

# Medicare Advantage Organization Performance on CAHPS Measures

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# Overview

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- What is CAHPS?
- About MA & PDP CAHPS
- MA & PDP CAHPS Plan Reports
- State and National Data
- Quality Improvement Resources
- CMS' Stratified Reporting
- Contact Info

# About the Consumer Assessment of Healthcare Providers & Systems (CAHPS) Surveys

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- Patient experience surveys such as CAHPS focus on how patients experienced or perceived key aspects of their care, not how satisfied they were with their care.

# About CAHPS

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- CAHPS surveys follow scientific principles in survey design and development.
- The surveys reliably assess the experiences of a large sample of patients.
- Standardized questions and data collection protocols ensure that information can be compared across health care settings.

# CAHPS Principles

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- Ask about aspects of care
  - For which patients are the best or only source
  - Which patients have identified as useful
- Report about actual experiences
  - Reports of experience are more actionable, understandable, and objective than general ratings

# CAHPS Surveys are an Integral Part of CMS' Efforts to Improve Healthcare

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- Hospital CAHPS
- Home Health CAHPS
- Fee-for-Service CAHPS
- Medicare Advantage and Prescription Drug Plan CAHPS
- In-Center Hemodialysis CAHPS
- Nationwide Adult Medicaid CAHPS
- Hospice
- CAHPS Survey for Accountable Care Organizations Participating in Medicare Initiatives
- Outpatient and Ambulatory Surgery CAHPS
- CAHPS for PQRS (Physician Quality Reporting System)
- CAHPS for MIPS (Merit-based Incentive Payment System)

# MA & PDP CAHPS

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- The Medicare Advantage (MA) & Prescription Drug Plan (PDP) CAHPS surveys allow objective and meaningful comparisons among MA and PDP contracts on domains that are important to consumers. For example:
  - Getting Care Quickly
  - Care Coordination
  - Getting Needed Prescription Drugs

## MA & PDP CAHPS (cont.)

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- Survey results publicly reported by CMS for each contract in the *Medicare & You* Handbook published each Fall and on the Medicare Plan Finder website ([www.medicare.gov](http://www.medicare.gov)).
- Results used by beneficiaries to assist in their selection of an MA or PDP contract.
- Beginning in 2012, several measures from MA & PDP CAHPS have been included in the Star Ratings for MA Quality Bonus Payments.



# CAHPS Reports

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- CMS annually provides to each contract:
  - CAHPS preview reports for Star Ratings
  - CAHPS plan reports for quality improvement efforts

# Sample CAHPS Plan Report Data

Health Plan Composite Measures	National	Your Contract	↑↓
Getting Needed Care	3.51	3.57	
Getting Appointments and Care Quickly	3.28	3.16	↓
Doctors Who Communicate Well	3.73	3.71	
Customer Service	3.63	3.76	↑
Care Coordination	3.59	3.56	

*An up arrow (↑) indicates that the contract scored significantly better than the national average, a down arrow (↓) that it scored significantly worse than the national average, and the absence of an arrow means that it was not significantly different from the national average.*

