



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



Participating in the 2021 CAHPS® Home and Community-Based Services (HCBS CAHPS) Survey Database: What You Need to Know

**A Webcast Presented by the AHRQ CAHPS User Network
April 21, 2021
1:30 – 2:30 pm ET**

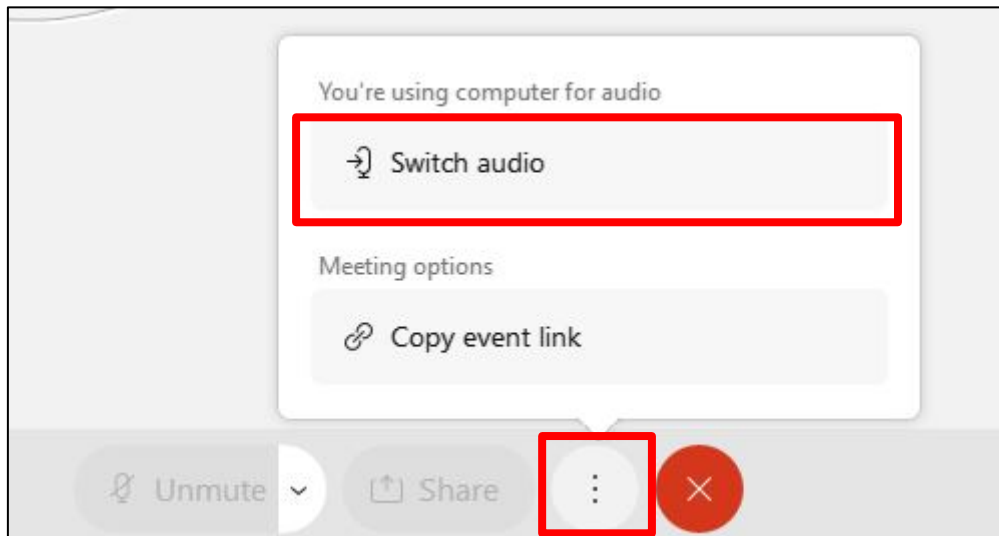
Our Focus Today



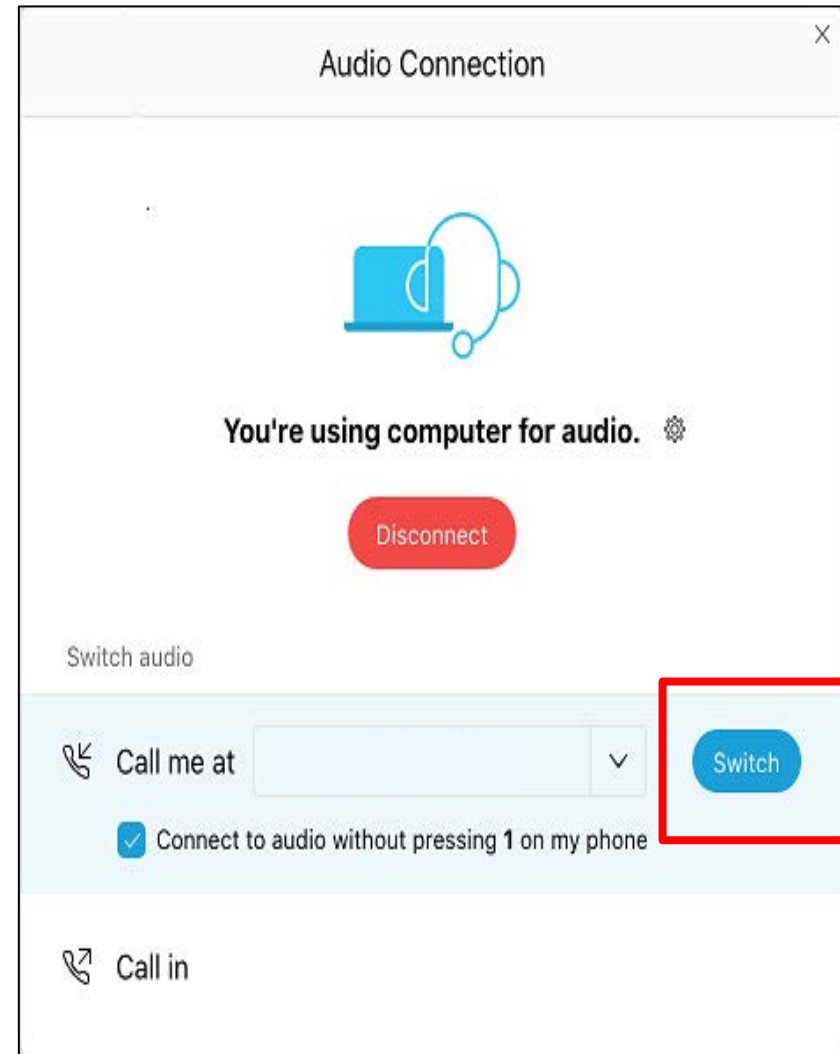
- Discuss the Centers for Medicare & Medicaid Services and Agency for Healthcare Research and Quality Home and Community-Based Services Initiative
- Discuss the HCBS CAHPS Survey
- Discuss the HCBS CAHPS Database

