



# **Introducing a New Database for Users of the CAHPS Home and Community- Based Services (HCBS CAHPS) Survey**

**A Webcast Presented by the AHRQ CAHPS User Network  
October 2, 2019  
2:00 – 3:00 pm ET**

# Our Focus Today

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- Introduce the CMS and AHRQ HCBS Initiative
- Introduce the HCBS CAHPS Survey
- Introduce the HCBS CAHPS Database

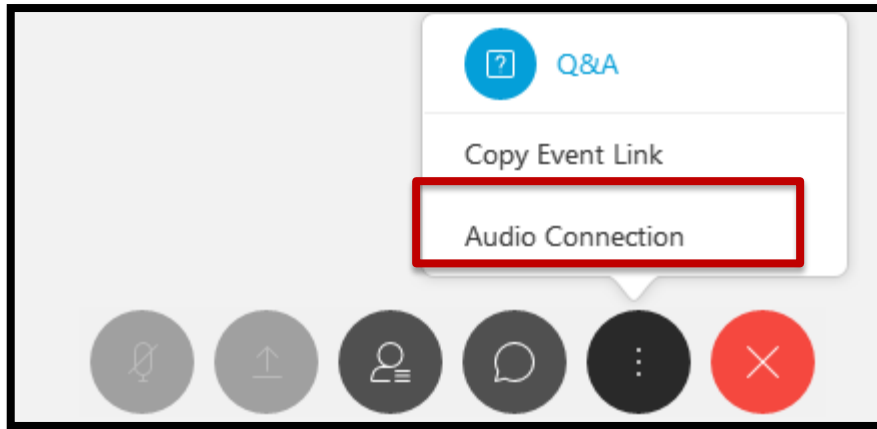
# Today's Speakers

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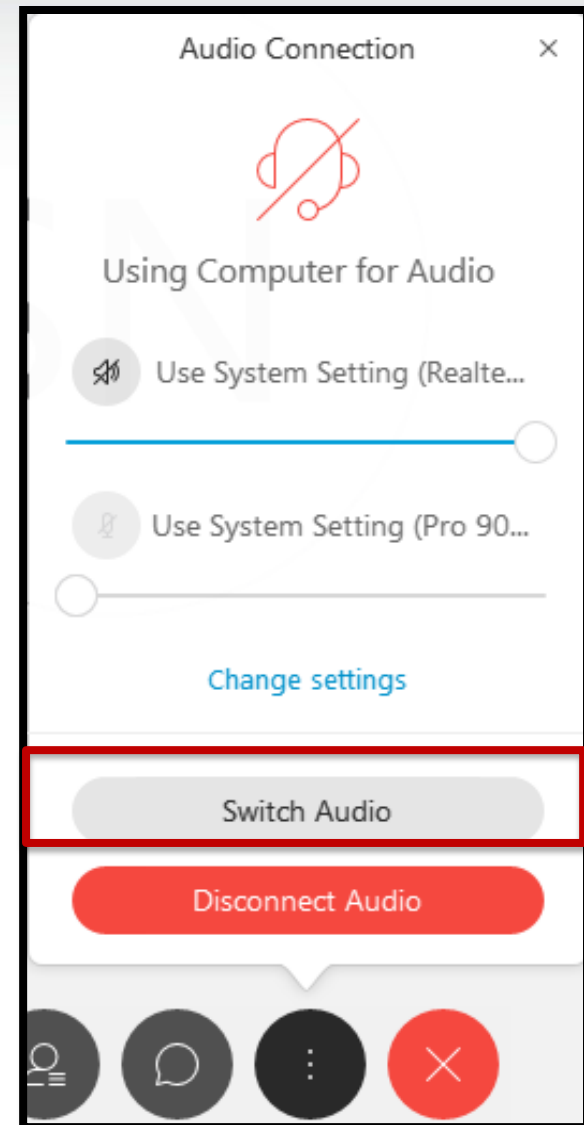
- **Caren Ginsberg, Ph.D., CPXP**, Agency for Healthcare Research and Quality (AHRQ), Rockville, MD
- **Melanie Brown, Ph.D.**, Centers for Medicare and Medicaid Services (CMS), Baltimore, MD
- **Kerry Lida, Ph.D.**, Centers for Medicare and Medicaid (CMS), Baltimore, MD
- **Michael Corrothers**, CAHPS HCBS Database Lead, Westat, Rockville, MD
- **Dale Shaller, MPA**, (Moderator) Principal, Shaller Consulting Group, Stillwater, MN

# Need Help?

- No sound from computer speakers?

