

# Additional information on CAHPS for Metrics & Scoring Committee consideration

February 2017

At the January 20<sup>th</sup> meeting, the Metrics & Scoring Committee expressed interest in learning more about potential CAHPS measures that address care coordination, member engagement, and global assessment of health care. This document provides additional information about CAHPS questions/composites in these areas.

## Care Coordination – Health Plan Survey Questions

There are several options for care coordination within the existing Medicaid CAHPS Health Plan survey.

### Coordination of Care for Children with Chronic Conditions

- Q18: Got help contacting school and daycare from someone at health plan or doctor's office
- Q29: Got help coordinating care among providers from someone at health plan or doctor's office

	Statewide	Excellent / Very Good / Good Health Status	Fair / Poor Health Status	CCO Range	National Comparison
Q18	89%	90%	85%	80 – 100%	93%
Q29	57%	56%	65%	50 – 70%	60%

	White	Black / African American	Asian	Native Hawaiian / Pacific Islander	American Indian / Alaska Native	Other	Multi	Hispanic	Non-Hispanic
Q18	88%	71%	76%	100%	16%	100%	91%	86%	91%
Q29	56%	100%	35%	-	44%	30%	43%	65%	54%

Shaded boxes = 10 or fewer responses.

### Individual Question

Q40: In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

Asked after a question whether or not member received care from a doctor or other health provider besides personal doctor. Response options reported below include "always" and "usually".

Statewide	Excellent / Very Good / Good Health Status	Fair / Poor Health Status	CCO Range	National Comparison
82%	83%	81%	71 – 93%	72%

White	African American	Asian	Hawaiian / Pacific Islander	American Indian / Alaska Native	Other	Multi	Hispanic	Non-Hispanic
84%	100%	100%	-	81%	85%	78%	81%	83%

Shaded boxes = 10 or fewer responses.

## Care Coordination – Other CAHPS Survey Questions

There are CAHPS care coordination questions and composites that are not part of the existing Medicaid CAHPS Health Plan survey, but are included in the Clinician & Group survey, or the Medicare survey. In general, the Clinician & Group survey has more care coordination questions, however these are designed for care coordination at the provider level and may not be appropriate for CCO accountability.

Questions include:

### Care Coordination among Other Health Providers (single item)

- Did anyone from your health plan, personal doctor's office or clinic help coordinate your care among doctors of health providers? (Washington Medicaid asked this in 2014 – supplemental item #9)

This question is from the CAHPS Clinician and Group survey, but can be adapted for the Health Plan survey with a screener question. Washington Medicaid asked this in 2014 – supplemental item #9.<sup>1</sup>

### Satisfaction with Care Coordination (single item)

- How satisfied were you with the help you received to coordinate care in the last 6 months? (Washington Medicaid asked this in 2014 – supplemental item #10)

### Medicare CAHPS Care Coordination composite

- In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?
- In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
- In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did you get those results as soon as you needed them?
- In the last 6 months, how often did you and your personal doctor talk about all the prescription medications you were taking?
- In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?
- In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?

This composite was evaluated in 2014, but has not been tested for non-Medicare populations:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3959996/>

## Non-CAHPS Questions

In 2012, Walker, Stewart and Grumbach developed a self-report survey instrument to measure patients' experience of integrated care based on the Singer conceptual model for integrated care:

- Coordination within care team

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<sup>1</sup> [http://www.hca.wa.gov/assets/free-or-low-cost/2014\\_CAHPs.pdf](http://www.hca.wa.gov/assets/free-or-low-cost/2014_CAHPs.pdf)

- Coordination across care teams
- Coordination between care teams and community resources
- Continuous familiarity with the patient over time
- Continuous proactive and responsive action between visits
- Patient-centered
- Shared responsibility

The survey was based on existing patient experience surveys, including CAHPS, Commonwealth Fund International Patient Experience Survey, Tufts Ambulatory Care Experiences Survey, the Patient Perceptions of Care Survey, and the Johns Hopkins Primary Care Assessment Tool, but also included new survey items. There may be some relevant questions from this new tool, although it has not been approved for or tested as part of the CAHPS surveys.

<https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-016-1437-z>

The Patient Perceptions of Care Survey focus on the quality of interpersonal care a patient received during hospitalization or outpatient treatment. The outpatient treatment survey includes five domains:

- Continuity and coordination of care
- Communication / information received from provider
- Interpersonal aspects of care
- Global evaluation of care
- Access and availability of providers

<http://ebasis.org/poc.php>

## Member Engagement

One option for member engagement in their care might be the existing composite: Shared Decision Making. Questions include:

- Q10/11: Doctor talked about reasons you might want to take a medicine
- Q11/12: Doctor talked about reasons you might not want to take a medicine
- Q12/13: Doctor talked about what you thought was best for you when discussing a medication

Results are for “yes” responses.