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
 - ▶ Make sure “All Panelists” is selected



Today's Speakers



- **Caren Ginsberg, Ph.D., CPXP**, Agency for Healthcare Research and Quality (AHRQ), Rockville, MD
- **Melanie Brown, Ph.D.**, Centers for Medicare & Medicaid Services (CMS), Baltimore, MD
- **Kathleen Woodward, M.S.P.H.**, The Lewin Group, Falls Church, VA
- **Michael Corrothers**, HCBS CAHPS Database Lead, Westat, Rockville, MD
- **Dale Shaller, M.P.A.**, (Moderator) Principal, Shaller Consulting Group, Stillwater, MN

AHRQ'S CAHPS[®] PROGRAM

Caren Ginsberg, Ph.D., CPXP

**Director, CAHPS and Surveys on Patient Safety Culture
(SOPS) Programs**

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 knowledge of ...
 - Understanding patient experience
 - Measuring and collecting CAHPS data
 - Informative reporting of CAHPS data
 - Quality improvement using CAHPS data
- ▶ Develops surveys and related materials to assess patient experience in health care settings and with health plans and providers
- ▶ Develops and operates voluntary databases for CAHPS survey data

CAHPS Surveys: Gold standard for patient experience measurement



CAHPS Surveys:

- ▶ Measure patient experience, not patient satisfaction
- ▶ 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

