

HCAHPS Overview & Discussion

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What is CAHPS

Consumer Assessments of Healthcare Providers & Systems

- Funded by the Agency for Healthcare Research & Quality (AHRQ) since 1994
- Surveys: Health Plans (Commercial and Public), Hospitals, Hemodialysis, Nursing Homes, Clinician & Group Practices. Distribution of Surveys, Supporting Material and User Support at: www.cahps.ahrq.gov
- Users Include NCQA (National Committee for Quality Assurance), Medicaid & Medicare, OPM, TRICARE, Veteran's Health Administration

What is CAHPS - cont.

- Rigorous, systematic standardized process of survey development
- All methods and results scientifically peer-reviewed
- Provide standard method for obtaining quality of care data to enable valid comparisons among health providers and systems
- Enable Comparisons of Different Providers at a Single Point in Time
- Enable Comparisons of One Provider Over Time
- Accumulate National Benchmarking Data Bases
- Provide Central Distribution of Surveys, Supporting Material and User Support at:
www.cahps.ahrq.gov; www.hcahponline.org

History of HCAHPS

- 2001 Sec. of the Dept of Health & Human Services (HHS) announced Quality Initiative; includes monitoring quality of healthcare from the patients' point-of-view
- 2002-2004 Development & pilot testing of HCAHPS: CMS works with AHRQ & CAHPS Consortium to create national standard survey of hospital care
- 2004 National Implementation: HCAHPS incorporated into the National Voluntary Hospital Reporting Initiative
- 2005 HCAHPS endorsed by National Quality Forum (NQF)
- 2005 Office of Management & Budget approves HCAHPS for public reporting
- 2008 CMS begins public reporting of HCAHPS

HCAHPS Provides 10 Indicators

Individual Report Measures 2

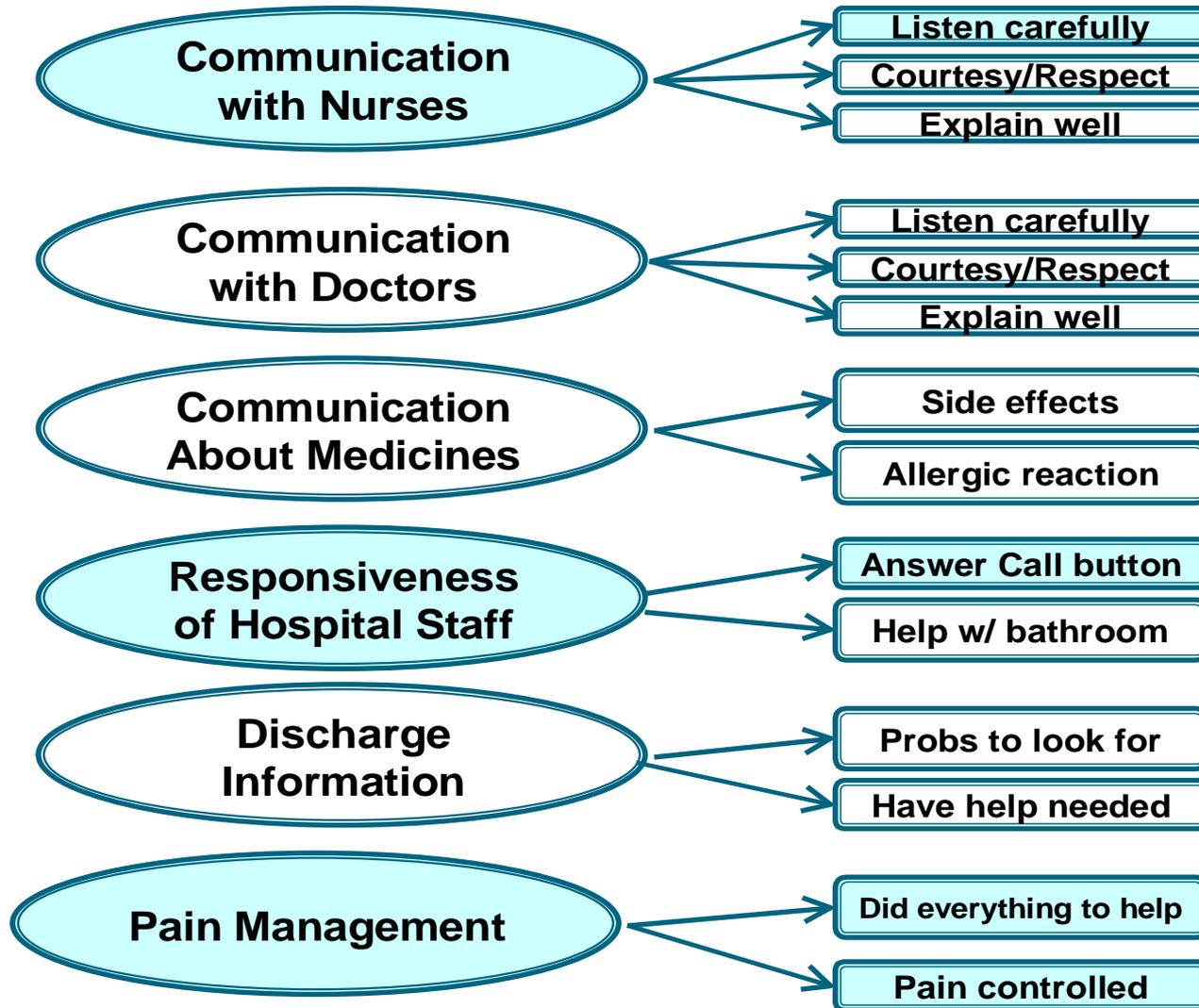
- Room & bathroom kept clean
- Quiet around room at night

