PREMS
Utilizing CAHPS® Survey
as part of Quality Management/Improvement
What is CAHPS?

**Consumer Assessment of Health Care Providers and Systems**
Developed by the Agency for Healthcare Research & Quality

- **Patient-Centered Approach**
- Asks consumers & patients to report on and evaluate their experiences with healthcare
- Assesses quality of care from the patient point of view
- Maintains standardized surveys of patient experiences with ambulatory and facility-level care
Patient Experience vs. Patient Satisfaction

**Experience**
- Interactions patients have with their health care system
- Aspects of delivery that patients value highly
- Respectful, Responsive, Communication, Timely Appointments

**Satisfaction**
- How patients feel about the care they received
- Expectations about a health encounter are the needs met
- Exam, Prescription, Referrals, Outcomes
Other CAHPS Information

- No Charge for access to CAHPS
- A certified vendor is suggested due to analysis software (administered web-based, phone, mail)
- Scoring algorithms utilized by vendors
- Analysis software required for CAHPS comparisons
- CAHPS Database
Evergreen Adaptations

In-House Administration/Scoring/Reporting

- Fiscal - Interested in establishing an in-house baseline not necessarily outside comparisons to other practices

- Confidentiality – Outside Vendor contacting patient

- Access issues – limited internet, unstable housing, telephone issues

- Peer delivered model (token incentives)
  - face-to-face
  - support/social groups
  - counselor-coordinator-nurse/etc.

- Literacy levels – some language changed for ease of understanding

- Sample size – year 1 entire practice
  - year 2 entire practice & provider comparison
  - Suggested 50 per provider
CAHPS Question Areas

- Appointment access when needed
- Contact office with questions – info explained?
- Provider listening, explaining, respectful
- Provider aware of medical history
- Order/explain testing, blood work etc.
- Understanding prescriptions
- Overall weighted provider rating
- Clerks/receptionists etc.
Sample Evergreen Results

Evergreen Providers always explain things in a way that is easy to understand:
- 2016: 73%
- 2017: 87%

Evergreen Providers always listen carefully:
- 2016: 76%
- 2017: 89%

Evergreen Providers always seem to know important information about patients’ medical history:
- 2016: 63%
- 2017: 85%

Evergreen Providers always show respect for what patients have to say:
- 2016: 86%
- 2017: 95%

Evergreen Providers always spend enough time with patients:
- 2016: 74%
- 2017: 82%

In the last 6 months, when patients contacted this provider’s office during regular office hours with a medical question they always got their question answered that same day.

- 2016: 27%
- 2017: 68%
<table>
<thead>
<tr>
<th>Question</th>
<th>Rating 1</th>
<th>Rating 2</th>
<th>Rating 3</th>
<th>Rating 4</th>
<th>Rating 5</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the last 6 months, how often did this provider explain things in a way that was easy to understand?</td>
<td>87%</td>
<td>92%</td>
<td>90%</td>
<td>93%</td>
<td>91%</td>
<td>87%</td>
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<td>In the last 6 months, how often did this provider listen carefully to you?</td>
<td>93%</td>
<td>100%</td>
<td>100%</td>
<td>92%</td>
<td>91%</td>
<td>89%</td>
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<td>In the last 6 months, how often did this provider seem to know the important information about your medical history?</td>
<td>93%</td>
<td>83%</td>
<td>78%</td>
<td>92%</td>
<td>82%</td>
<td>85%</td>
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Overall Quality Plan

- Performance Indicator Reports
- Direct Feedback (Advisory Group) (Focus Groups)
- Health Outcomes
- Comment Cards
- HEDIS PQRS Etc.
- Patient Experience (CAHPS)
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