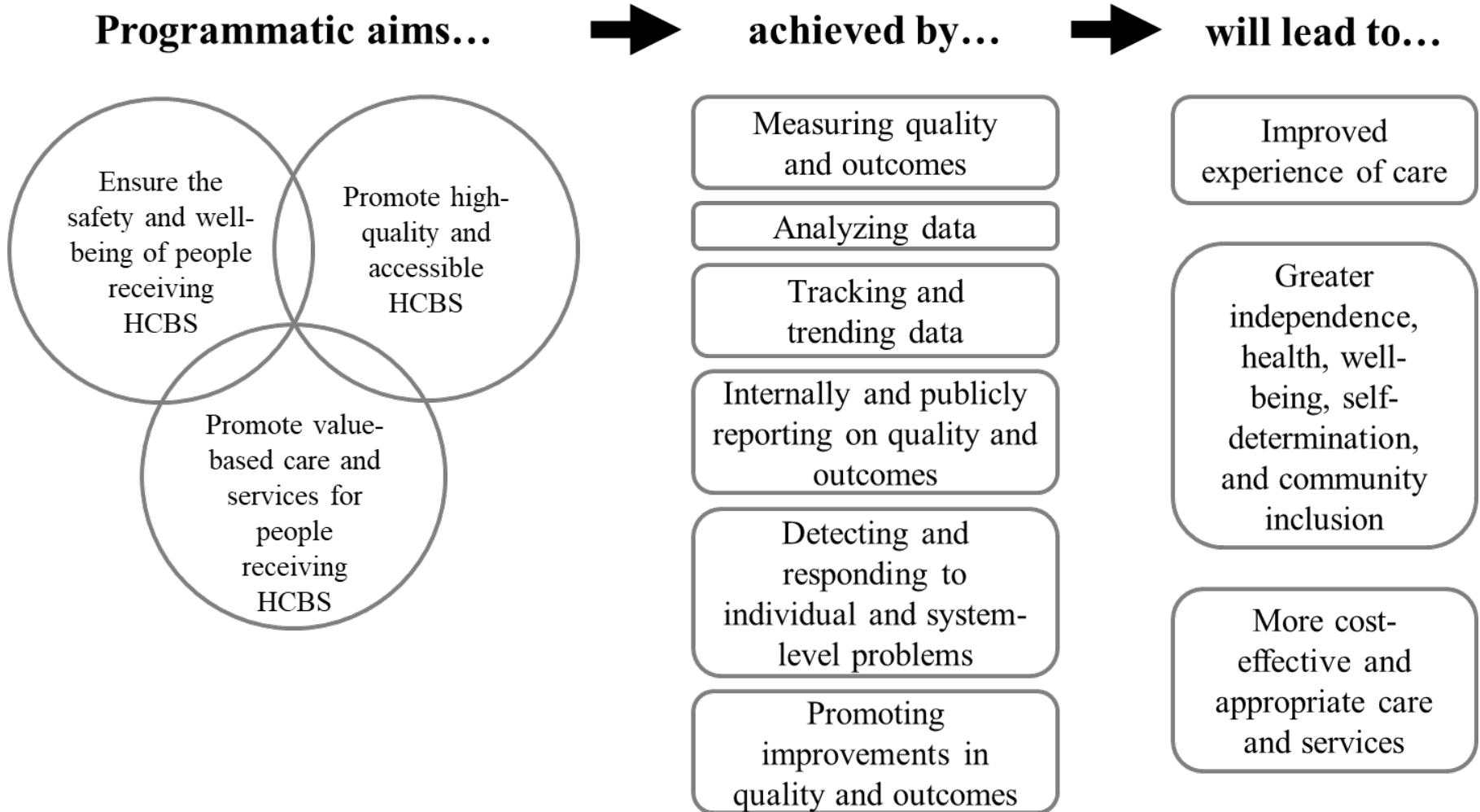
Looking Forward: HCBS Quality Measures Alignment and HCBS CAHPS[®] Survey

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



HCBS Quality Framework



CMS HCBS Quality Strategy Elements

1. Promote 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 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 in regulations and oversight/enforcement, and better support states to comply with federal regulations, policies, and guidance
5. Support development, testing, and implementation of value-based purchasing and alternative payment models

HCBS Quality Initiatives: HCBS CAHPS Survey

- Cross-disability consumer experience survey for eliciting feedback from participants receiving Medicaid HCBS services and supports
- Allows for comparisons across programs serving different target populations
 - Older adults
 - Individuals with physical disabilities
 - Individuals with developmental or intellectual disabilities
 - Individuals with an acquired brain injury
 - Individuals with mental health or substance use disorders¹
- Focuses on participant experience, not satisfaction

¹The HCBS CAHPS Survey pilot test group included individuals with serious mental illness served by HCBS programs. The Technical Assistance Guide for Administration of HCBS CAHPS Survey expands use of the HCBS CAHPS Survey to individuals with mental health and substance use disorders.

HCBS CAHPS Survey Structure

Designed to be administered by an interviewer (in person or by telephone—participant's choice)

Assistance & proxy respondents allowed (not a paid provider)

Maximum of 69 core items

Includes 9 questions to identify type of services used

Ends with 15 demographic questions

Many items preceded by screener or gate questions

21-item supplemental module on employment support services

HCBS CAHPS Survey Structure (cont.)

