



Agency for Healthcare Research and Quality

Advancing Excellence in Health Care

www.ahrq.gov

Patient Perception of Care Survey Instruments

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Research and Quality**



Patient's perception

- What role does the patient have in defining what is important to assess about quality?
- What role does the patient have in assessing the quality of care?



Categories of care activities

- **Technical Care** - Application of science and technology of medicine to management of personal health problems
- **Interpersonal care** - Interaction between patient/consumer and health care system to arrange and receive care



Patients reporting on and assessing care

- Technical care - Patients have been asked to report on and assess technical quality - Mixed results
- Interpersonal care - Patients are the best or only source of information



Patients who rate their care higher are more likely to:

- Comply with treatment regimens
- Provide relevant information to the health care provider
- Be influenced in their use of services
- Return for care



Importance of patient's perspective

- Justified based on correlation with clinical process
- Now important in its own right
- IOM – patient centeredness
- WHO - Responsiveness



CAHPS®

- Surveys to measure health care provider and health plan performance from the consumer/patient perspective
- Reports to consumers, providers, accrediting organizations and purchasers



CAHPS Surveys

- CAHPS Health Plan Survey
- ECHO
- CAHPS Hospital Survey
- CAHPS Clinician/Group Survey
- CAHPS In-Center Hemodialysis Center Survey
- CAHPS Nursing Home Surveys



CAHPS Principles

- Provide information that users want
- Ask questions for which patients are the best source or only source
- Develop core items for meaningful comparisons
- Develop supplemental items to allow flexibility



CAHPS Principles

- Use the best science available
- Get extensive stakeholder input
- Develop reports when you develop the surveys
- Provide technical assistance
- Place products in the public domain



CAHPS Development Team

- AHRQ
- CMS
- Harvard
- RAND
- AIR
- Westat



Adoption of CAHPS Health Plan Survey

- NCQA adopts CAHPS
- CMS uses Medicare version nationally
- Other organizations adopt CAHPS
- 130 million Americans enrolled in health plans which collect CAHPS data
- Contribution to the science and development of real world products



Goals of CAHPS Hospital Survey

- Provide reliable data for public reporting on quality of care in hospitals from the patient's perspective
- Provide an incentive for hospitals to improve the quality of care
- Provide for accountability



Domains in HCAHPS

- Communication with nurses
- Communication with doctors
- Nursing services
- Communication about medications
- Pain management
- Hospital environment
- Discharge information
- Overall Ratings/Recommend hospital



Making HCAHPS Work

- Hold stakeholder meetings
- Qualitative research with consumers
- Make presentations
- Hold vendor meetings
- Extensive testing
- Solicit public comment
- Include in the Hospital Quality Alliance
- Study impact



CAHPS Clinician/Group Survey

- Considerable interest in measuring at group practice and individual doctor level
- Consumers choose doctors
- Plans interested in performance of doctors, groups
- Major focus of quality improvement efforts



CAHPS Clinician/Group Domains

- Communication with provider
- Getting needed care
- Getting care quickly
- Courteous and helpful staff
- Coordination of care
- Shared Decision making
- Health Promotion



CAHPS Clinician/Group Survey Adoption

- Costly
- Concerns over public reporting
- Small sample sizes
- Markets differ widely



Adoption

- Modular approach
- Standardization
- Flexibility
- Emphasis on quality improvement
- CAHPS quality improvement guide
- Public reporting



Making surveys work

- Provide a scientifically sound survey
- Provide a survey that will work in the real world



Contact us

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