

# CAHPS 101

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# What is Patient Experience?

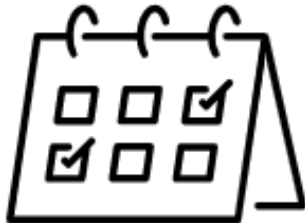
Patient experience refers to what happened in a health care setting. It encompasses the **range of interactions** that patients have with the health care system, including:



Coordinated care from **doctors and nurses in healthcare facilities**



Good **communication with healthcare providers**



Ability to schedule **timely appointments**



Easy **access to information**

# Patient Experience vs. Patient Satisfaction

Experience	Satisfaction
<ul style="list-style-type: none"><li>• Whether something happened, or how often it happened</li><li>• Frequency scales</li><li>• Objective assessment</li></ul>	<ul style="list-style-type: none"><li>• Whether patients' <i>expectations</i> were met and how they felt about their care</li><li>• Likert (rating) scales</li><li>• Subjective assessment</li></ul>

# Why Measure Patient Experience?

Patient experience is strongly associated with:

## Health Outcomes

- Patient adherence
- Process of care measures
- Clinical outcomes
- Patient safety

## Business Outcomes

- Malpractice risk
- Employee satisfaction
- Financial performance

# CAHPS Survey Principles

- ▶ Surveys focus on what patients want to know
- ▶ Stakeholder and user input are fundamental and ongoing
- ▶ Surveys are extensively tested
- ▶ Standardization supports comparability
- ▶ All surveys, tools, and resources are public domain

# CAHPS Core Surveys: Some Examples

## Patient Experience with Providers

- ▶ Clinician & Group
- ▶ Hospice
- ▶ Home Health Care

## 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
- ▶ Home and Community-Based  
Services

# Examples of CAHPS Measures

## Clinician & Group Survey

- ▶ Access to care
- ▶ Communication
- ▶ Care coordination
- ▶ Customer service
- ▶ Overall rating

## Hospital Survey

- ▶ Communication
- ▶ Responsiveness
- ▶ Discharge information
- ▶ Hospital environment
- ▶ Overall rating
- ▶ Willingness to recommend

# CAHPS Survey Content





# Examples of CAHPS Supplemental Items

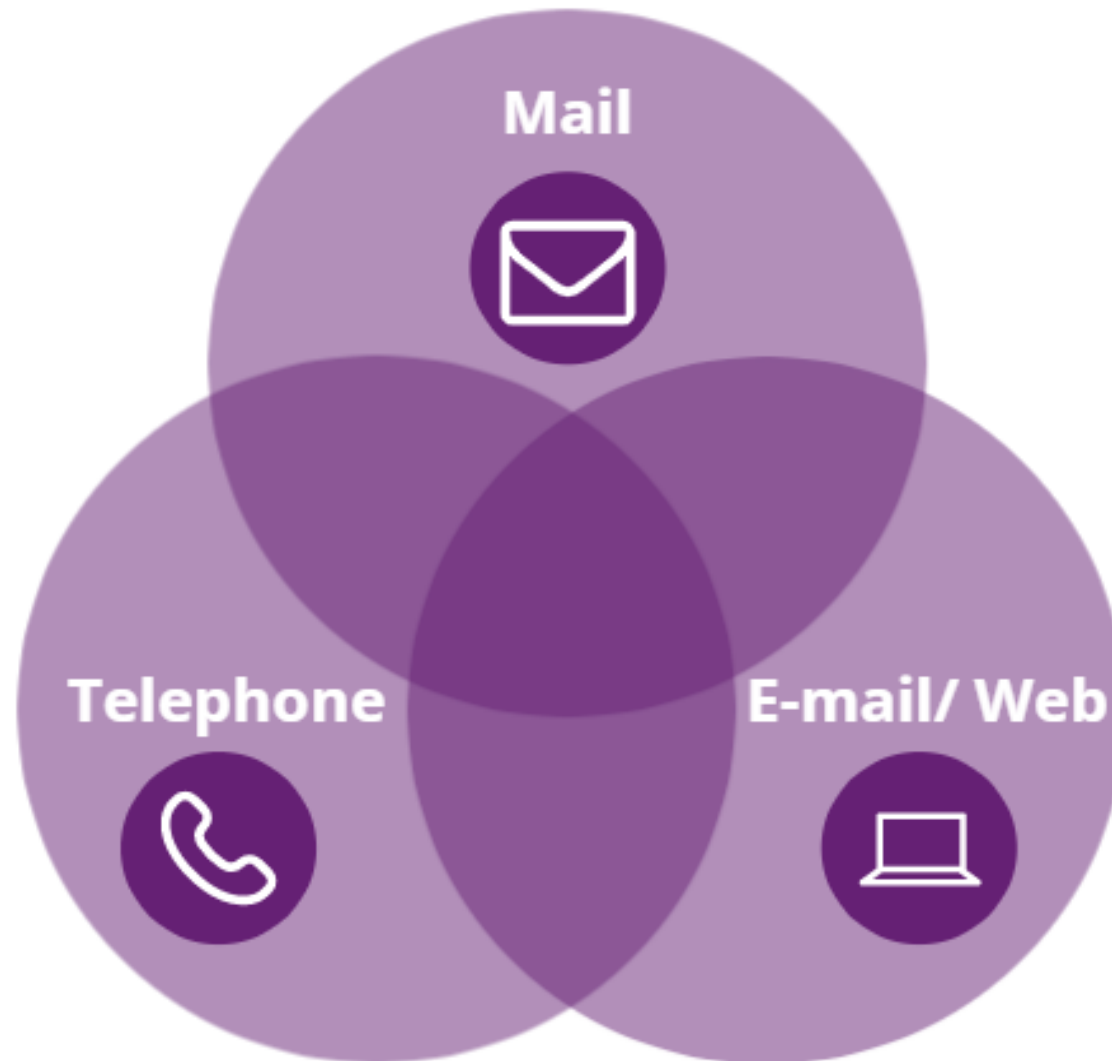
- Shared Decision-Making
- Health Literacy
- Health Information Technology
- Communication
- Narrative Items
- User-developed items