Unique feature – two types of response options:

Standard CAHPS Response Options for Behavioral Frequency

- Never
- Sometimes
- Usually
- Always

Alternate Response Options for Behavioral Frequency

- Mostly Yes
- Mostly No

Key Features of HCBS CAHPS Survey

1. Person-centered
2. Cross-disability
3. Development aligned with CAHPS
4. Survey sponsor can determine frequency of use
5. HCBS CAHPS is publicly available for voluntary use in HCBS programs as part of quality assurance and improvement activities and public reporting
6. Applicable in both fee-for-service and managed LTSS environments
7. CMS provides technical assistance to support all users

Sample Design

- Unit of Analysis: the unit for which survey results (scores) will be produced
- Accountable Entity: the operating entity responsible for managing and overseeing a specific HCBS program within a given state
- Unit of analysis can vary
 - State Medicaid agencies
 - County or other non-state governmental entities
 - Managed Care Plans (MCPs) under MLTSS programs

Other Important Considerations

- The National Quality Form (NQF) has endorsed 19 composite measures (NQF 2967) derived from HCBS CAHPS, consisting of:
 - Seven composite measures
 - Three global ratings
 - Three recommendation measures
 - Six single-item measures (On unmet needs and physical safety)
- AHRQ, along with its contractor Westat, manages the HCBS CAHPS Database, which offers free access to aggregated results for analysis and use
- The Lewin Group provides technical assistance to states, MCPs, and groups using or interested in implementing the HCBS CAHPS Survey

HCBS CAHPS Technical Assistance (TA)

Kathleen Woodward, MSPH
Managing Consultant
The Lewin Group

Helpful Resources

- AHRQ CAHPS Guidance: <https://www.ahrq.gov/cahps/surveys-guidance/hcbs/index.html>
- CMS HCBS CAHPS Survey and TA Materials (Materials will be updated on the Medicaid.gov website in Spring 2021)
 - HCBS CAHPS Survey (English): <https://www.medicaid.gov/medicaid/quality-of-care/downloads/cahps-home-and-community-based-services-survey-10-english.pdf>
 - HCBS CAHPS TA Guide for Survey Administration: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/hcbscahps-admin-ta-guide.pdf>
- For individualized TA, contact HCBSMeasures@Lewin.com

Upcoming Events

HCBS CAHPS Early Adoption Work Group Meetings

Monday, June 7th
2:00-3:00pm EST

Monday, September 13th
2:00-3:00pm EST

HCBS CAHPS Webinars

Wednesday, July 28th
3:00-4:00pm EST

Fall 2021

Email HCBSMeasures@lewin.com for more information.

CAHPS HOME AND COMMUNITY-BASED SERVICES SURVEY DATABASE

**Michael Corrothers
HCBS CAHPS Database Lead,
Westat**

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 AHRQ and administered by Westat through CAHPS User Network