### Adult Composite

	Statewide	Excellent / Very Good / Good Health Status	Fair / Poor Health Status	Male	Female	CCO Range
Q10	93%	93%	93%	92%	93%	86 – 97%
Q11	73%	73%	73%	73%	73%	69 – 79%
Q12	76%	79%	72%	78%	75%	80 – 82%
Average	80.6%	81.5%	79.4%	81.1%	80.2%	78.2 – 85.1%

### Adult Composite by Race/Ethnicity

	White	African American	Asian	Hawaiian / Pacific Islander	American Indian / Alaska Native	Other	Multi	Hispanic	Non-Hispanic
Q10	93%	86%	88%	100%	87%	91%	94%	89%	93%
Q11	74%	72%	51%	84%	82%	94%	65%	66%	74%
Q12	76%	82%	73%	84%	62%	59%	64%	79%	96%
Average	81.2%	80.1%	70.9%	89.3%	77.0%	81.5%	74.1%	77.7%	80.9%

### Child Composite

	Statewide	Excellent / Very Good / Good Health Status	Fair / Poor Health Status	Chronic Conditions	No Chronic Conditions	CCO Range
Q11	93%	93%	89%	89%	97%	86 – 100%
Q12	71%	72%	63%	63%	80%	62 – 85%
Q13	80%	81%	74%	77%	83%	67 – 85%
Average	81.2%	82.0%	75.1%	76.7%	86.9%	75.5 – 86.0%

### Child Composite by Race/Ethnicity

	White	African American	Asian	Hawaiian / Pacific Islander	American Indian / Alaska Native	Other	Multi	Hispanic	Non-Hispanic
Q11	98%	100%	100%	0%	91%	94%	100%	86%	97%
Q12	73%	18%	85%	0%	81%	100%	71%	64%	75%
Q13	82%	100%	65%	100%	97%	37%	76%	81%	80%
Average	84.3%	72.7%	83.3%	33.3%	89.5%	76.8%	82.2%	77.3%	83.7%

Research has linked member engagement with health literacy.<sup>2</sup> The CAHPS Health Literacy Item Sets focus on assessing providers' activities to foster and improve the health literacy of patients. Questions from the Health Plan Health Literacy Set include:

- In the last six months, how often did a doctor or other health provider give you all the information you wanted about your health?
- In the last six months, how often did a doctor or other health provider encourage you to talk about all your health concerns or questions?
- In the last six months, how often did a doctor or other health provider use medical words you did not understand?

Oregon tested these questions in the 2013 CAHPS survey. Key findings included:

- Seventy-six percent of adults with fair or poor health status felt that their provider gave them all the information they needed about their health, compared to 81 percent of all adults.

<sup>2</sup> <http://content.healthaffairs.org/content/32/2/357.short>

- More adult women reported being interrupted by their doctor than adult men: 76 percent of women reported that their doctor never interrupted them, compared to 82 percent of men.

Oregon also tested the Interpretive Services module in 2013; however, given the question placement near the end of the survey, too few responses were received to draw any meaningful conclusions.

## Global Assessment of Health Care

CAHPS Health Plan survey includes Rating Questions

- Rating of all health care
- Rating of personal doctor
- Rating of specialist doctor
- Rating of health plan

These ratings use a scale of zero to 10 where zero represents the worst possible rating and 10 represents the best possible rating. Rates reported are for the percentage of members who rated a nine or 10. Rating of all health care seems to be the most relevant 'global' assessment question available.

### Rating of All Health Care

	Statewide	Excellent / Very Good / Good Health Status	Fair / Poor Health Status	CCO Range	National Comparison
Adult	44%	47%	40%	36 – 55%	53%
Child	61%	63%	42%	55 – 67%	67%

### Rating of All Health Care by Race/Ethnicity

	White	African American	Asian	Hawaiian / Pacific Islander	American Indian / Alaska Native	Other	Multi	Hispanic	Non-Hispanic
Adult	45%	56%	47%	46%	35%	43%	37%	54%	44%
Child	62%	77%	60%	50%	55%	58%	61%	65%	59%

*Shaded boxes = 10 or fewer responses.*

## General Information

More information about CAHPS research projects <https://www.ahrq.gov/cahps/news-and-events/news/newsitem13.html>