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

• Introduce the CMS and AHRQ HCBS Initiative

• Introduce the HCBS CAHPS Survey

• Introduce the HCBS CAHPS Database
Today’s Speakers

- **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
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  - Log out and log back in
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  - 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

Type question here
AHRQ’S CAHPS® PROGRAM

Caren Ginsberg, Ph.D., CPXP
Director, CAHPS Division
Center for Quality Improvement & Patient Safety, AHRQ
AHRQ’s Core Competencies

• **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

• 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

• 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

• 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

- 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

Programmatic aims...

- Ensure the safety and well-being of people receiving HCBS
- Promote high-quality and accessible HCBS
- Promote value-based care and services for people receiving HCBS

achieved by...

- Measuring quality and outcomes
- Analyzing data
- Tracking and trending data
- Internally and publicly reporting on quality and outcomes
- Detecting and responding to individual and system-level problems
- Promoting improvements in quality and outcomes

will lead to...

- Improved experience of care
- Greater independence, health, well-being, self-determination, and community inclusion
- More cost-effective and appropriate care and services
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
  o Program
  o MCO
  o Case management agency
  o County
  o 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

- 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

Chartbook:
Displays summary-level Database results

Private Feedback Reports:
Compare your results to the Database average

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

• 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

• 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
<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
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<tbody>
<tr>
<td>Adult 1.0 with Employment Module Combined Report for State A</td>
<td></td>
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<tr>
<td>3</td>
<td>Agency</td>
<td>Program</td>
<td>Valid Responses</td>
<td>0-6</td>
<td>7-8</td>
<td>9-10</td>
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<tr>
<td>4</td>
<td>2020 HCBS-CAHPS Database Average</td>
<td></td>
<td>358,351</td>
<td>5%</td>
<td>15%</td>
<td>80%</td>
</tr>
<tr>
<td>5</td>
<td>State A</td>
<td>Overall</td>
<td>17,338</td>
<td>4%</td>
<td>12%</td>
<td>84%</td>
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<tr>
<td>6</td>
<td>Dept. of Aging</td>
<td>Frail Elderly Program</td>
<td>37</td>
<td>8%</td>
<td>19%</td>
<td>73%</td>
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<tr>
<td>7</td>
<td>Dept. of Mental Health</td>
<td>Mental Health Services Program</td>
<td>209</td>
<td>1%</td>
<td>7%</td>
<td>92%</td>
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<tr>
<td>8</td>
<td>Dept. of Health and Human Services</td>
<td>Physical Disability Assistance Program</td>
<td>177</td>
<td>12%</td>
<td>23%</td>
<td>65%</td>
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<tr>
<td>9</td>
<td>Dept. of Health and Human Services</td>
<td>TBI Program</td>
<td>185</td>
<td>4%</td>
<td>11%</td>
<td>85%</td>
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<td>10</td>
<td>Dept. of Health and Human Services</td>
<td>IDD Program</td>
<td>209</td>
<td>7%</td>
<td>17%</td>
<td>76%</td>
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## 2020 Adult HCBS Survey 1.0 Overall Top Box Scores

<table>
<thead>
<tr>
<th>Global Ratings Measures</th>
<th>HCBS DB Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Rating of Personal Assistance and Behavioral Health Staff</td>
<td>67%</td>
</tr>
<tr>
<td>Global Rating of Homemaker</td>
<td>77%</td>
</tr>
<tr>
<td>Global Rating of Case Manager</td>
<td>87%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recommendation Measures</th>
<th>HCBS DB Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommendation of Personal Assistance and Behavioral Health Staff</td>
<td>88%</td>
</tr>
<tr>
<td>Recommendation of Homemaker</td>
<td>79%</td>
</tr>
<tr>
<td>Recommendation of Case Manager</td>
<td>80%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Composite/Item</th>
<th>HCBS DB Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff are reliable and helpful</td>
<td>67%</td>
</tr>
<tr>
<td>Staff come to work on time</td>
<td>68%</td>
</tr>
<tr>
<td>Staff work as long as they are supposed to</td>
<td>73%</td>
</tr>
<tr>
<td>Someone tells you if staff cannot come</td>
<td>60%</td>
</tr>
<tr>
<td>Staff make sure you have enough privacy for dressing, showering, bathing</td>
<td>68%</td>
</tr>
<tr>
<td>Homemakers come to work on time</td>
<td>73%</td>
</tr>
<tr>
<td>Homemakers work as long as they are supposed to</td>
<td>60%</td>
</tr>
</tbody>
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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:

  **STEP 1**
  **Register**
  Provide State information via online Database registration form

  **STEP 2**
  **Sign DUA**
  Sign and upload a Data Use Agreement (DUA) to the HCBS-CAHPS Database

  **STEP 3**
  **Upload Questionnaire**
  Submit a copy of the HCBS-CAHPS Survey instrument used for data collection

  **STEP 4**
  **Submit Data**
  Submit data files according to the required Database specifications
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

![Image of Q&A interface]

- Type question here

![Send button with send option]
Results of the TEFT Demonstration

• Testing Experience & Functional Tools (TEFT) Demonstration Components, Evaluation, and Related Information
  ▶ www.medicaid.gov/medicaid/ltss/teft-program/index.html

• CAHPS Home and Community Based Services Survey
Sign up for CAHPS Announcements

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Questions?

Contact the HCBS-CAHPS Database

- E-mail: HCBSCAHPSDatabase@westat.com
- Phone: 1-855-580-4657
- Website: www.cahpsdatabase.ahrq.gov/