
Oregon CAHPS® 2014 (Measurement Year 2013)

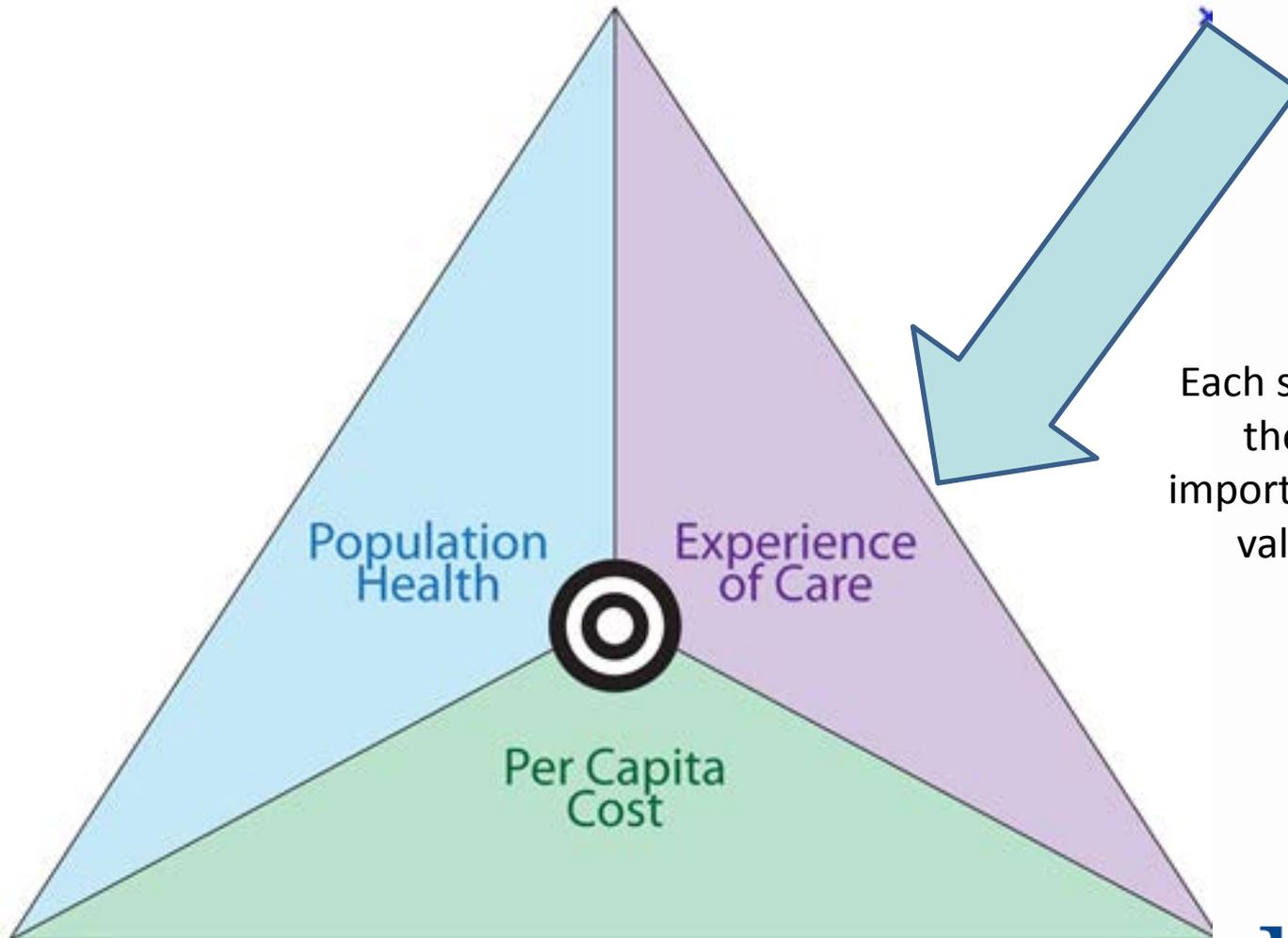
Webinar 1
07/18/2014



Today

- Background on CAHPS
 - Things you may and may not know
 - Why we use it
- Understanding your CCO Banner Book
- A QI resource
- What's next

Patient's Experience of Care



Each survey represents the voice of one important person with a valid perspective

Background

- Tool for organizational change
- Oregon
 - Pilot state
 - Children With Chronic Conditions
 - Dental
 - Multi-lingual reporting
 - Response Rate, Race and Ethnicity breakouts
 - Health Literacy, Cultural Competency Modules
 - Concurrent C&G – PCMH fielding in nearly 40 practices, in three states
 - Enhanced Shared Decision Making and Care Coordination Questions

What are CAHPS® Surveys?