# Sample CAHPS Plan Report Data

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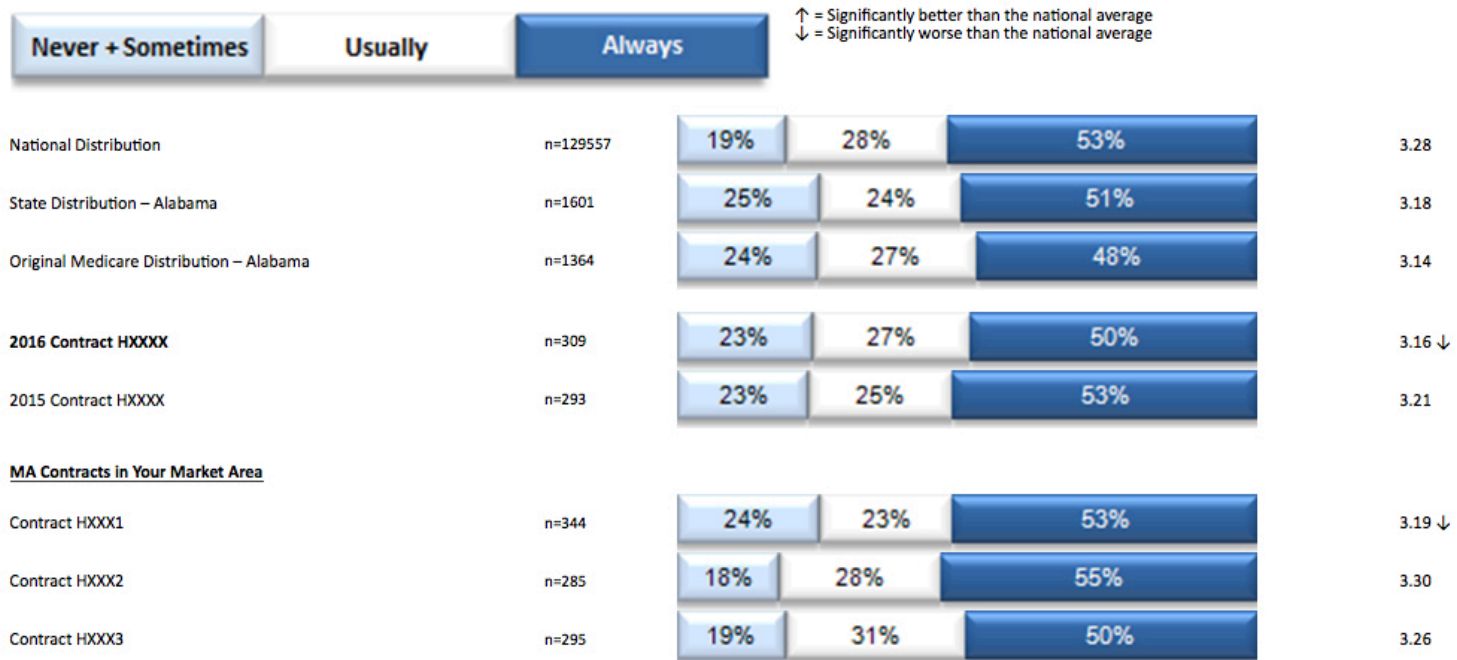
## Strengths

- Your MA-PD contract performed above the national average on the following Star Rating measure(s):
  - Customer Service

## Opportunities for Improvement

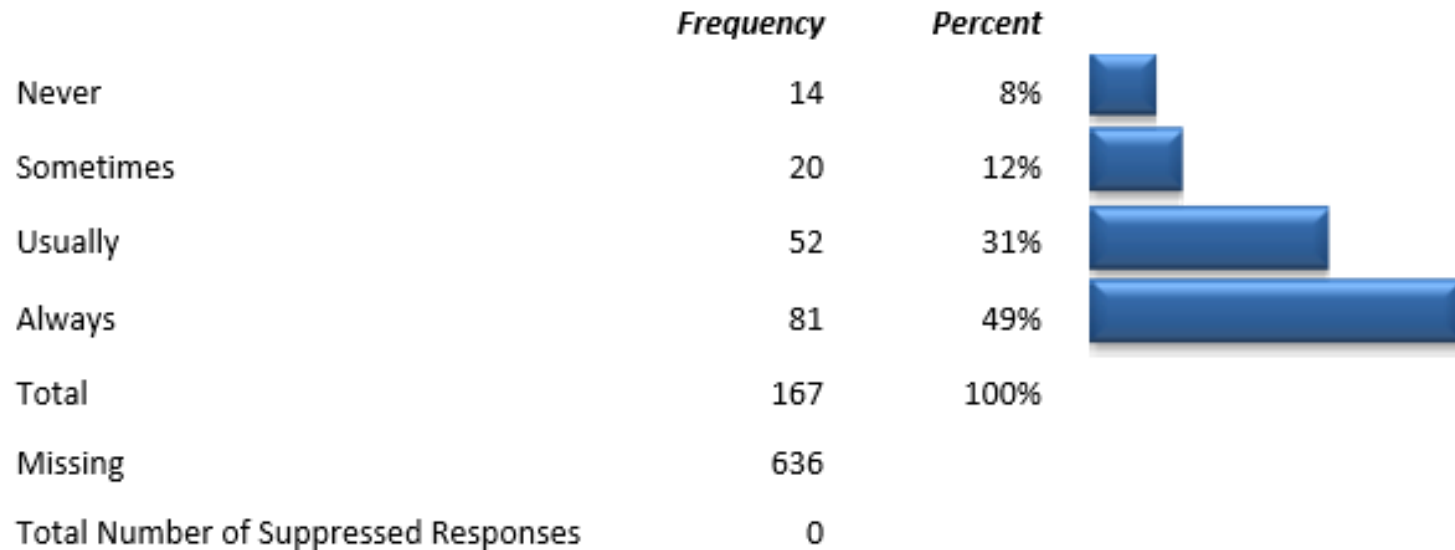
- Your contract performed below the national average on the Star Rating measures(s) listed below.
  - Getting Appointments and Care Quickly
  - Rating of Health Plan
  - Rating of Drug Plan

