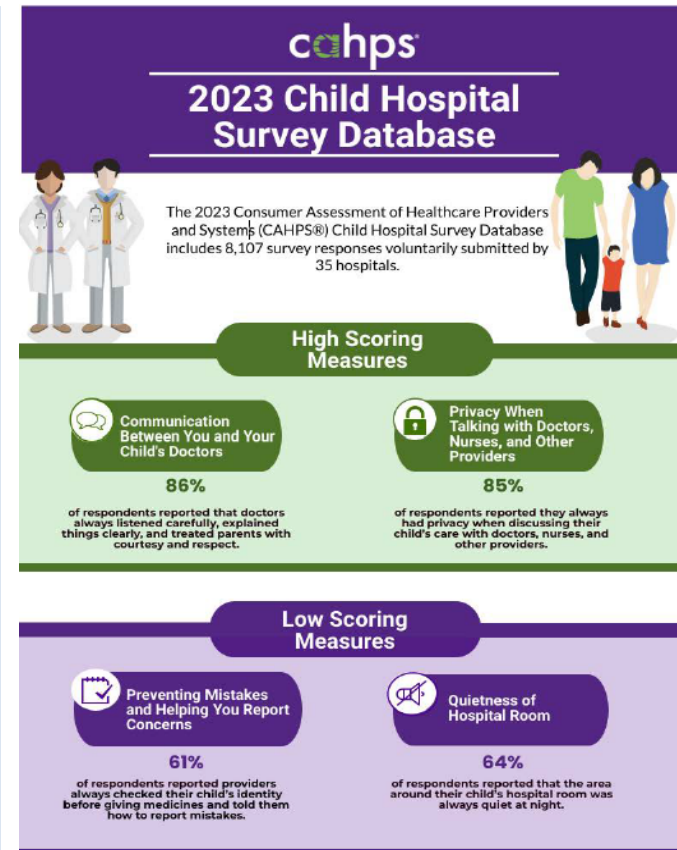
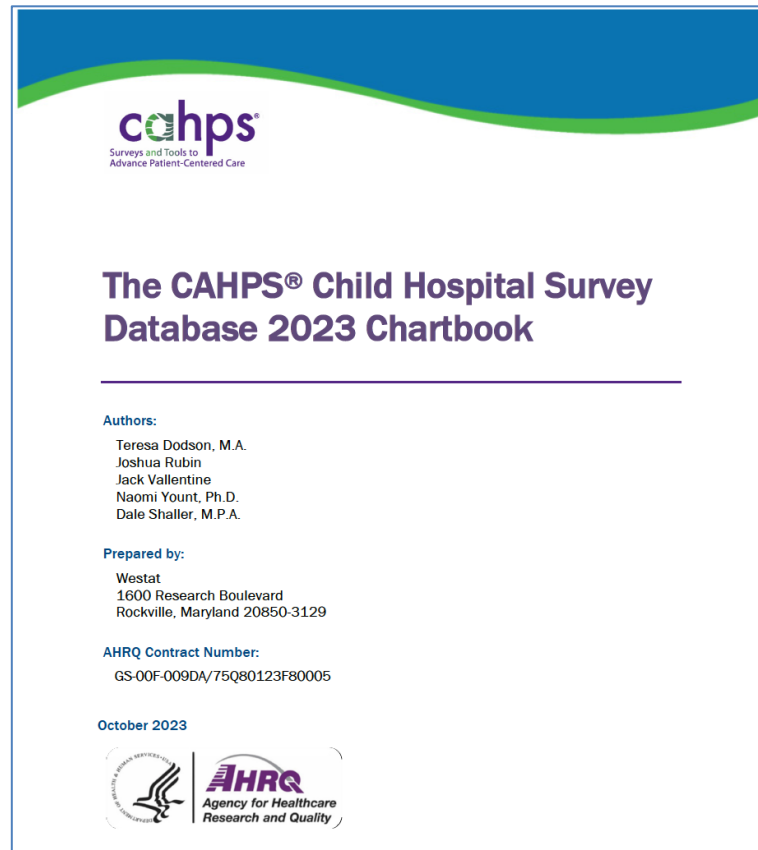
# Why Participate in the Child HCAHPS Database?



- De-identified research data files available for approved research projects
  - ▶ Can help answer important health services research questions related to patient experience of care as measured by CAHPS surveys

# Why Participate in the Child HCAHPS Database?

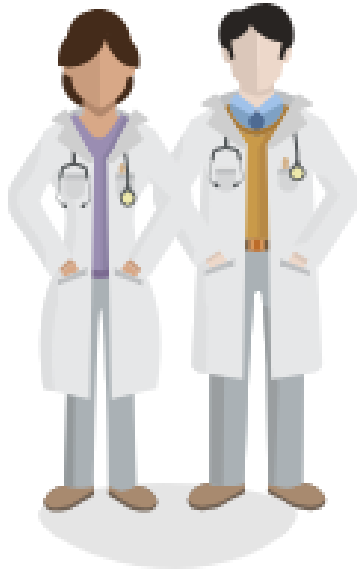
- AHRQ produces a Database Chartbook with infographics that display aggregated results from all participating hospitals



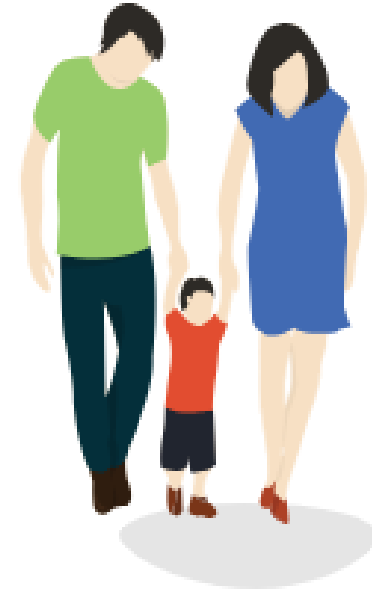


# 2023 Child HCAHPS Database Results

- Released October 2023



8,107 survey responses voluntarily  
submitted by 35 hospitals.



