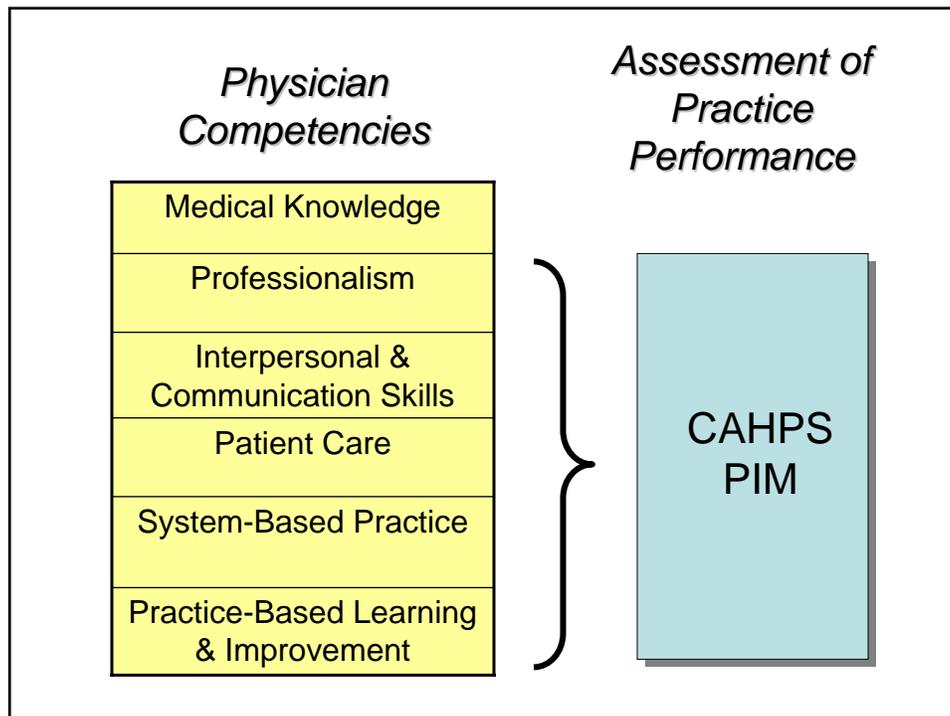


## Use of the CAHPS Clinician & Group Survey in Boards' Maintenance of Certification

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F. Daniel Duffy, MD  
CAHPS User Group Meeting  
March, 2006