# Sample CAHPS Plan Report Data: Getting Appointments and Care Quickly

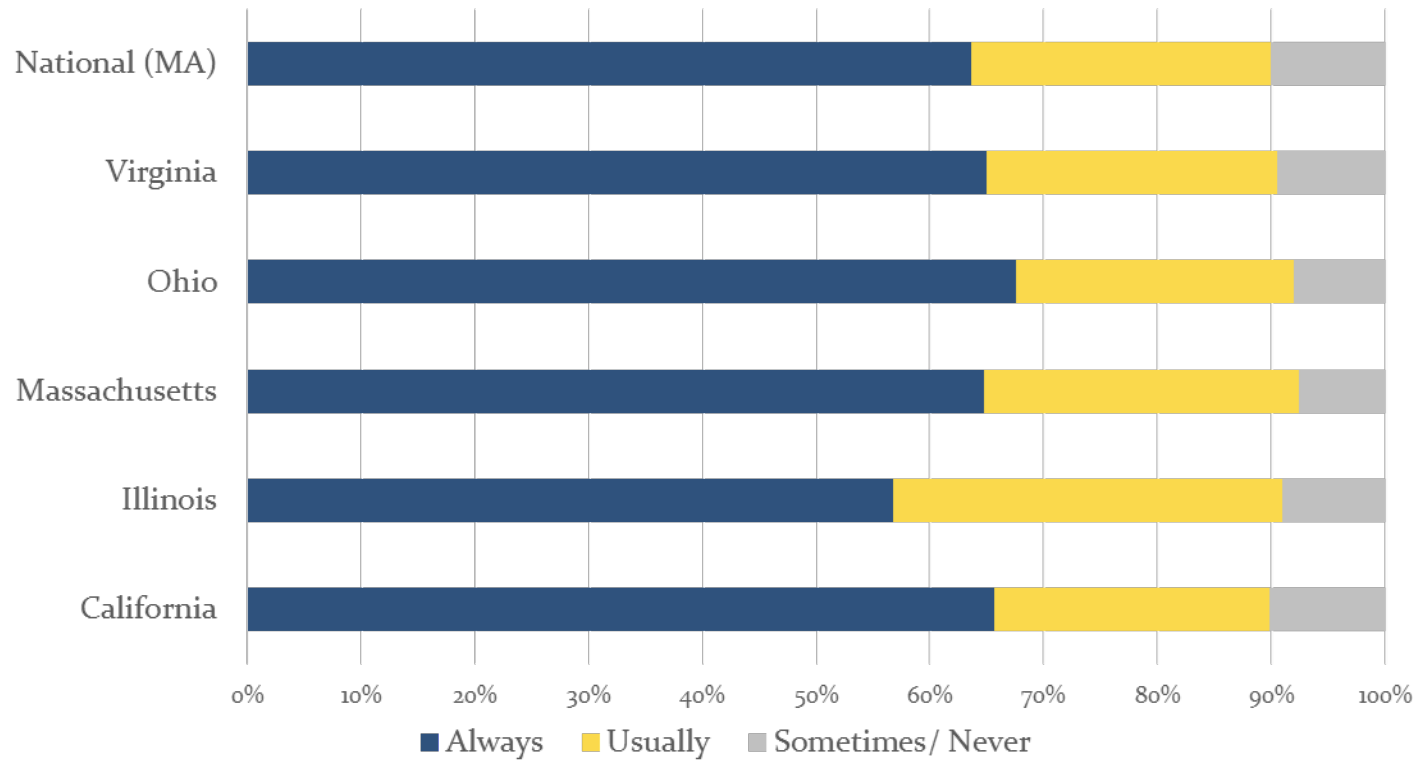


