

A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting



Real World Implementation Issues

**Field Testing CAHPS
Clinician & Group Survey**
March 30, 2006
2:00-3:00
Julie A. Brown
RAND Corporation



RAND's Research Objectives



- **Learn from "real world" experience of HealthPlus Michigan.**
 - *Act as a resource for a range of sampling, data collection, analytic, and reporting issues.*
- **Collect the data needed to assess performance of individual measures and reporting composites.**
- **Develop and test supplemental measures to "drill down" on patient experience with provider communication.**

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Analysis of Survey Composites



- **Our starting set of composites and one global rating.**
 - *Access to care (5 items)*
 - *Coordination of care (2 items)*
 - *Doctor communication (5 items)*
 - *Doctor examinations (2 items)*
 - *Shared decision making (2 items)*
 - *Health promotion and education (2 items)*
 - *Clerks and receptionists in doctor's office (2 items)*
 - *Cost of care (2 items)*
 - *0 to 10 rating of this doctor*

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Preliminary Findings



- **Analysis is near completion.**
- **Findings will be incorporated with those of larger CAHPS Team in April.**

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Supplemental or “Drill Down” Items

- **Tested items to drill down on provider communication**
 - *Kept informed about wait time, after checked in for an appointment*
 - *Kinds of doctor explanations that were hard to understand*
 - *Doctor’s communication style*
 - *Cared about you as a person*
 - *Ignored what you told him/her*
 - *Condescending, sarcastic or rude tone or manner*
 - *Showed interest in your questions and concerns*
 - *Visit behavior*
 - *Listened to reason for visit*
 - *Showed concern for your physical comfort*
 - *Described his/her physical findings*
 - *Explained reason for additional tests*
 - *Described next steps for care or treatment*
 - *Receipt of complete and accurate information*

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Preliminary Findings On Supplemental or “Drill Down” Items

- **Analysis is in progress.**
 - *Empirically strong items*
 - *Kept informed about wait time, after checked in for an appointment*
 - *Doctor cared about you as a person*
 - *Doctor ignored what you told him/her*
 - *Doctor showed interest in your questions and concerns*

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Next Steps

- **Instrument Content**
 - *Analysis of core Clinician & Group measures is near completion.*
 - *Analysis of supplemental items is in progress.*
 - *Data-driven revisions to survey composites and content are in progress.*
- **Quality Improvement**
 - *Several of the QI “drill down” measures on provider communication are promising.*
 - *Further assessment in conjunction with HealthPlus Michigan’s upcoming QI activities.*
- **Provider Reporting**
 - *Develop and assess reports and other materials used to communicate survey data to providers.*

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