# ADMINISTERING & USING CAHPS

# Sampling Considerations

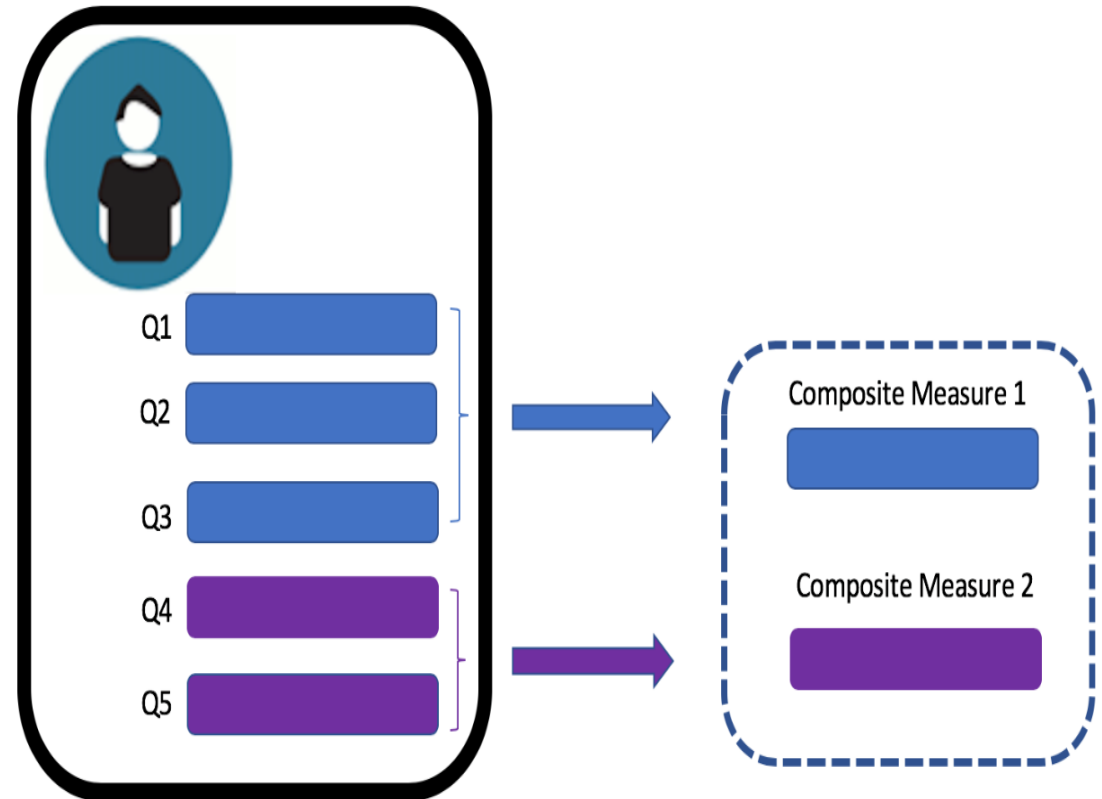
- Sampling varies by survey and reporting goals
- Users should consider:
  - ▶ Data use and level of reporting
  - ▶ Data collection methodology
  - ▶ Expected number of people who will respond