# Sample CAHPS Plan Report Data

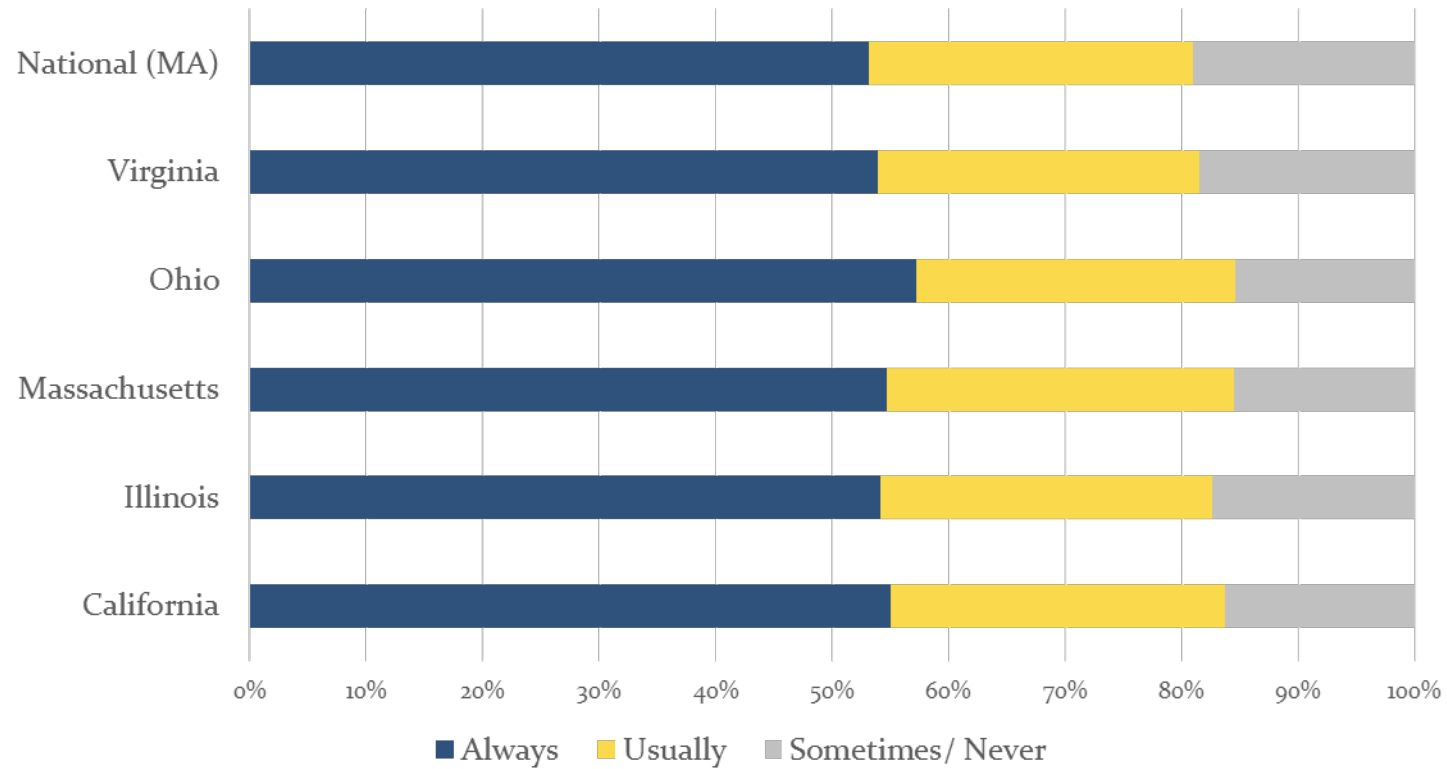
**Q38. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?**