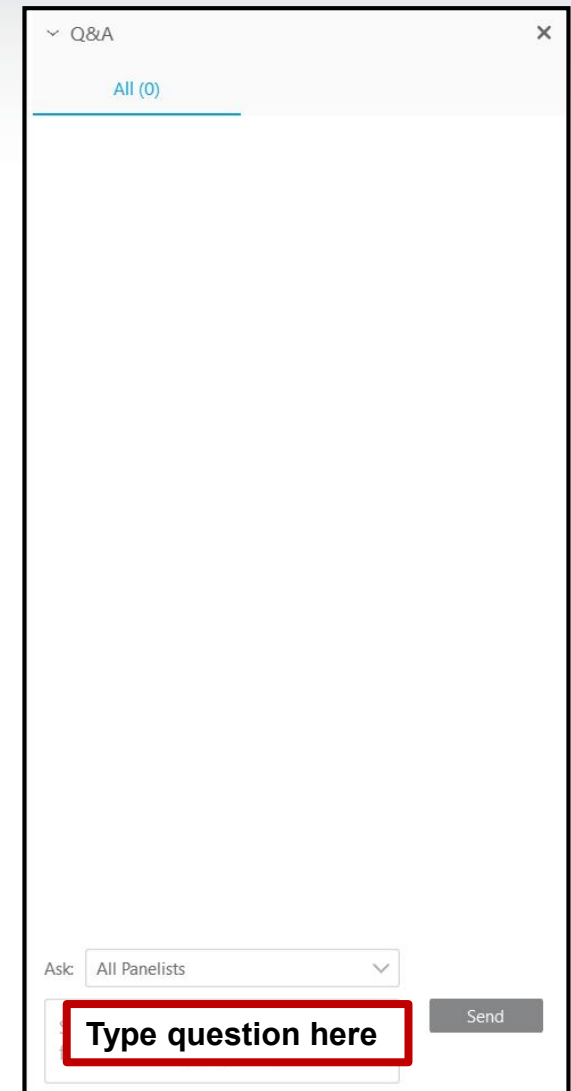
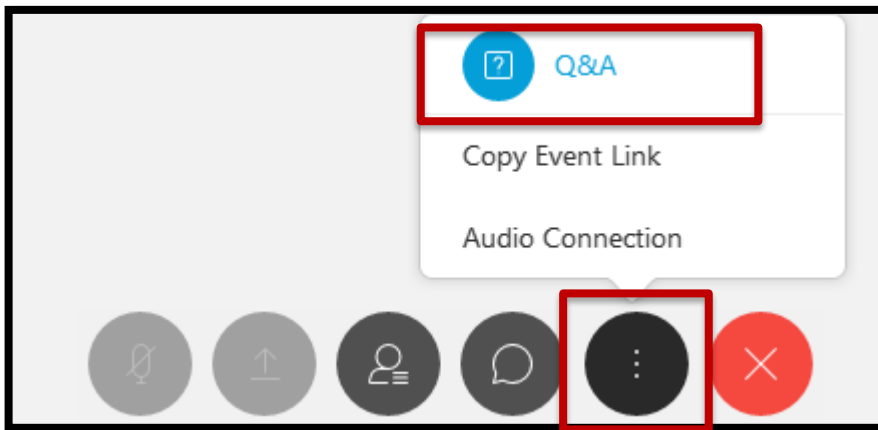


- Trouble with your connection or slides not moving?
  - ▶ Log out and log back in
- Other problems?
  - ▶ Use Q&A feature to ask for help



# Using the Webcast Console to Submit Questions

- Question and Answer
  - ▶ Select Q&A
  - ▶ Type question in the box that opens



# AHRQ'S CAHPS® PROGRAM

**Caren Ginsberg, Ph.D., CPXP**

**Director, CAHPS Division**

**Center for Quality Improvement & Patient Safety, AHRQ**

# AHRQ's Core Competencies

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- **Health Systems Research:** Invest in research and evidence to make health care safer and improve quality.
- **Practice Improvement:** Create tools for health care professionals to improve care for their patients.
- **Data & Analytics:** Generate measures and data to track and improve performance, and evaluate progress of the US health care system.