# Information on Data Collection Modes



# Support with Analysis of Survey Results

- Calculation of survey composite measures
- Case mix adjustment
  - ▶ CAHPS SAS macro



# Participating in the CAHPS Database

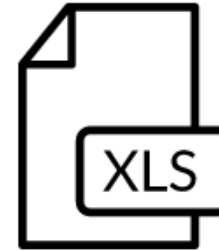
- Databases are for selected CAHPS surveys
  - ▶ CAHPS Health Plan (HP) Survey (Medicaid and CHIP)
  - ▶ CAHPS Home and Community-Based Services (HCBS) Survey
  - ▶ Child HCAHPS Survey
- Participation is voluntary and open to all users

# CAHPS Database Products



## **AHRQ Data Tools:**

Online data portal for viewing, printing, and downloading data reports



## **Private Feedback Reports:**

Compare submitter results to Database averages



## **Annual Chartbooks:**

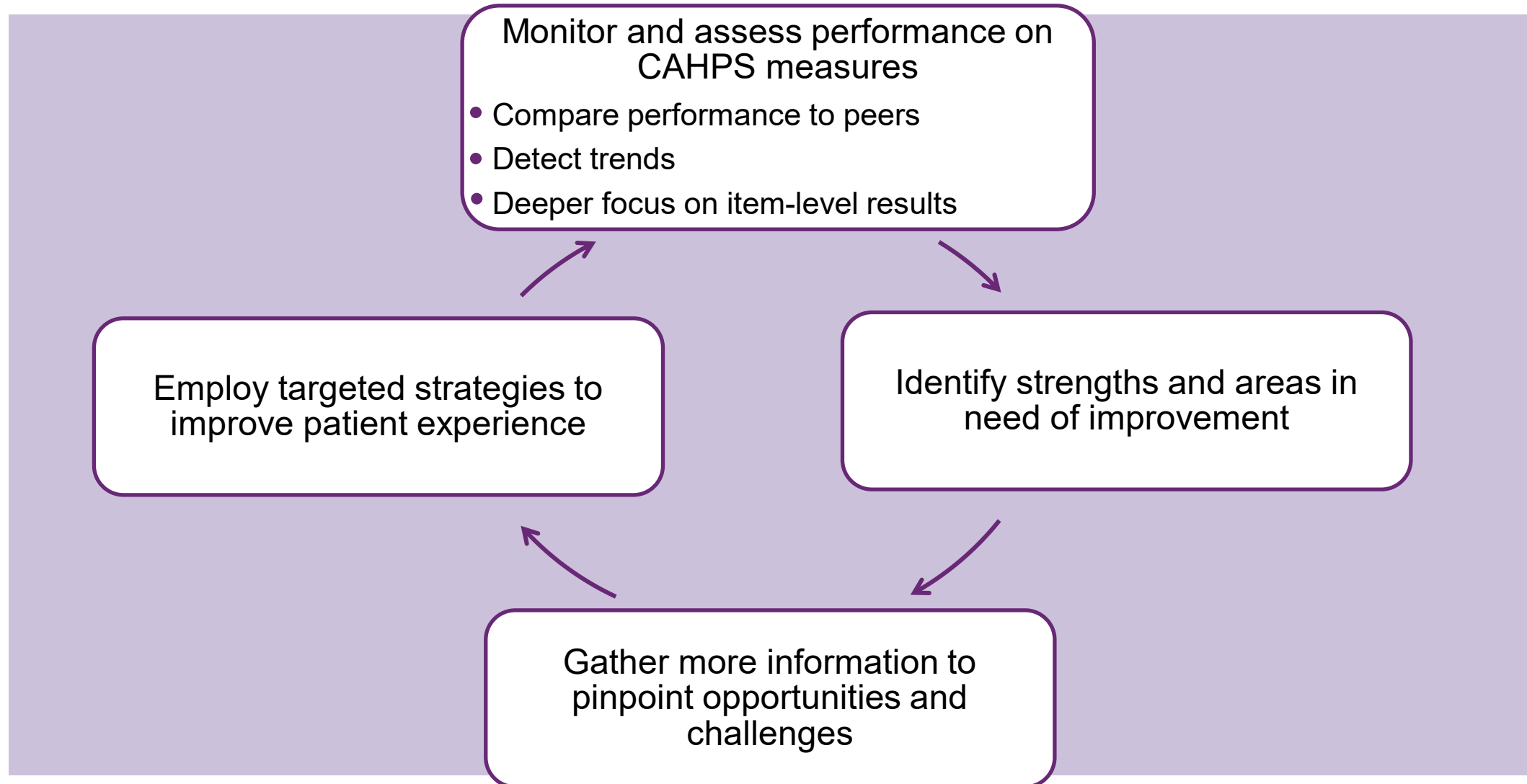
Display summary-level Database results



## **Research Datasets:**

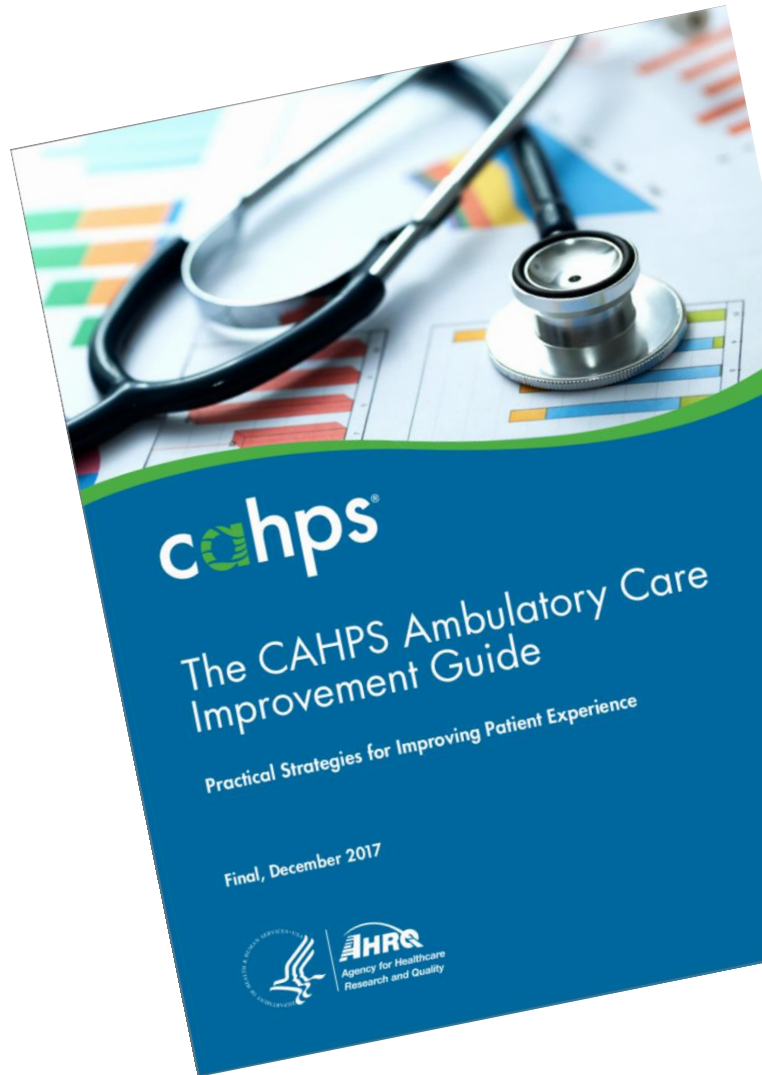
De-identified data files for approved research projects

# Using CAHPS Surveys To Improve Patient Experience





# CAHPS Ambulatory Care Improvement Guide



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- 1.B. What Can I Find in this Guide? .....
- 1.C. What Performance Issues Are Addressed in the Guide?.....
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