

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



**Instrument Development for  
CAHPS Surveys Presented by the  
CAHPS User Network**

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**Contributors to survey development**



- Stakeholders
- Technical Expert Panels
- AHRQ Staff
- CMS Staff (when appropriate)
- CAHPS II grantees from RAND, Harvard, and AIR
- Westat Staff



## Literature Review – the first step



- **Thorough review of the relevant literature**
- **Identification of:**
  - The key issues
  - What work has already been done
  - Gaps in the literature



## Input from Stakeholders



- **Interviews with:**
  - Administrators
  - Et al.
- **Focus Groups & Cognitive Interviews**
  - Members of the target population



## Call for Measures



- **Federal Register “Call for Measures”**
- **Review submissions received**
- **Criteria for consideration included:**
  - documented instrument/item validity and reliability
  - additional testing, e.g., field tests and cognitive testing.



## Technical Expert Panel



- **TEPs are often convened 6 times to review:**
  - *The Call for Measures*
  - *The Feasibility Report*
  - *The Survey Design*
  - *The Draft Survey Instrument*
  - *The Results of Cognitive Testing*
  - *A Final Review and Discussion*





**In addition, the CAHPS Instrument Team draws upon other sources to develop an instrument for testing including:**

- **Extensive previous experience with CAHPS surveys**
- **State of the art scientific evidence for all aspects of survey methodology**



**Testing of a Nearly Final CAHPS Instrument**

- **Cognitive Interviews with members of the target population**
  - Multiple rounds
  - English and Spanish
  - Instrument revised based on testing



## Field Testing: The last step



- **Goals:**

- To assess how well the instruments are working
- To assess different modes of survey administration



## Typical Field Test Protocols



- **Mixed mode**

- Advance notification letter
- 1<sup>st</sup> mailing of questionnaire
- Reminder post card
- 2<sup>nd</sup> mailing of questionnaire
- Telephone follow-up

- **Telephone only**

- Advance notification letter
- Telephone contact



## Analyses of Field Test Data



- **Psychometric analysis to assess how well individual survey items are performing**
- **Assess effectiveness of data collection modes**
- **Modeling of Unit Non-Response and Evaluation of Non-Response Weights**
- **Evaluation of Mode Effects**



## Trending



- **The CAHPS instruments are designed to accommodate items from existing surveys.**
- **Testing of an integrated questionnaire will allow facilities to track the trending of data for quality improvement purposes.**