# About CAHPS

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- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- CAHPS Program advances the understanding, measurement, improvement, and reporting of ***patients' experiences*** with their health care
  - ▶ Patient experience vs patient satisfaction – whether something happened or how often it happened vs how patient felt about a care encounter



# CAHPS Program Activities

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- The CAHPS program .....
- ▶ Conducts research to further...
  - our understanding of PE
  - our knowledge of measuring PE and collecting PE data
- ▶ Provides information on...
  - reporting patient experience information
  - quality improvement strategies using CAHPS data
- ▶ Develops surveys and related materials to measure PE
- ▶ Develops and operates voluntary databases for CAHPS survey data

# Patient Focus in Survey Development

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- CAHPS Surveys: the gold standard for patient experience measurement:
  - ▶ Capture the patient's voice in development and testing
  - ▶ Measure what patients tell us is important to them
  - ▶ Use standardized methodology and research findings to develop valid and reliable surveys
- CAHPS Trademark recognizes adherence to CAHPS design principles; ensures comparability across settings, plans, providers, programs

# Uses of CAHPS Surveys

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- Value-based purchasing
- Public reporting
- Accreditation
- Quality improvement
- Health services research



# Looking Forward: HCBS Quality Measures Alignment and HCBS CAHPS

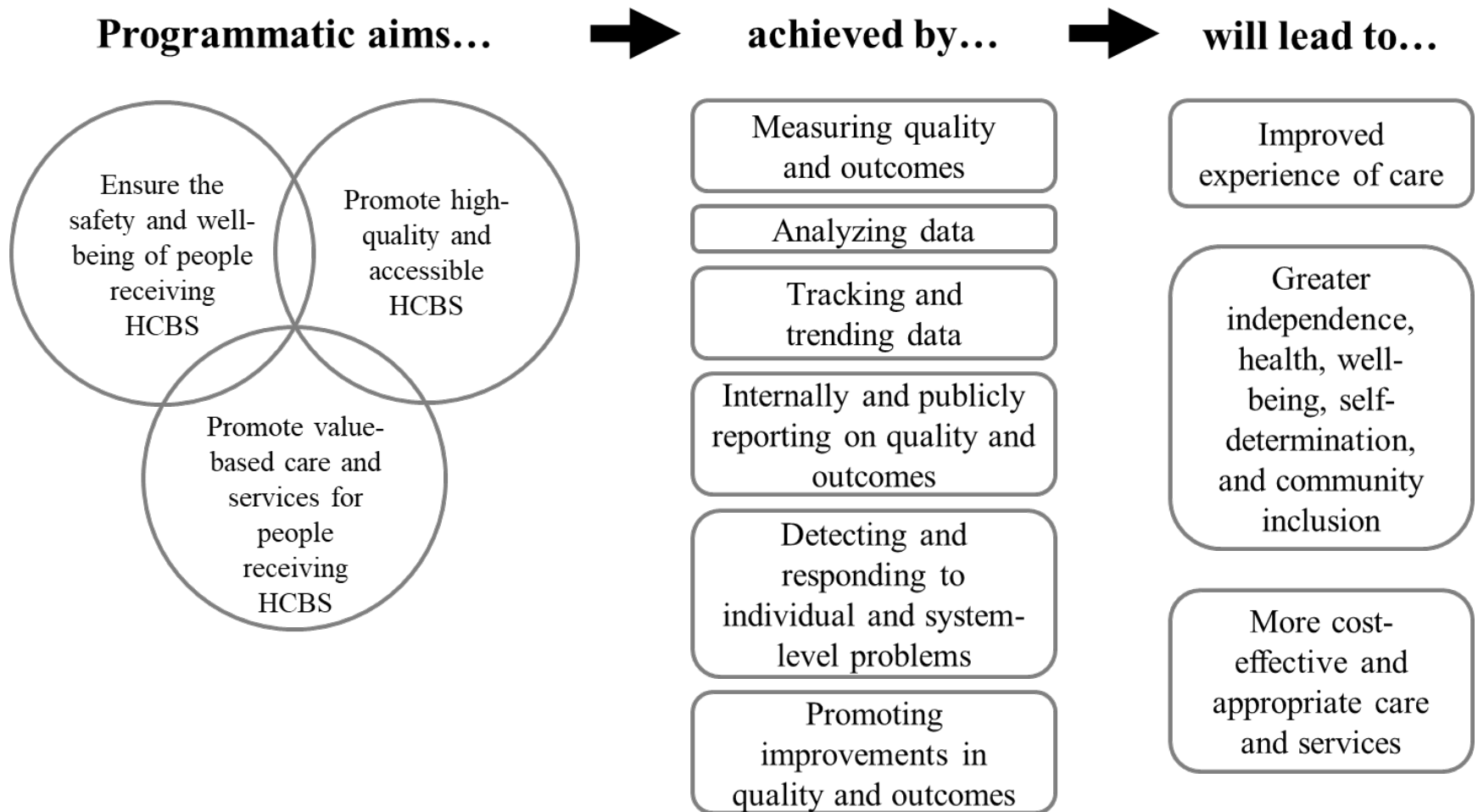
## **Melanie Brown, PhD, Technical Director**