HCBS CAHPS Database



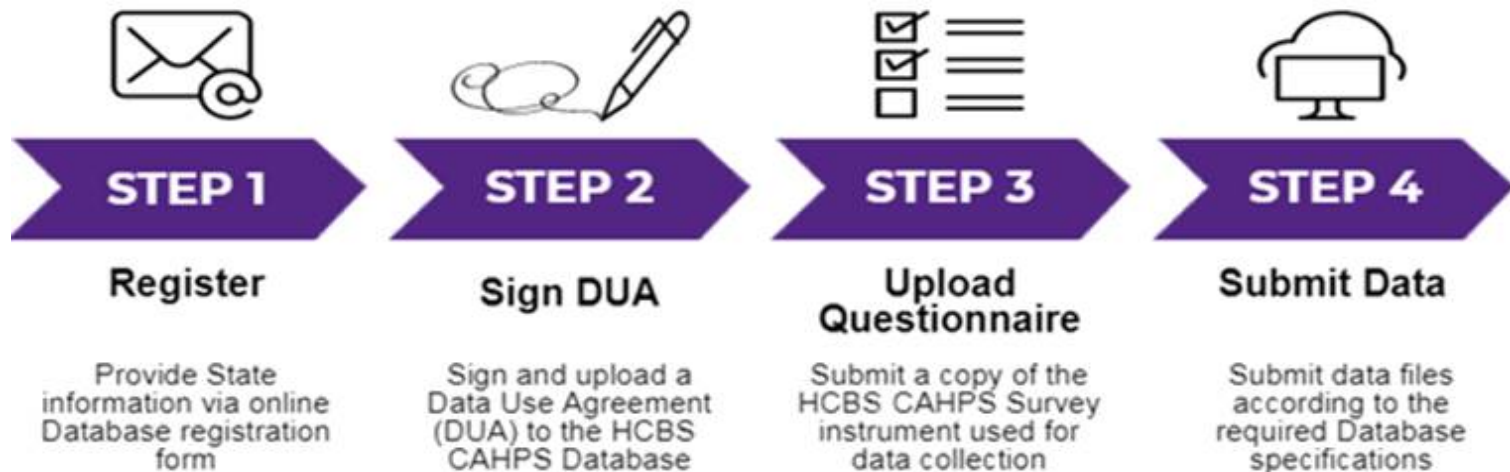
- Collaborative initiative between AHRQ and Center for Medicare & Medicaid Services (CMS)
- Will facilitate comparisons of HCBS CAHPS survey findings by individual states and HCBS program types
- Participation is free and open to all states and Managed Care Plans (MCPs) on a voluntary basis
- Data submission opens in October 2021

Benefits of Participation

- Private Feedback Report:
 - Submitting states/MCPs will receive a customized report that compares their state/MCP and individual program type results to overall HCBS CAHPS DB results
- Inclusion in other reporting products:
 - Online reporting system -- aggregated HCBS results
 - Chartbooks
 - Research data set
- Technical assistance with data submission

HCBS CAHPS Data Submission Process

The HCBS CAHPS Database Online Submission System opens once a year in October. Organizations interested in submitting data complete four easy steps:

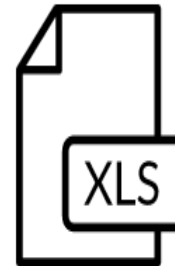


Recommended States/MCPs send questionnaires to the HCBS CAHPS Database for review prior to data collection/survey administration.

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

Public reporting product availability is dependent on the volume of data received

Example Private Excel Report



	A	B	C	D	E	F	G
1	Adult 1.0 with Employment Module Combined Report for State A						
2			Question 35: Rating of Personal Assistance and Behavioral Health Staff				
3	Agency ▼	Program ▼	Valid Responses	Poor/Fair (Bottom Box)	Good/Very Good (Middle Box)	Excellent (Top Box)	Significance Test
4	2020 HCBS-CAHPS Database Average		358,351	5%	15%	80%	2
5	State A	Overall	17,338	4%	12%	84%	3
6	Dept. of Aging	Frail Elderly Program	37	8%	18%	73%	1
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%	%	3
10	Dept. of Health and Human Services	IDD Program	209	7%	17%	76%	1

Example Online Reporting System Display



2020 Adult Survey 1.0 Overall Top Box Scores

Measures	HCBS DB Overall
Global Ratings Measures	
Rating of personal assistance and behavioral health staff	66%
Rating of homemaker	66%
Rating of case manager	54%
Recommend Measures	
Recommendation of Personal Assistance and Behavioral Health Staff	58%
Recommendation of Homemaker	33%
Recommendation of Case Manager	41%
Staff are Reliable and Helpful	59%
Staff come to work on time	62%
Staff work as long as they are supposed to	55%
Someone tells you if staff cannot come	70%
Staff make sure you have enough privacy for dressing, showering, bathing	39%
Homemakers come to work on time	19%

Data Confidentiality



- HCBS programs can be assured that their data are kept confidential and no program names or other identifying information is ever made publicly available.

