

GUIDING CONCEPTS FOR THE NEW CAHPS® SURVEY

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CAHPS Core Surveys: Some Examples

Patient Experience with Providers

- ▶ Clinician & Group
- ▶ Hospice
- ▶ Home Health Care
- ▶ Surgical Care
- ▶ American Indian

Patient Experience with Facility-Based Care

- ▶ Hospital
- ▶ In-Center Hemodialysis
- ▶ Nursing Home
- ▶ Outpatient and Ambulatory Surgery

Patient Experience with Condition-Specific Care

- ▶ Cancer Care
- ▶ Mental Health Care

Enrollee Experience with Health Plans

- ▶ Health Plan
- ▶ Dental Plan
- ▶ Home and Community-Based Services

CAHPS Clinician & Group Survey 3.0



- Asks about experiences with primary or specialty care providers and office staff in the last 6 months.
- Can be used to assess medical groups, practice sites, or individual providers.
- Created to meet user needs in the changing environment of health care delivery.
- Adult and child surveys released July/September 2015.

CAHPS Clinician & Group Survey 3.0



Domains assessed

- **Access to Care**
- **Communication**
- **Care coordination**
- **Office staff**
- **Overall rating of provider**

Used for

- Quality improvement
- Choice of medical groups and health care providers
- Public reporting (federal, state regional and community)
- Value-based purchasing
- Recognition and certification programs

Why a new CAHPS Clinician & Group Survey was needed



- To respond to the increased use of telehealth
 - ▶ Accelerated by the COVID-19 pandemic
- Need to assess changes in healthcare delivery
- Monitor impact on patient experience with care

Guiding principles of new survey

- Applicable to:
 - ▶ Primary and specialty care
 - ▶ In-person, phone, and video visits
- Asks about the most recent visit.
- Focuses on the aspects of care for which the patient is the best or only source of information.
- Asks patients to report on only care they have experienced.

CAHPS Survey Development Process

Literature Review/
Environmental Scan

- What can be learned from prior studies and surveys?

Stakeholder Input

- Which topic areas are most important to stakeholders (e.g., clinicians, provider groups)? What do survey experts recommend?

Technical Expert
Panel

Focus Groups &
Interviews

- What matters most to patients and their families?

Cognitive
Interviews

- Are draft survey questions interpreted correctly and consistently across respondents?

Field Test

- Which survey items and administration procedures result in the most accurate and comparable data?