## Goals for Beta Test

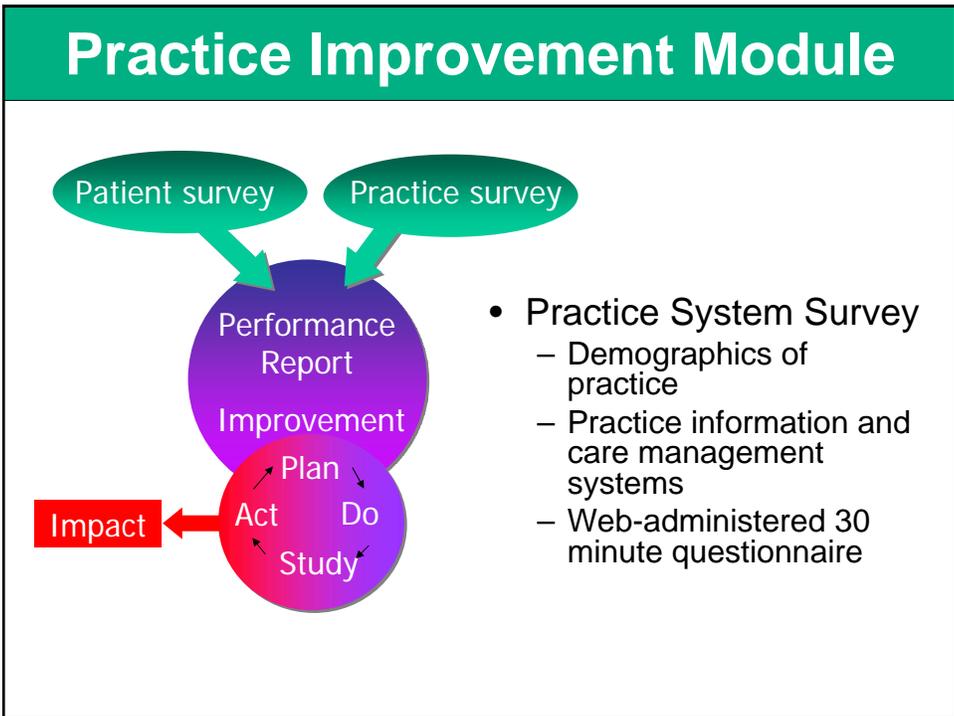
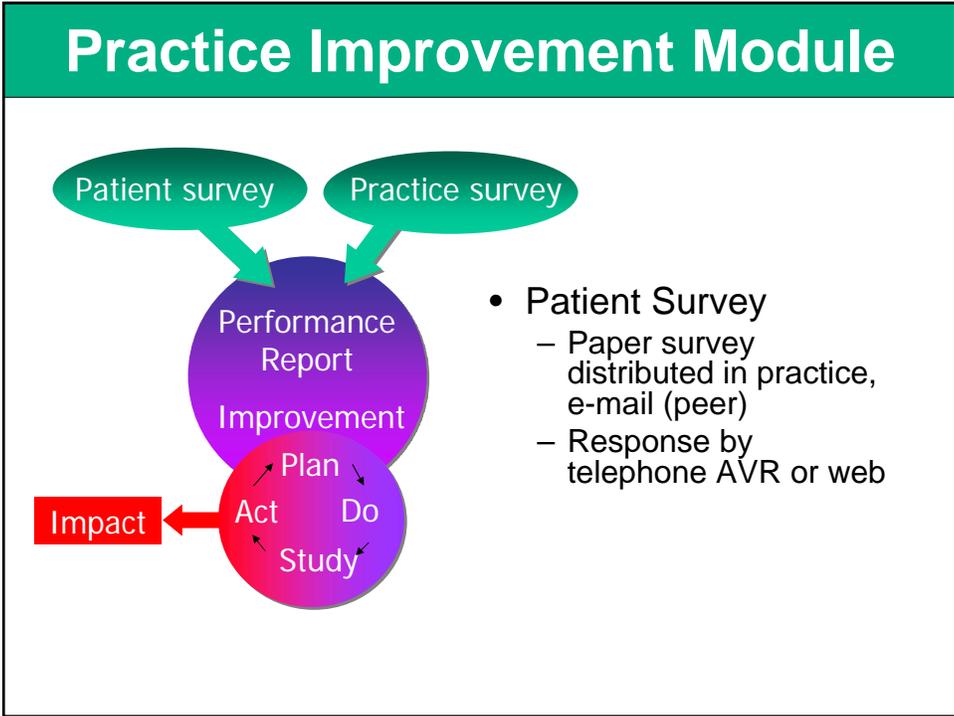
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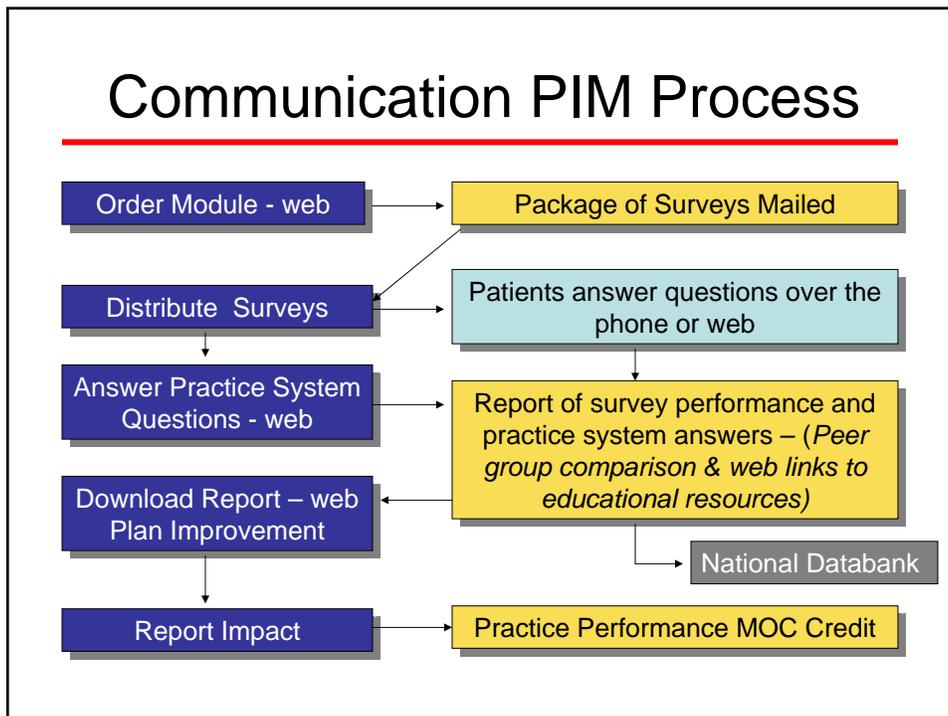
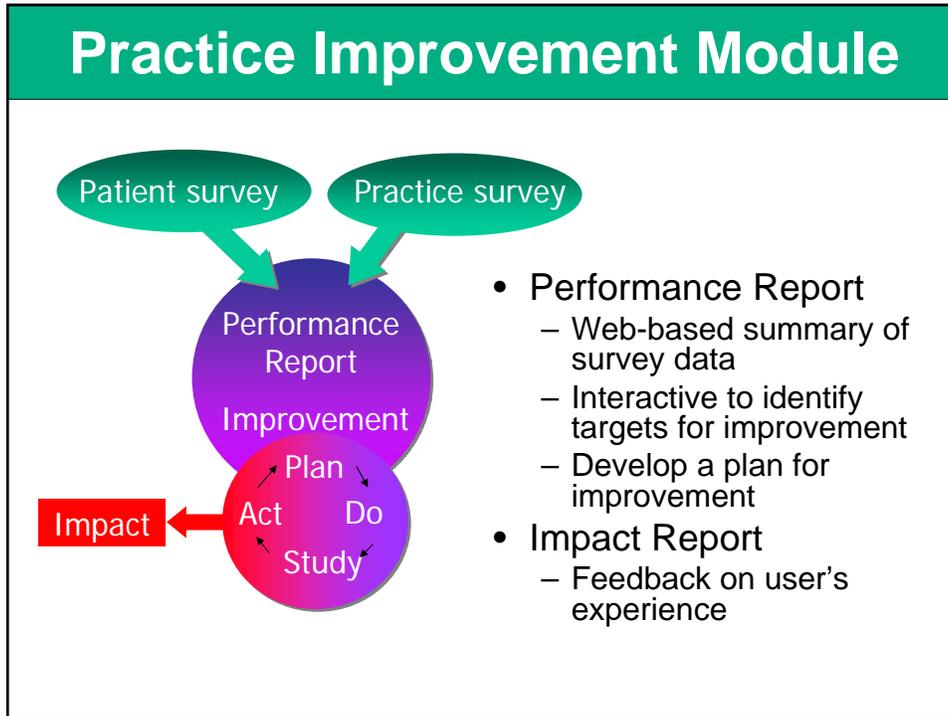
- Can the Clinician & Group Survey be used in Maintenance of Certification as a self-evaluation of
  - Interpersonal and communication skills
  - Systems-based practice
  - Practice-based learning and improvement?
- How does the Clinician & Group Survey perform in different specialties
  - Principal Care
  - Procedure Care
  - Consultation Care?

