

The CAHPS® Database

Using the CAHPS Online Reporting System Video Audio Transcript

Scene 1

Using the CAHPS Online Reporting System. Welcome. This website is a free service sponsored and funded by the Agency for Healthcare Research and Quality (AHRQ) and administered by the CAHPS Database. The CAHPS Database receives data voluntarily submitted by survey users that have administered the CAHPS Health Plan Survey or the CAHPS Clinician & Group Survey.

Scene 2

The CAHPS Database combines survey data from many different sources to facilitate comparisons of CAHPS survey results by and across health care organizations. The CAHPS Online Reporting System is a Web-based platform for viewing summary-level results of CAHPS surveys.

Scene 3

You can view different displays of survey results, such as top box scores, frequency distributions, bar charts, and percentiles. In the Report Builder section, you can also create and download customized reports.

Scene 4

The Online Reporting System currently includes data from the CAHPS Health Plan Survey and the CAHPS Clinician & Group Survey. The system contains two sections. The first is a public site with aggregated survey results. Identifying organization and respondent information is removed before results are made available to the public. The second is a private section, called the Submitter's Site, for users that have submitted their data to the CAHPS Database. The differences between these two sections will be highlighted throughout the video.

Scene 5

Let's get started with some of the basic features. To view the results you are interested in, you must first select the year and the survey type by using the drop down arrows at the top of the page in Steps 1 & 2. The most recent year is selected by default.

Scene 6

Each section has an option to export results to Excel.

Scene 7

In addition, you can save the results by selecting the "Add to My Report" link below the tabs. Name the report and save it to the Report Builder section so that you can download it later in your session. These reports are only available for the duration of your current session. You can also print the results by selecting the "Print Page" link located in the upper right.

Scene 8

Participants who voluntarily provide data to the CAHPS Database during submission periods are provided a unique username and password to access their own results in the Submitter's Site.

Scene 9

The Submitter's Site allows participating organizations to view their own results compared to relevant benchmarks. Organizations can use this information to identify performance strengths as well as opportunities for improvement.

Scene 10

The reporting features available in the Submitter's Site depend on whether the user is accessing the Health Plan or Clinician & Group section. For instance, within the Clinician & Group reporting section, participating groups can choose to view any number of practices within their group. This is accomplished by holding the Control key while selecting groups and practice sites to view at Step 3. However, in the Health Plan reporting section, your health plan report is automatically selected for you based on your login.

Scene 11

Now let's take a look at each section of the online reporting system, starting with Top Box Scores. Top Box Scores show the percent of respondents reporting the most positive response for each composite, question item within a composite, and rating. These tabs are available on both the public and the Submitter's site. The only difference is that on the Submitter's Site, which is accessible only to authorized users, the participating organization's results are also displayed.

Scene 12

The CAHPS Database Overall score represents the average score for the entire Health Plan or Clinician & Group database for each composite, question item within a composite, and rating. You can scroll down to view additional top box scores. Depending on which survey you are using, you'll see some additional benchmarks broken out by characteristics such as region, product type, physician specialty, practice ownership and affiliation, and survey mode.

Scene 13

The frequency tab allows you to view one-way and two-way frequency distributions by selecting buttons at the bottom of the page. To view a one-way frequency, choose questions from the list, and then select the appropriate button. Selecting the two-way frequency button allows you to continue to the next step to choose additional variables and respondent characteristics for which you may want to view frequency distributions.

Scene 14

The frequency table shows the total number and percent for each response option for a selected question.

Scene 15

The Bar Charts tab presents survey results in two or three-part bar charts. You begin by selecting a benchmark. You then have the option of selecting related questions to further refine your results.

Scene 16

The results present comparative data along with additional characteristics.

Scene 17

You can also use the link below the tabs to switch to a table view.

Scene 18

The Trending and Chartbook tabs are available only for the Health Plan section of the online reporting system.

Scene 19

The Trending feature lets you view the two most recent years of Health Plan data. You have the option of displaying all composites and items at once or selecting a particular item of interest. The trending data are presented as bar charts.

Scene 20

The Chartbook tab lets you view comparisons of the two most recent years of data across Medicaid, Children's Health Insurance Program (CHIP), and Medicare. These results are also displayed graphically as bar charts.

Scene 21

The Percentiles tab lets you view top box scores by selected percentile categories for health plans or practice sites. The first table shows the CAHPS Database Overall score alongside the lowest, highest, and average percentile scores.

Scene 22

You can scroll down to see the results presented from the 10th to 95th percentile for individual survey items and composite measures.

Scene 23

The last section is the Report Builder. In this section, you can find documentation about the CAHPS Database, the composition of the Database, information on methodology, definitions, demographic characteristics, and more.

Scene 24

Some items can be previewed in your browser before downloading.

Scene 25

You can download some or all of the files. If you selected the "Add to My Report" link in any of the previous sections, those reports will now appear at the bottom.

Scene 26

Use the Download Selected Files button at the bottom of the page to download a zip file containing all of your selected reports.

Scene 27

Thank you for watching. Please contact the CAHPS Database with any additional questions or comments by calling us toll free at 888-808-7108 or by emailing CAHPSDatabase@westat.com. For information about participating in the CAHPS Database, please go to the CAHPS database website at CAHPSDatabase.ahrq.gov.