Division of Community Systems Transformation, Disabled and Elderly Health Programs Group  
Center for Medicaid and CHIP Services, Centers for Medicare & Medicaid Services

## **Kerry Lida, PhD, HCBS Quality Team**

Division of Community Systems Transformation, Disabled and Elderly Health Programs Group  
Center for Medicaid and CHIP Services, Centers for Medicare & Medicaid Services

# HCBS Quality Framework



# HCBS Quality Strategy Elements

1. Promote the development and use of standardized, validated, and meaningful quality measures
2. Align, coordinate, and address gaps in federal and state measurement, reporting, and monitoring requirements, activities, and systems
3. Develop, implement, and support the use and availability of a comprehensive set of quality improvement, quality assurance, and technical assistance strategies, activities, and tools
4. Improve oversight and enforcement, address gaps and shortcomings in regulations and oversight/enforcement, and better support states to comply with federal regulations, policies, and guidance
5. Support the development, testing, and implementation of value-based purchasing and alternative payment models

# HCBS Quality Initiatives: HCBS CAHPS® Survey

- Consumer Assessment of Healthcare Providers and Systems Home- and Community-Based Services (HCBS CAHPS®) Survey
- Cross-disability consumer experience survey for eliciting feedback from beneficiaries receiving Medicaid HCBS services and supports
  - Focus on participant experience, not satisfaction
- Allows for comparisons across programs serving different target populations
  - Individuals who are frail elderly
  - Individuals with a physical disability
  - Individuals with an intellectual or developmental disability
  - Individuals with a brain injury
  - Individuals with serious mental illness

# Key Features of HCBS CAHPS Survey

1. **Person-centered**
2. **Cross-disability**
  - Ability to compare programs
  - Increased accessibility via phone mode, alternate response, proxy
3. **Development aligned with CAHPS survey design principles**
  - Reflects what is important to beneficiaries
  - Rigorous review of testing methods and results
  - Trademark that providers recognize
4. **Survey sponsor can determine frequency of use**
5. **The HCBS CAHPS Survey is FREE for voluntary use in HCBS programs as part of quality assurance and improvement activities and public reporting.**



# Sample Design

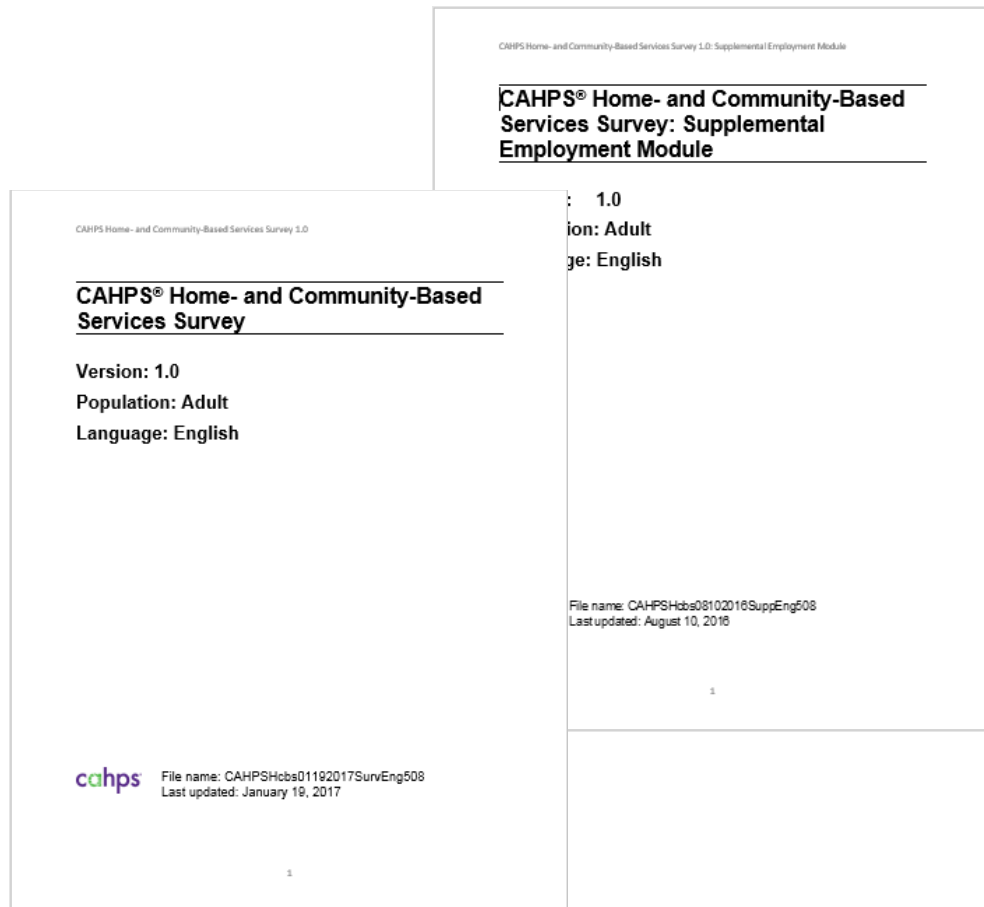
- Unit of analysis = HCBS program or accountable entity
- Accountable entity = operating entity responsible for managing and overseeing a specific HCBS program within a given state (e.g., managed care organization [MCO])
- Focus of analysis can vary
  - Program
  - MCO
  - Case management agency
  - County
  - State