## Outcome Measures for Beta Test

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- Feasibility of web-based delivery – user's satisfaction & feedback
- Performance using office-based distribution
- Number of completed surveys needed for a reliable assessment
  - Quality improvement (MOC)
  - Quality assurance (public reporting - P4P)
- Number of questions





## ABMS – CAHPS Surveys

### PRIMARY CARE

Contacting doctor - 9  
Care experience – 17  
(Communication)  
Coordinating care - 6  
Office staff – 2  
Demographics – 7  
Overall Rating – 1

### SPECIALIST

Contacting doctor - 7  
Care experience – 17  
(Communication)  
Coordinating care - 6  
Office staff -2  
Demographics – 7  
Overall Rating – 1  
Procedure care – 6

## Practice System Assessment

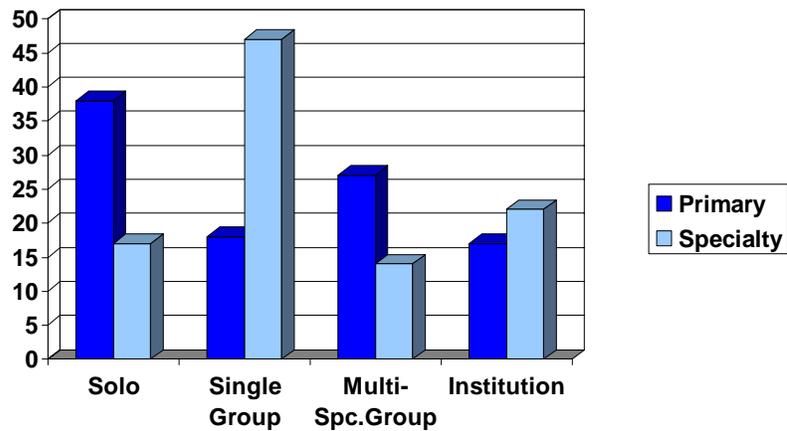
- Practice Characteristics
- Overall score
- Practice system sub-scores
  - Care management & coordination
  - Patient education & communication
  - Information management (EMR - safety)
  - Quality improvement process
  - Quality environment

## Physician Sample

	Primary	Subspecialty
Number	60	78
Mean age	46	49
Female	33%	13%
Practice 20+ Years	22%	37%
Practice < 5 Years	23%	18%
One practice site	43%	18%
Ambulatory site time	95%	53%
Hispanic	3%	4%
Non-White	40%	26%

## Physician Sample

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Physician demographics from those answering System survey

## Total Patients

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	Primary	Specialty
Total Patients	1870	2209
Mean Patients/Doctor	30 $\pm$ 13	25 $\pm$ 12

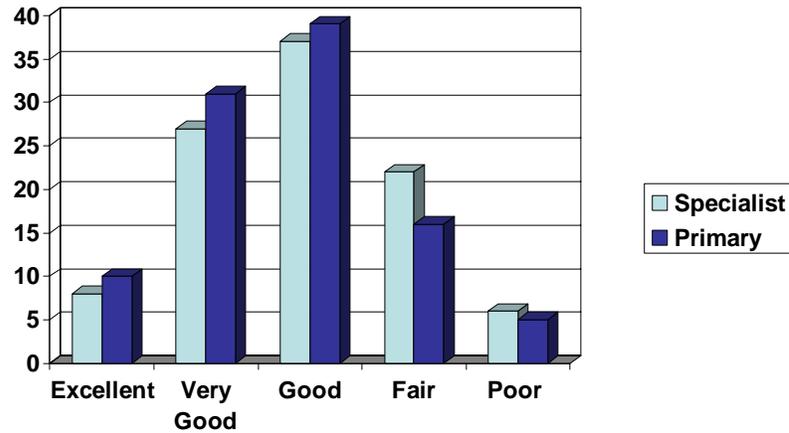
## Patient Characteristics

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	Primary	Specialty
Mean Age	57 $\pm$ 7.7	58 $\pm$ 6.6
Female	63%	55%
Mean less than High School	11%	8%
Mean more than College	18%	20%
Hispanic or Latino	6%	4%
White	81%	90%
Black	10%	8%
Asian	4%	2%

