How Are Survey Results Used?

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How Are Survey Results Used?

- Public reporting
- Value-based payment
- Recognition and certification
- Quality improvement
- Research
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.

- Getting timely care, appointments, and information. 61% Show +
- How well clinicians communicate. 87% Show +
- Health promotion and education. 62% Show +
Use of Survey Results in Public Reports

Clinic Comparisons

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Location</th>
<th>Patient Experience: Most Positive Rating</th>
<th>Patient Experience: Care Coordination</th>
<th>Patient Experience: Courteous and Helpful Staff</th>
<th>Patient Experience: Getting Care When Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairview Lakes Medical Center</td>
<td>WYOMING, MN</td>
<td>Below Average 76%</td>
<td>Average 72%</td>
<td>Average 80%</td>
<td>Below Average 70%</td>
</tr>
<tr>
<td>Olmsted Medical Center- Rochester Southeast</td>
<td>ROCHESTER, MN</td>
<td>Average 79%</td>
<td>Average 71%</td>
<td>Average 86%</td>
<td>Average 56%</td>
</tr>
<tr>
<td>Stillwater Medical Group- Curve Crest Clinic</td>
<td>STILLWATER, MN</td>
<td>Above Average 84%</td>
<td>Average 78%</td>
<td>Above Average 88%</td>
<td>Above Average 70%</td>
</tr>
</tbody>
</table>
Use of Survey Results in Value-Based Payment

- Hospital Value-Based Purchasing (HCAHPS)
- Medicare Shared Savings (CAHPS for ACOs)
- Quality Payment Program
  - Merit-Based Incentive Program (MIPS)
  - Alternative Payment Models
- Comprehensive Primary Care (CPC) Plus
- Commercial P4P Programs
- Provider compensation programs
Use of Survey Results in Recognition and Certification

• Health Plans
• Hospitals
• Medical Homes

• Medical Board Certification

[Logos of NCQA, URAC, and American Board of Medical Specialties]
Use of Survey Results for Quality Improvement

• Increasing focus on improvement by health plans, health care providers and systems, driven by:
  ▪ Reporting, payment, and accreditation forces
  ▪ Growing consumer and patient demand

• CAHPS resources for improvement:
  ▪ CAHPS Ambulatory Care Improvement Guide
  ▪ Webcasts, podcasts, and case studies
Use of Survey Results in Research

• Wide-ranging research initiatives related to:
  ▪ Best practices for reporting, payment, and improvement
  ▪ Survey design and administration

• 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
CAHPS Database

• Databases for selected CAHPS surveys
  ▪ CAHPS Health Plan (HP) Survey
  ▪ CAHPS Clinician & Group (CG) Survey

• Two major applications:
  ▪ Comparative data for assessing performance
  ▪ De-identified data for research

• Participation is voluntary and open to all users

• Annual cycle of submissions and reporting