Health Plan

Clinician & Group

Supplemental Item Sets

- CAHPS Item Set for Children with Chronic Conditions
- CAHPS Item Set for People with Mobility Impairments
- CAHPS Cultural Competence Item Set
- CAHPS Health Information Technology Item Set
- CAHPS Item Set for Addressing Health Literacy
- CAHPS Patient-Centered Medical Home (PCMH) Item Set

Surgical Care

American Indian

Dental Plan

Experience of Care and Health Outcomes (ECHO)

Home Health Care

Hospital

In-Center Hemodialysis

Nursing Home

Relevance

- CAHPS is not a ‘satisfaction’ survey
 - Needed vs Wanted
 - Tell your providers- not RateMDs.com, or Yelp, or Angie’ s List
- CAHPS is an industry standard
 - Included in ACA requirements for Medicare
 - Hospitals and Physician payment
 - Used as part of Board Certification (MOC IVc)
- CAHPS has clinical relevance*

Methodology

15 CCOs

- Eligible adults: Age 18 or older, enrolled in OHP for at least 6 months as of Dec. 31st, 2013
- Eligible children: Age 17 or younger, enrolled in OHP for at least 6 months as of Dec. 31st, 2013
- Survey population did not include expansion population

900 adults
+ 900
children

- Final sample included 15,300 adults and 15,300 children
- Oversampling for minority race and ethnicity

Survey
fielding

- 10 weeks (February-May, 2014)
- Adult Response Rate: 38.3%
- Child Response Rate: 40.4%

Banner
Books
generated

- Available for individual CCO
- Comparative data between CCO and state
- Data broken down by race, ethnicity, gender, and children with chronic conditions

Banner Books

- The banner books are a reference, not a road map.
- Provide standard breakdowns on all questions and the composites and ratings
- Show where there are significant differences within subgroups and the CCO and the state average

Reading the Plan Banner Books

Inside the CCO Banner book

- Brief description of survey
- **Response Rate tables**
- Measures
- **Composites**
- Global Ratings
- **Comparison of measures & composites to state results**
- Breakdown by gender, age, race, ethnicity, health-status, and children with chronic conditions (CCC)
- **Survey instruments in English and Spanish**

How does a measure look in the Banner Book?

Adult: In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
Plan vs. OHP																						
Plan	OHP	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	WHITE	BLACK OR AFR-AMER	ASIAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE		
Q6		Age groups within CCO							Race/Ethnicity within CCO													
NEVER	4 2%	83 2%	2 ~5%	2 ~4%	2 ~4%	2 ~4%	2 ~4%	3 2%	~	~	~100%	~	~	~	~	4 2%	1 0.9%	2 2%	2 3%	1 0.7%		
SOMETIMES	34 16%	655 19%	4 22%	9 24%	8 33%	6 13%	3 5%*	2 12%	25 15%	~	~	~	1 25%	5 25%	4 36%	27 15%	20 18%	12 13%	12 18%	20 15%		
USUALLY	56 27%	957 28%	4 22%	10 27%	7 29%	12 26%	16 28%	50 28%	1 ~	~	~	1 ~	3 ~	15 ~	7 64%	53 83%	28 25%	28 31%	16 25%	40 30%		
ALWAYS	114 55%	1742 51%	10 56%	16 43%	9 38%	26 57%	38 67%*	8 47%	91 54%	1 50%	1 100%	~	3 75%	15 75%	5 64%	99 83%	61 55%	48 53%	35 54%	73 54%		
#ALWAYS + USUALLY (NET)	170 82%	2699 79%	14 78%	26 70%	16 67%	38 83%	95 95%	58 95%	2 ~	1 ~	~	1 ~	3 75%	15 75%	7 64%	152 83%	89 81%	76 84%	51 78%	113 84%		
TOP BOX SCORE	114 55%	1742 51%	10 56%	16 43%	9 38%	26 57%	38 67%*	8 47%	91 54%	1 50%	1 100%	~	3 75%	12 60%	5 45%	99 54%	61 55%	48 53%	35 54%	73 54%		
NOT ANSWERED	22	401	3	1	4	3	7	3	18					1	1	20	12	8	4	17		
VALID CASES	Denominators		3437	18	37	24	46	57	17	169	2	1	1	1	4	20	11	183	110	90	65	134
NUMBER OF RESPONDENTS	230	3838	21	38	28	49	64	20	187	2	1	1	1	4	21	12	203	122	98	69	151	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

67%*

Statistically significant difference from OHP result

How does a measure look in the Banner Book?