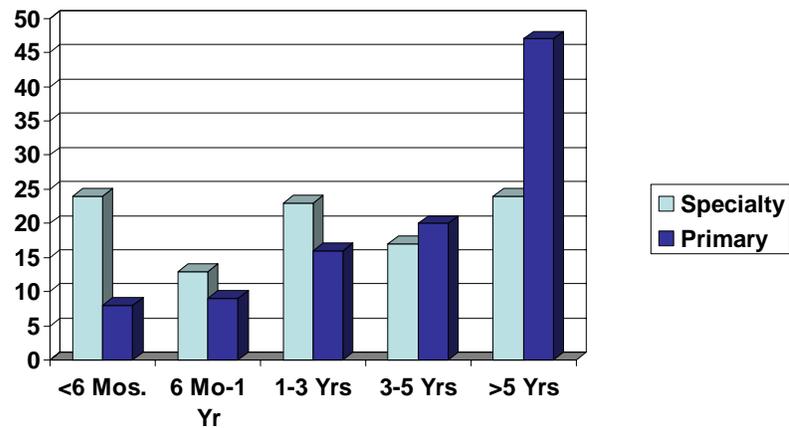
## Patients' Overall Health

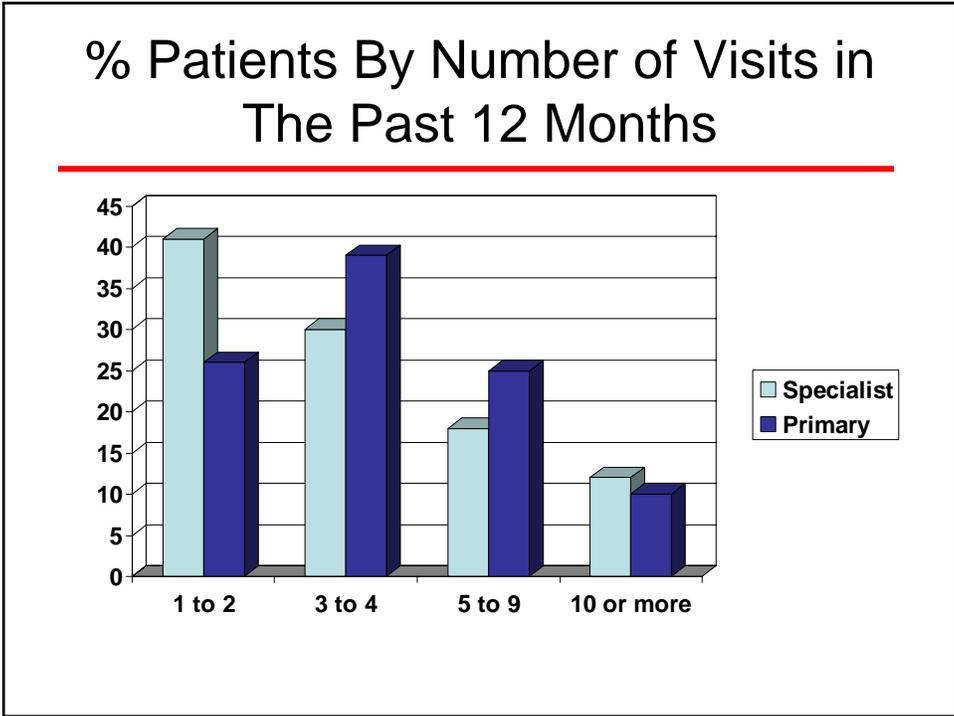
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## Duration of Doctor-Patient Relationship