# Survey Administration

- **Designed to be administered by an interviewer**
  - In person
  - By telephone
  - \*\*Participant's choice\*\*
- **69 maximum items**
  - 30 minute average due to skip patterns
- **Alternate Responses (for accessibility)**
  - Mostly Yes, Mostly No (instead of four point scale)
  - Excellent, very good, good, fair, poor (instead of 1 to 10)
- **Assistance & Proxy respondents allowed** (not a paid provider)

# HCBS CAHPS® Survey Instruments

- Core instrument
- Supplemental employment Module
- English and Spanish versions of both
- Available publicly on Medicaid.gov



# Other Important Considerations

- The 19 NQF Endorsed HCBS measures (NQF#2967) are derived from the CAHPS HCBS Survey and consist of 7 composites, 3 global ratings, 3 recommendation measures, and 6 single-item measures (5 unmet need and 1 physical safety).
- Current work is underway with AHRQ to implement a CAHPS HCBS Database which offers free access to aggregated results for analysis and use.



# CAHPS Home and Community-Based Services Survey Database

# CAHPS Database Overview

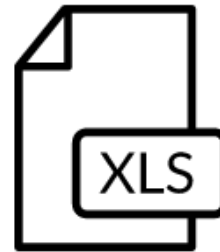
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- Central repository of data for selected CAHPS surveys
  - ▶ CAHPS Health Plan (HP) Survey
  - ▶ CAHPS Clinician & Group (CG) Survey
  - ▶ **NEW**: CAHPS Home and Community-Based Services (HCBS) Survey
- Two major applications:
  - ▶ Program-level data to assess patient experiences
  - ▶ De-identified data for research
- Participation is voluntary and open to all users
- Funded by CMS and administered by AHRQ/Westat through CAHPS User Network

# CAHPS Database Products



**Online Reporting System (ORS):**  
View, print, and download data reports



**Private Feedback Reports:** Compare your results to the Database average



**Chartbook:**  
Displays summary-level Database results



**Research Datasets:**  
De-Identified data files that can help answer researcher questions related to patient experience of care

# HCBS Database

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- Collaborative initiative between AHRQ and Center for Medicare & Medicaid Services (CMS)
- Will facilitate comparisons of HCBS CAHPS survey findings by individual states and HCBS program types
- Participation is free and open to all states on a voluntary basis
- Data submission opens in early 2020



# Benefits of Participation

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- Private Feedback Report:
  - ▶ ***Receive a customized report*** that compares your state and individual program type results to overall HCBS-CAHPS DB results
  - ▶ Report will include case-mix adjusted tests of statistical differences for each composite measure and question
- Assistance in using other reporting products:
  - ▶ Online reporting system -- aggregated HCBS results
  - ▶ Chartbooks
- Research Database:
  - ▶ Contribute to a new research database for HCBS-CAHPS