Child: In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	Plan		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ PAC ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q6 NEVER	3	57				1	2	2										
	1%	2%	~	~	~	2%	4%	2%	~	~	~	~	~	~				
SOMETIMES	25	442		3	5	10	7	13	1	1				2				
	12%	13%	~	6%	10%	19%	12%	11%	50%	100%	~	~	11%	~				
USUALLY	45	870		12	15	9	9	27	1				4	5	15	27	39	3
	21%	25%	~	24%	31%	17%	16%	22%	50%	~	~	~	22%	17%	22%	21%	21%	20%
ALWAYS	138	2092	2	36	29	33	38	81				9	12	17	42	87	124	7
	65%	60%	100%	71%	59%	62%	68%	66%	~	~	~	100%	67%	59%	63%	66%	67%	47%
#ALWAYS + USUALLY (NET)	183	2961	2	48	44	42	47	108	1			9	16	22	57	114	163	10
	87%	86%	100%	94%*	90%	79%	84%	88%	50%	~	~	100%	89%	76%	85%	87%	89%	67%
TOP BOX SCORE	138	2092	2	36	29	33	38	81				9	12	17	42	87	124	7
	65%	60%	100%	71%	59%	62%	68%	66%	~	~	~	100%	67%	59%	63%	66%	67%	47%
NOT ANSWERED	15	259		3	4	4	4	9	2					3	4	10	13	1
VALID CASES	211	3460	2	51	49	53	56	123	2	1		9	18	29	67	131	184	15
NUMBER OF RESPONDENTS	226	3719	2	54	53	57	60	132	4	1		9	18	32	71	141	197	16
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%

Children with Chronic Conditions VS.

Children Without Chronic Conditions



Composite Measures (Adults and Children)

- Getting Needed care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Rating Questions
- Shared Decision Making
- Access to Specialized Services
- Access to Prescription Medicine
- Experience with Personal Doctor
- Coordination of Care (Child Only)
- Family Centered Care: Personal Doctor who Knows Child
- Children with Chronic Condition
- Cultural Competency
- Health Literacy
- Assistance with Smoking Cessation (Adults Only)

Incentive Measure
Access to Care

Incentive Measure
Satisfaction with Care

Performance Measure

How are the composites calculated?

Example: Getting Care Quickly for Adults (Access to Care)

Access to Emergency Care

In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- Never
- Sometimes
- Usually
- Always

85%

+

Access to Routine Care

In the last 6 months when you need an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?

- Never
- Sometimes
- Usually
- Always

82%

83.5% of adults had easy access to care

Average= 83.5%

How it looks in the Banner Book

HEALTH PLAN 2014 CAHPS Survey - Adult Medicaid

GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

Plan	OHP TOT ADLT	AGE							RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTHER	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
CARSN4 Q4	80%	82%	86%	68%	81%	69%	90%	92%	81%	100%	100%		0%	70%	71%	79%	85%	74%	83%	78%	
APGET4 Q6	82%	79%	78%	70%	67%	83%	95%	88%	83%	100%	100%	0%	100%	75%	75%	64%	83%	81%	84%	78%	84%
AVERAGE	80.8	80.1	81.7	69.1	74.0	75.9	92.2	90.0	82.1	100	x	x	x	75.0	72.5	67.5	81.2	83.0	79.1	80.7	81.4

Access to
Emergency Care

Access to
Routine Care

Overall Ratings

- Rating of Health Plan
- Rating of Health Care
- Rating of Specialist
- Rating of Personal Doctor