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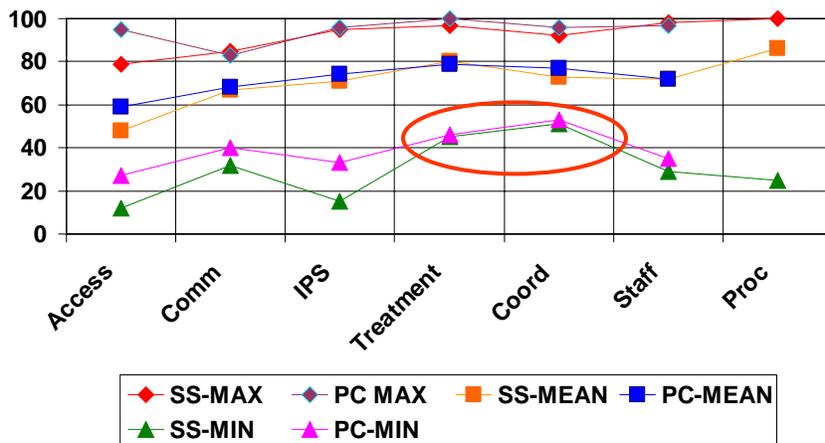
### Primary Care Mean Patient Rating of "Always/Excellent/Definitely"

	Mean	Min	Max
Access to Practice	59	27	95
Doctor Communications	68	40	83
Interpersonal Skills	74	33	96
Medical Treatment	79	46	100
Coordinating Care	77	53	96
Procedures			
Office Staff (receptionist)	72	35	97
Overall	71	44	85

### Subspecialist Mean Patient Ratings of “Always/Excellent/Definitely”

	Mean	Min	Max
Access to Practice	48	12	79
Doctor Communications	67	32	85
Interpersonal Skills	71	15	95
Medical Treatment	80	45	97
Coordinating Care	73	51	92
Procedures	86	25	100
Office Staff (receptionist)	72	29	98
Overall	71	54	86

### Physician Performance by Category



# Opportunity for Improvement

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## Percentage of Patients Rating an Individual Physician

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ACCESS TO PRACTICE	Primary Care		Specialist	
	Always	Never	Always	Never
Care right away	100	27	100	20
Routine Care as needed	100	9		
Answer the same day	100	29	100	33
Help after hours	100	33	100	50
Seen within 15 minutes	92	47	69	60

NOTE: Limited to physicians with 10 or more patients and patients with more than 1 visit

## Percentage of Patients Rating an Individual Physician

---

COMMUNICATIONS	Primary Care		Specialist	
	Always	Never	Always	Never
Explain clearly	100	13	100	9
Check understanding	100	13	100	8
Encourage questions	100	25	98	8
Listen carefully	100	10	100	6
Let you talk	100	10	100	9
Give clear instructions	100	25	100	6
Tell things to improve*	100	27	100	29

\* Yes, No question

NOTE: Limited to physicians with 10 or more patients and patients with more than 1 visit

## Percentage of Patients Rating an Individual Physician

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INTERPERSONAL SKILLS	Primary Care		Specialist	
	Always	Never	Always	Never
Know you as a person*	95	5	95%	18
Show respect for you	100	6	100%	10
Spend enough time	100	2	100%	10

\* Excellent to Poor rating

NOTE: Limited to physicians with 10 or more patients and patients with more than 1 visit

## Percentage of Patients Rating an Individual Physician

---

MEDICAL TREATMENT	Primary Care		Specialist	
	Always	Never	Always	Never
Thorough as needed	100	2	100	10
Keep you comfortable	100	9	100	13
Talk about pros & cons*	100	17	100	17
Ask your choice	100	9	100	10