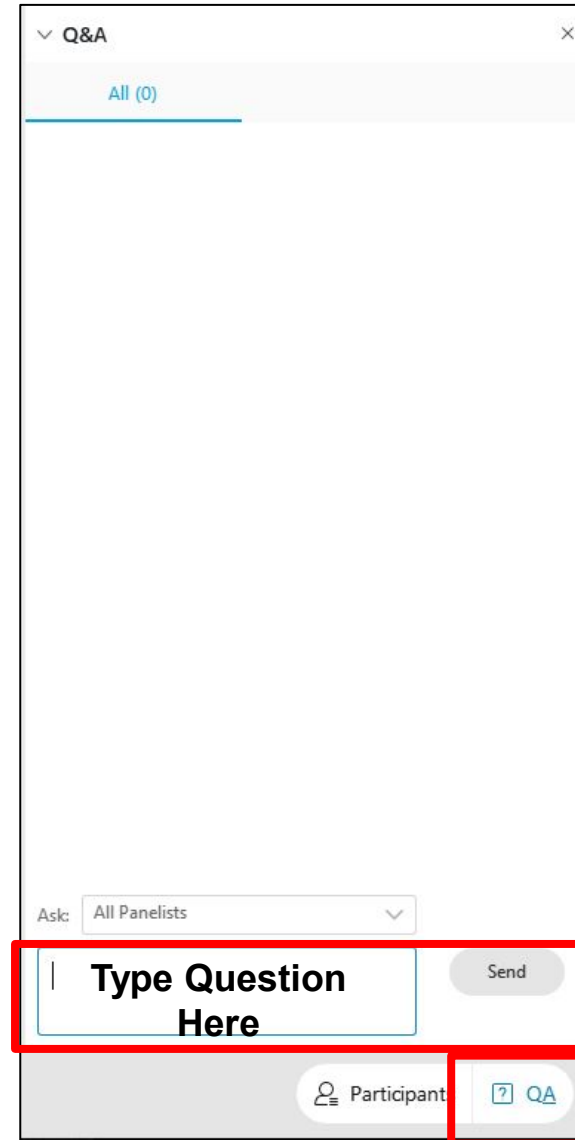
HCBS CAHPS Database Technical Assistance



- The CAHPS Database team at Westat performs the following technical assistance activities:
 - Submission Issues: Response to questions regarding data specifications and data submission
 - Reporting Issues: Response to questions regarding public reporting products (e.g. how results are calculated, use of the Online Reporting System (ORS), and how to obtain and use research data sets.
- Contact the HCBS CAHPS Database
 - E-mail: HCBSCAHPSDatabase@westat.com
 - Phone: 855-580-4657

Using the Submit Questions

- Question and Answer
 - ▶ Select Q&A
 - ▶ Type question in the box that opens
 - ▶ Make sure “All Panelists” is selected



The screenshot shows a mobile application interface for submitting questions. At the top, there is a header with a dropdown arrow and the text "Q&A" and a close button (X). Below the header is a light gray bar with the text "All (0)". The main area is a large white space for typing a question. At the bottom, there is a white bar with a dropdown menu labeled "Ask:" and "All Panelists" selected. To the right of the dropdown is a "Send" button. Below the "Ask:" dropdown is a text input field with the placeholder text "Type Question Here". At the bottom right, there is a navigation bar with a "Participant" button and a "QA" button. The "QA" button is highlighted with a red box.

CAHPS Updates



Sign up for email updates

Official website of the Department of Health & Human Services

Careers | Contact Us | Español | FAQs | [Email Updates](#)



Agency for Healthcare
Research and Quality

Search AHRQ



- CAHPS - Consumer Assessment of Healthcare Providers and Systems**
- CAHPS News & Events
- TalkingQuality

Questions?

Contact the HCBS CAHPS Database



E-mail: HCBSCAHPSDatabase@westat.com



Phone: 1-855-580-4657



Website: www.cahpsdatabase.ahrq.gov