# 2023 Child HCAHPS Database Results

## High Scoring Measures



**Communication  
Between You and Your  
Child's Doctors**

**86%**

of respondents reported that doctors always listened carefully, explained things clearly, and treated parents with courtesy and respect.



**Privacy When  
Talking with Doctors,  
Nurses, and Other  
Providers**

**85%**

of respondents reported they always had privacy when discussing their child's care with doctors, nurses, and other providers.

# 2023 Child HCAHPS Database Results

## Low Scoring Measures



**Preventing Mistakes  
and Helping You Report  
Concerns**

**61%**

**of respondents reported providers  
always checked their child's identity  
before giving medicines and told them  
how to report mistakes.**









**Quietness of  
Hospital Room**

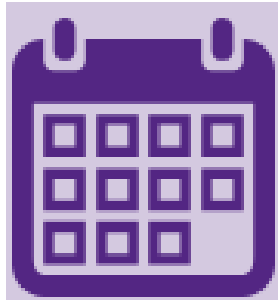
**64%**

**of respondents reported that the area  
around their child's hospital room was  
always quiet at night.**

# 2023 CAHPS Child Hospital Database Child and Respondent Characteristics

Child Characteristics	Respondent Characteristics
 <p>47% were female</p>	 <p>87% were the mother of the child</p>
 <p>28% were less than one year old</p>	 <p>42% were between the ages of 35-44</p>
 <p>70% were in Very Good or Excellent health, as reported by respondents</p>	 <p>56% had a four-year college degree or more</p>

# Analyses by Selected Characteristics



**Length of Stay:** For the majority of measures, a longer length of stay is associated with lower patient experience scores.



**Age of Child:** Patient experience scores tend to be higher for children over one year old.

# When to Submit Data in 2024

**CAHPS Child Hospital Database Submission is open**

**March 11 – April 12, 2024**

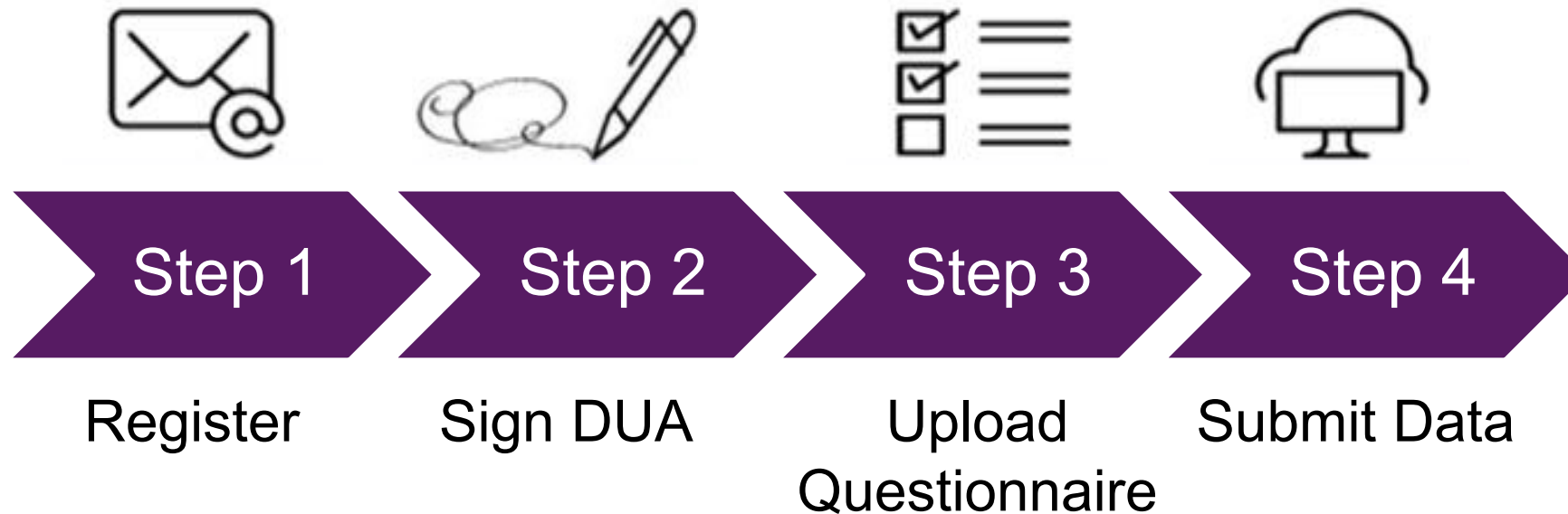
**Survey administration period is between**

**January 1 – December 31, 2023**



# CAHPS Child Hospital Data Submission Process

The CAHPS Database Online Submission System opens once a year. Organizations interested in submitting data complete four easy steps:



# Technical Assistance and Resources



E-mail: [CAHPSDatabase@Westat.com](mailto:CAHPSDatabase@Westat.com)



Phone: 888-808-7108



Web site: [www.cahpsdatabase.ahrq.gov](http://www.cahpsdatabase.ahrq.gov)