\* Definitely Yes to Definitely No Question

NOTE: Limited to physicians with 10 or more patients and patients with more than 1 visit

## Percentage of Patients Rating an Individual Physician

---

PROCEDURES	Primary Care		Specialist	
	Always	Never	Always	Never
Procedure information*			100	10
Comfort during procedure			100	13
Pain relief after procedure**			100	17
Help after procedure			100	10

\*Definitely Yes to Definitely No Question

\*\* Yes, No Question

NOTE: Limited to physicians with 10 or more patients and patients with more than 1 visit

## Percentage of Patients Rating an Individual Physician

---

COORDINATING CARE	Primary Care		Specialist	
	Always	Never	Always	Never
Know your information	100	11	100	16
Talk about medications*	100	7	100	33
Talk about med cost**	100	16	100	100
Follow-up test results	100	13	100	39

\* Yes, No question

NOTE: Limited to physicians with 10 or more patients and patients with more than 1 visit

## Percentage of Patients Rating an Individual Physician

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OFFICE STAFF	Primary Care		Specialist	
	Always	Never	Always	Never
Staff helpful as should be	93	9	95	10
Courtesy and respect	100	4	100	8

NOTE: Limited to physicians with 10 or more patients and patients with more than 1 visit

## Feasibility

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- Distribution
  - Doctor, staff, mail
  - 45 to >100 surveys distributed
- Phone, web, paper with staff entering data
- Less than 1 hour doctor time
- 2-3 weeks distribution period
- Barrier – remembering to do it

## Gaps Identified

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- Communication
  - Listening, explaining, checking understanding
- Interpersonal Skills
  - Knowing patient as a person
- Staff helpfulness and respectfulness
- Starting visit on time
- Getting answer when calling practice

## Experience of PIM

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- Valuable getting feedback from patients
- “You can’t please everyone all the time.”
- Opportunities for improvement
- Confirmed good communication skills
- Some – “Not much room for improvement”
- Easy to do, aggregated feedback useful
- Patients had difficulty – disappointing response rate

### Reliabilities Primary Care Patient Rating 3/9/06

Scale	Alpha (# items)	MD Reliability @ 40 pts	MD Reliability @ 25 pts
Access to Practice	0.74 (5)	0.85	0.78
Doctor Communications	0.82 (7)	0.74	0.64
Interpersonal Skills	0.64 (3)	0.76	0.66
Medical Treatment	0.69 (4)	0.74	0.64
Coordinating Care	0.57 (4)	0.70	0.59
Procedures			
Office Staff (receptionist)	0.75 (2)	0.82	0.74
Overall *All 6 Scales	0.85 (6*)	0.79	0.71

**Reliabilities Subspecialist Patient Rating  
3/9/06**

<b>Scale</b>	<b>Alpha (# items)</b>	<b>MD Reliability @ 40 pts</b>	<b>MD Reliability @ 25 pts</b>
<b>Access to Practice</b>	<b>0.69 (4)</b>	<b>0.76</b>	<b>0.66</b>
<b>Doctor Communications</b>	<b>0.82 (7)</b>	<b>0.76</b>	<b>0.66</b>
<b>Interpersonal Skills</b>	<b>0.67 (3)</b>	<b>0.81</b>	<b>0.73</b>
<b>Medical Treatment</b>	<b>0.63 (4)</b>	<b>0.73</b>	<b>0.63</b>
<b>Coordinating Care</b>	<b>0.36 (4)</b>	<b>0.76</b>	<b>0.66</b>
<b>Procedures</b>	<b>0.50 (4)</b>	<b>0.85</b>	<b>0.78</b>
<b>Office Staff (receptionist)</b>	<b>0.79 (2)</b>	<b>0.82</b>	<b>0.74</b>
<b>Overall *All 7 Scales</b>	<b>0.80 (7*)</b>	<b>0.82</b>	<b>0.73</b>