Global Rating Measures 2

- Overall Hospital Care (0-to-10)
- Recommend the Hospital

Composite Report Measures 6

Composite Report Measures



Steps in Development of HCAHPS

- Stakeholder meetings: AHA, JCAHO, AAMC, FAH, NCQA, AARP, Ford Motor Company, the National Partnership for Women & Families, the AMA, the ANA, and others
- Federal Register (FR) call for measures & Extensive literature Review
- Items generated based on IOM's 9 dimensions of care
- Thorough cognitive testing with patients
- Pilot Test with 19K + patients discharged from 130+ hospitals
- 16 Consumer Focus Groups geographically dispersed
- Public input via FR & Stakeholder meetings
- Refinements to case-mix adjustment models based on analysis of National Implementation data

Validity of HCAHPS

Content & Survey Methodology Informed by

- Stakeholder meetings
- Several rounds of FR comments
- Consumer focus-groups

Reliability of Responses

- Cognitive testing with consumers insured comprehensible items that were reliably interpreted by respondents

Validity of HCAHPS

Validity of Hospital Comparisons

- Case-mix adjustment “levels the playing field” and makes hospital scores comparable

Usefulness of Measures

- Questions were chosen that were sensitive markers of differences between hospitals

Quality Control

HCAHPS QA Guidelines Cover...

V. Survey Management

- System Resources
- Personnel Training
- Monitoring & QA
- Patient Confidentiality
- Data Security
- Data Retention

VII. Mail Only Survey Administration

- Questionnaire & Related Mats
- Mailing of Materials
- Data Receipt & Retention
- Quality Control Guidelines

VI. Sampling Protocol

- Eligibility for HCAHPS
- Survey Timing
- Sampling Procedure
- Methods of Sampling
- MS-DRG Codes & Service Line Categories

VIII. Telephone Only Survey Administration

- Telephone Interviewing Systems
- Telephone Attempts
- Obtaining Telephone Numbers
- Data Receipt and Retention
- Electronic Telephone Interviewing System
- Quality Control Guidelines

HCAHPS QA Guidelines Cover...cont.

IX. Mixed Mode Survey Admin.

X. IVR Survey Administration

XI. Data Specifications

- Decision Rules and Coding Guidelines
- Disposition of Survey Codes
- Definition of a Completed Survey
- Total Survey Response Rate

XII. Data Prep & Submission

- Preparation for Data Submission
- Data Submission via QualityNet Exchange
- Survey Vendor Authorization Process

HCAHPS Data Collection

Eligible Hospitals

- AHA “General hospital” designation
- Exclude - psychiatric, pediatric, other specialty

Eligible Patients

- Adult (18+), Alive @ discharge, with 1+ overnight stay
- Exclude discharge to hospice, prison, etc.

Procedure

- Select random sampling of patients
- Administer: 48hrs -to- 6 weeks after discharge
- Use mail, telephone, mail with telephone follow-up, IVR
- Use approved survey vendor or collect own data with approval of CMS

Case Mix Analysis

Relationship of Hospital Rating to Health



HCAHPS Case-Mix Adjustment

Differences in Patients; e.g.