# Example Private Excel Report

	A	B	C	D	E	F	G
1	<b>Adult 1.0 with Employment Module Combined Report for State A</b>						
2			<b>Question 35: Rating of Personal Assistance and Behavioral Health Staff</b>				
3	<b>Agency</b> ▼	<b>Program</b> ▼	<b>Valid Responses</b>	<b>0-6</b>	<b>7-8</b>	<b>9-10</b>	<b>Significance Test</b>
4	<b>2020 HCBS-CAHPS Database Average</b>		<b>358,351</b>	<b>5%</b>	<b>15%</b>	<b>80%</b>	<b>2</b>
5	<b>State A</b>	<b>Overall</b>	<b>17,338</b>	<b>4%</b>	<b>12%</b>	<b>84%</b>	<b>2</b>
6	Dept. of Aging	Frail Elderly Program	37	8%	19%	73%	2
7	Dept. of Mental Health	Mental Health Services Program	209	1%	7%	92%	3
8	Dept. of Health and Human Services	Physical Disability Assistance Program	177	12%	23%	65%	1
9	Dept. of Health and Human Services	TBI Program	185	4%	11%	85%	2
10	Dept. of Health and Human Services	IDD Program	209	7%	17%	76%	1

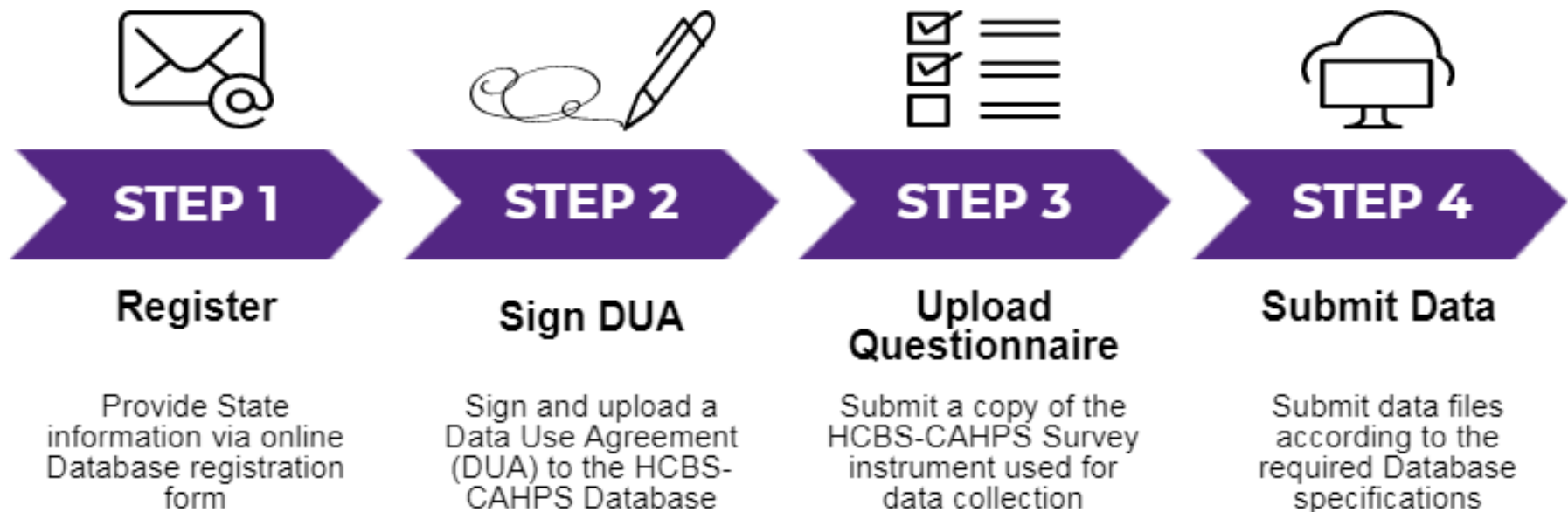
# Online Reporting System Display

## 2020 Adult HCBS Survey 1.0 Overall Top Box Scores

Global Ratings Measures	HCBS DB Overall
Global Rating of Personal Assistance and Behavioral Health Staff	67%
Global Rating of Homemaker	77%
Global Rating of Case Manager	87%
Recommendation Measures	HCBS DB Overall
Recommendation of Personal Assistance and Behavioral Health Staff	88%
Recommendation of Homemaker	79%
Recommendation of Case Manager	80%
Composite/Item	HCBS DB Overall
Staff are reliable and helpful	67%
Staff come to work on time	68%
Staff work as long as they are supposed to	73%
Someone tells you if staff cannot come	60%
Staff make sure you have enough privacy for dressing, showering, bathing	68%
Homemakers come to work on time	73%
Homemakers work as long as they are supposed to	60%

# Submitting Data

- The CAHPS Database Online Submission System opens once a year to receive data collected during the previous year.
- Organizations interested in submitting data complete four easy steps:



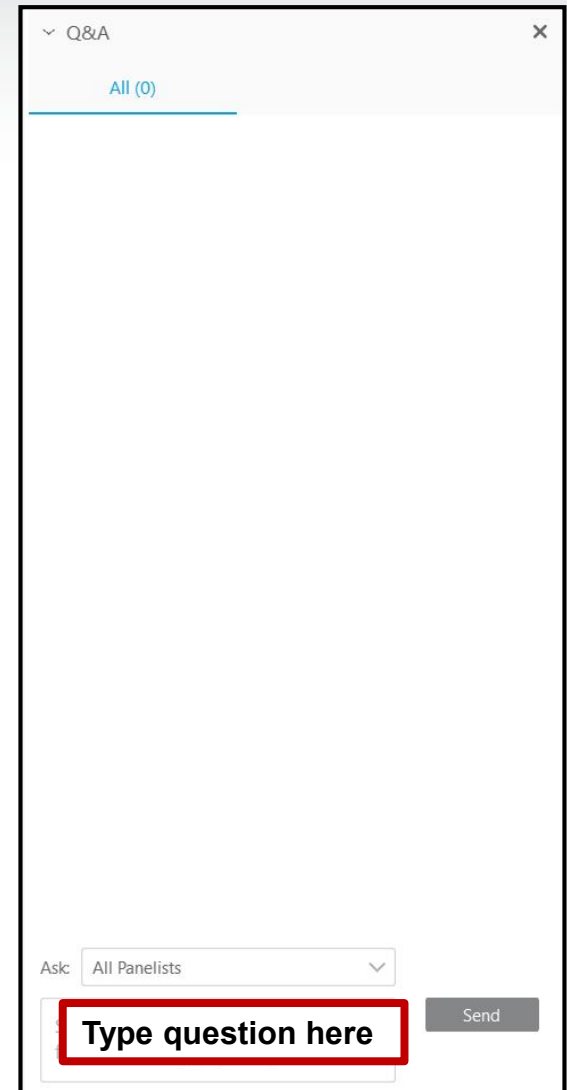
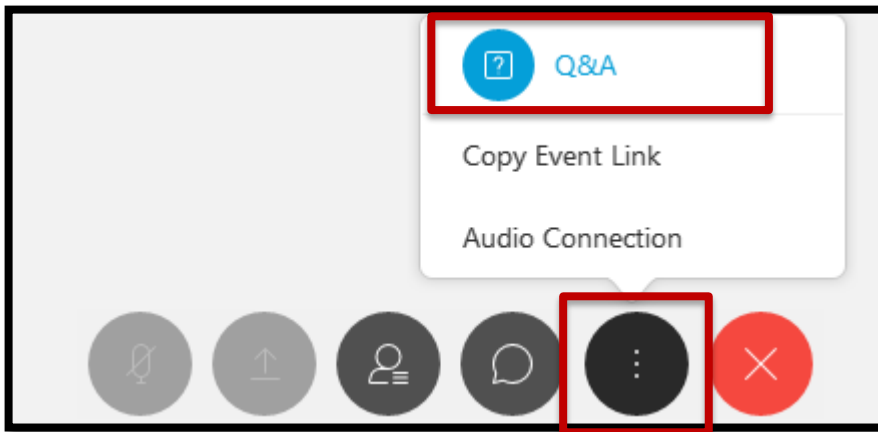
# Data Confidentiality

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HCBS programs can be assured that their data are kept confidential. Only aggregated de-identified results will be publicly reported in AHRQ's HCBS CAHPS Database.

# How to Submit Questions

- Question and Answer
  - ▶ Select the icon with three dots
  - ▶ Select Q&A
  - ▶ Type question in the box that opens