- **Separate for adult and child**
- **On a scale of 0-10**

Overall ratings

Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

Plan	AGE							RACE					ETHNICITY	HEALTH STATUS		GENDER					
	TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHT	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT-HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q27 WORST SPECIALIST POSSIBLE	1	10		1								1				1		1			1
	1%	0.6%		9%								33%				1%		3%			2%
01	2	12			1	1			2							2		1			2
	2%	0.7%			8%	4%			3%							3%		2%			3%
02	3	19				1	1		3							3		1	2	2	1
	3%	1%				4%	5%		5%							4%		2%	5%	8%	2%
03	1	29			1									1		1			1		1
	1%	2%			8%									10%		1%			3%		2%
04	2	30			1	1			2							2		1	1		2
	2%	2%			8%	4%			3%							3%		2%	3%		3%
05	2	55		1				1	2							1	1	1	1	1	1
	2%	3%		9%				5%	3%							25%	1%	2%	3%	4%	2%
06	2	75				2			2							2			1		2
	2%	4%				9%			3%							3%			3%		8%
07	7	144			2	3	1	1	5				1			6		1	6	2	5
	8%	8%			17%	13%	5%	9%	8%				33%			8%		2%	16%	8%	9%
08	10	332		2	2	3	2	1	7					3		10		4	6	6	4
	12%	19%		18%	17%	13%	10%	9%	11%					30%		13%		9%	16%	23%	7%
09	12	332		1	2	1	4	4	9	2			1			12		5	7	2	10
	14%	19%		9%	17%	4%	19%	36%	14%	100%			33%			15%		11%	19%	8%	17%
BEST SPECIALIST POSSIBLE	44	747	5	6	3	11	12	5	34		1			6	3	39	30	11	11	11	31
	51%	42%	100%	55%	25%	48%	57%	45%	52%		100%			60%	75%	49%	68%	30%	42%	53%	
#8-10 (NET)	66	1411	5	9	7	15	18	10	50	2	1		1	9	3	61	39	24	19	19	45
	77%	79%	100%	82%	58%	65%	86%	91%	76%	100%	100%		33%	90%	75%	77%	89%	65%	73%	78%	

Used in analysis as high rating

Where are the composites located?

Composite	Underlying Measures	Question #		Page # in Banner Book	
		Adult	Child	Adult	Child
Getting Needed Care (Access to Care Incentive Measure)	• Got care, tests, treatment you thought you needed	14	14	110	104
	• Getting appointment with specialist	25	28		
Getting Care Quickly	• Got care for illness/injury/condition as soon as you thought you/child needed	4	6	111	105
	• Got an appt. for routine care as soon as you/child needed	4	6		
How Well Doctors Communicate	Personal doctor			112	106
	• Explained things in a way that was easy to understand	17	17		
	• Listened carefully to you	18	18		
	• Showed respect for what you had to say	29	19		
	• Spent enough time with you	20	22		
Customer Service (Satisfaction with Care Incentive Measure)	Health Plan's customer service			113	107
	• Gave needed information or help	31	32		
	• Treated with courtesy and respect	32	33		

Where are the composites located?

Composite	Underlying Measures	Question #		Page # in Banner Book	
		Adult	Child	Adult	Child
Shared Decision Making	Doctor talked about				
	• Reasons you/child might want to take a medicine	10	10		
	• Reasons you/child might not want to take a medicine	11	11		
	• What you thought was best for you/child when discussing medication	12	12	114	108
Access to Specialize Services	• Getting special medical equipment or device child needs		20		
	• Getting special therapy child needs		23		109
	• Getting treatment or counseling for child		26		
Family Centered Care: Personal Doctor who Knows Child	Child's personal doctor				
	• Talked about how child is feeling, growing, behaving		38		
	• Understands how child's health conditions affects child's day-to-day life		43		110
	• Understands how child's health conditions affect family's day-to-day life		44		
Coordination of Care for CCC	• Got help contacting school and daycare from someone at health plan or doctor's office		18		
	• Got help coordinating among providers from someone at health plan or doctor's office		29		111

Where are the Overall Ratings Located?

Overall Rating	Question #		Page # in Banner Book	
	Adult	Child	Adult	Child
Rating of all Health Care	13	13	12	13
Rating of Personal Doctor	23	26	22	42
Rating of Specialist Doctor	27	30	26	55
Rating of Health Plan	42	36	34	55

Next Steps and Timelines

- Webinars: A series of three webinars

Webinar 1

**Aug. 18th, 2014
(Monday)**

2PM-3PM

Content:

Background

- Context
- Value of effective communication
- Alignment with efforts
- Validity of survey

Understanding the Banner Book

- What is a banner book?
- What are the marks and symbols?
- What it can and cannot tell you?

Webinar 2

**Sep. 3rd, 2014
(Wednesday)**

2PM-3PM

Content:

Interpreting CAHPS

- Identifying priority areas
- Looking for patterns and causes

Webinar 3

**Sep. 11th, 2014
(Thursday)**

2PM-3PM

Content

Applying CAHPS

- Moving information into action
- Shared exploration: patients, physicians and their office, community
- HP and C&G priority matrix

Q & A

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