- Health status
- Education
- Service line
- Age
- ER admission
- Primary language

Differences in Administration Platform

- Telephone
- IVR
- Mixed

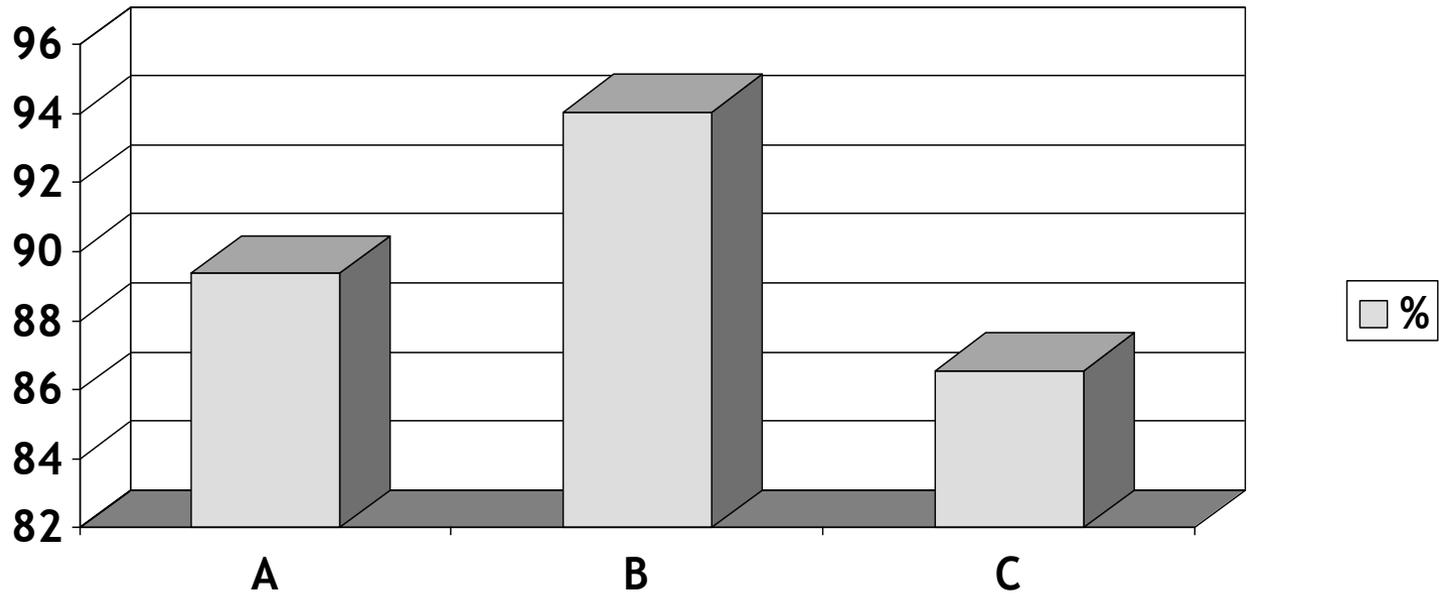
Case Mix Analysis

Relationship of Hospital Rating to Health



Case Mix Analysis Illustration - cont.

% with Good-to-Excellent Health by Hospital



Case Mix Analysis Illustration - cont

Hospital	Health-UN-Adjusted Rating	Adjusted Rating
A	70.35	70.27 
B	71.82	71.51 
C	71.99	72.39 

CMS Public Reporting of HCAHPS

- Results for 10 indicators
- # completed surveys, response rate
- Results aggregated into rolling 4 qtrtrs (12 months) by hospital
- Each hospital's results is displayed with national and state averages
- Results updated quarterly
- Posted at:
www.hospitalcompare.hhs.gov

CMS Public Reporting of HCAHPS -cont.

Percent of patients reporting:

- Nurses always communicated well
- Doctors always communicated well
- They always received help as soon as they wanted
- Staff always did everything they could to help with pain
- Their pain was always well controlled
- Their room was always clean
- Area around their room was always quiet at night

CMS Public Reporting of HCAHPS -cont.

Percent of patients reporting:

- Yes, they were given discharge information
- Yes, they would definitely recommend this hospital

Percent of patients who rated this hospital a 9 or 10 with “10” being the best hospital care possible and “0” being the worst hospital care possible

HCAHPS Information & Technical Support

- Website: www.hcahpsonline.org
- E-mail: hcahps@azqio.sdps.org
- Telephone: 1-888-884-4007

Discussion