# Results of the TEFT Demonstration

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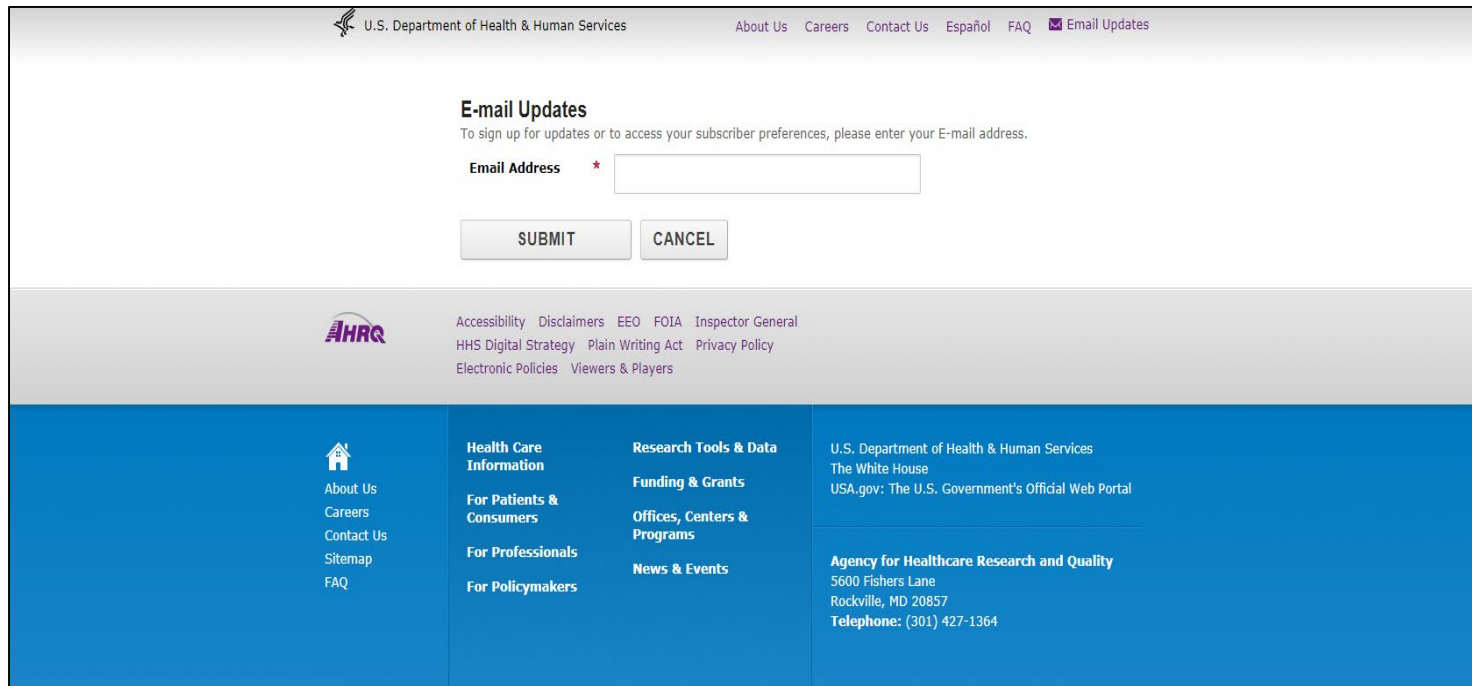
- Testing Experience & Functional Tools (TEFT) Demonstration Components, Evaluation, and Related Information
  - ▶ [www.medicaid.gov/medicaid/ltss/teft-program/index.html](http://www.medicaid.gov/medicaid/ltss/teft-program/index.html)
- CAHPS Home and Community Based Services Survey
  - ▶ [www.medicaid.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html](http://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html)

# Sign up for CAHPS Announcements

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Subscribe to receive e-mail updates:

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The screenshot shows the "E-mail Updates" sign-up page on the AHRQ website. The page has a white background with a grey header and a blue footer. The header contains the U.S. Department of Health & Human Services logo and navigation links: About Us, Careers, Contact Us, Español, FAQ, and Email Updates (with an envelope icon). The main content area is titled "E-mail Updates" and includes a sub-header: "To sign up for updates or to access your subscriber preferences, please enter your E-mail address." Below this is a form with a label "Email Address" followed by a red asterisk and a text input field. At the bottom of the form are two buttons: "SUBMIT" and "CANCEL". The footer is a blue bar with the AHRQ logo on the left, a list of links in the center (Accessibility, Disclaimers, EEO, FOIA, Inspector General, HHS Digital Strategy, Plain Writing Act, Privacy Policy, Electronic Policies, Viewers & Players), and contact information on the right. The contact information includes the U.S. Department of Health & Human Services, The White House, USA.gov, and the Agency for Healthcare Research and Quality, 5600 Fishers Lane, Rockville, MD 20857, Telephone: (301) 427-1364.

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**Agency for Healthcare Research and Quality**  
5600 Fishers Lane  
Rockville, MD 20857  
**Telephone:** (301) 427-1364



# Questions?

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## Contact the HCBS-CAHPS Database



E-mail: [HCBSCAHPSDatabase@westat.com](mailto:HCBSCAHPSDatabase@westat.com)



Phone: 1-855-580-4657



Website: [www.cahpsdatabase.ahrq.gov/](http://www.cahpsdatabase.ahrq.gov/)