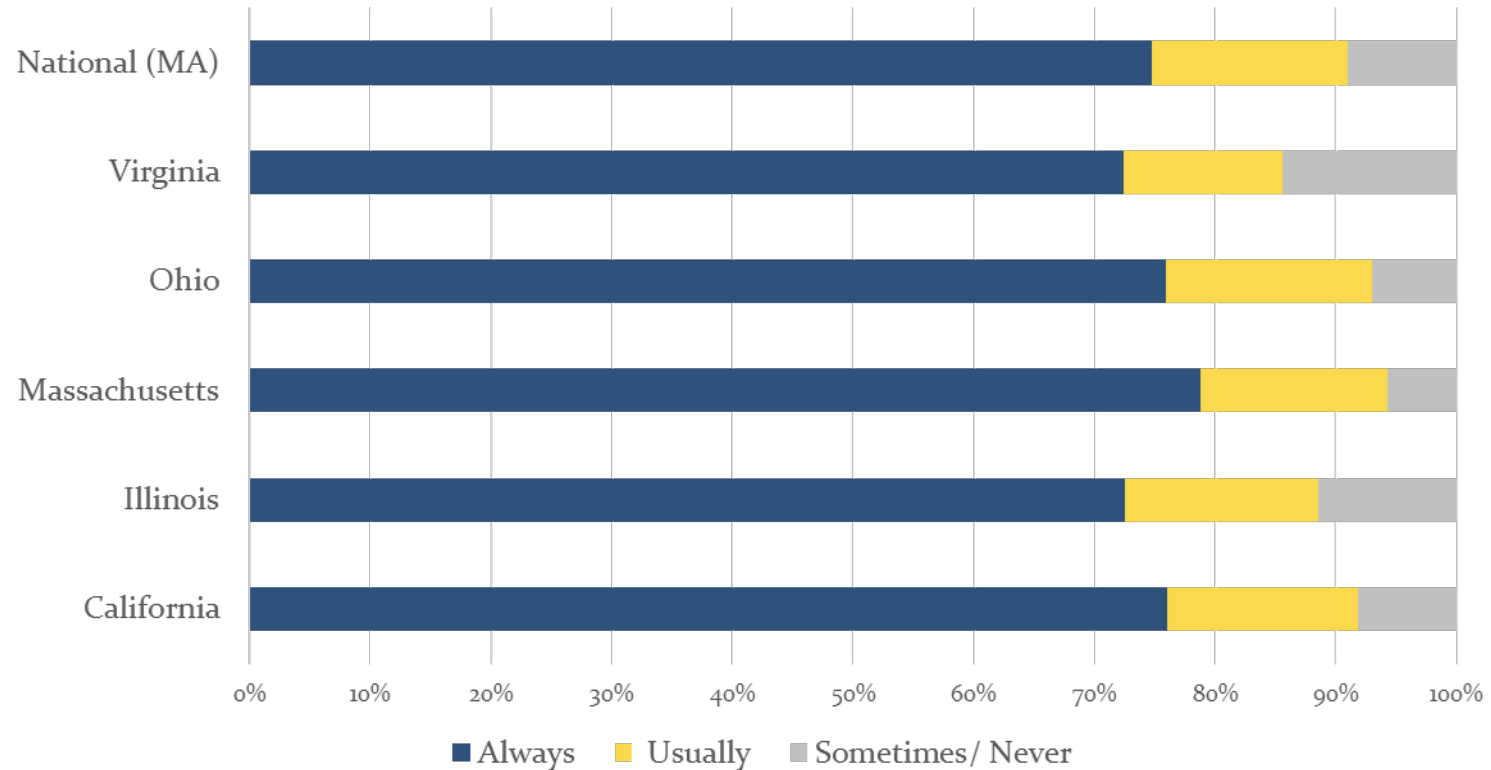
# Getting Needed Care



# Getting Appointments and Care Quickly

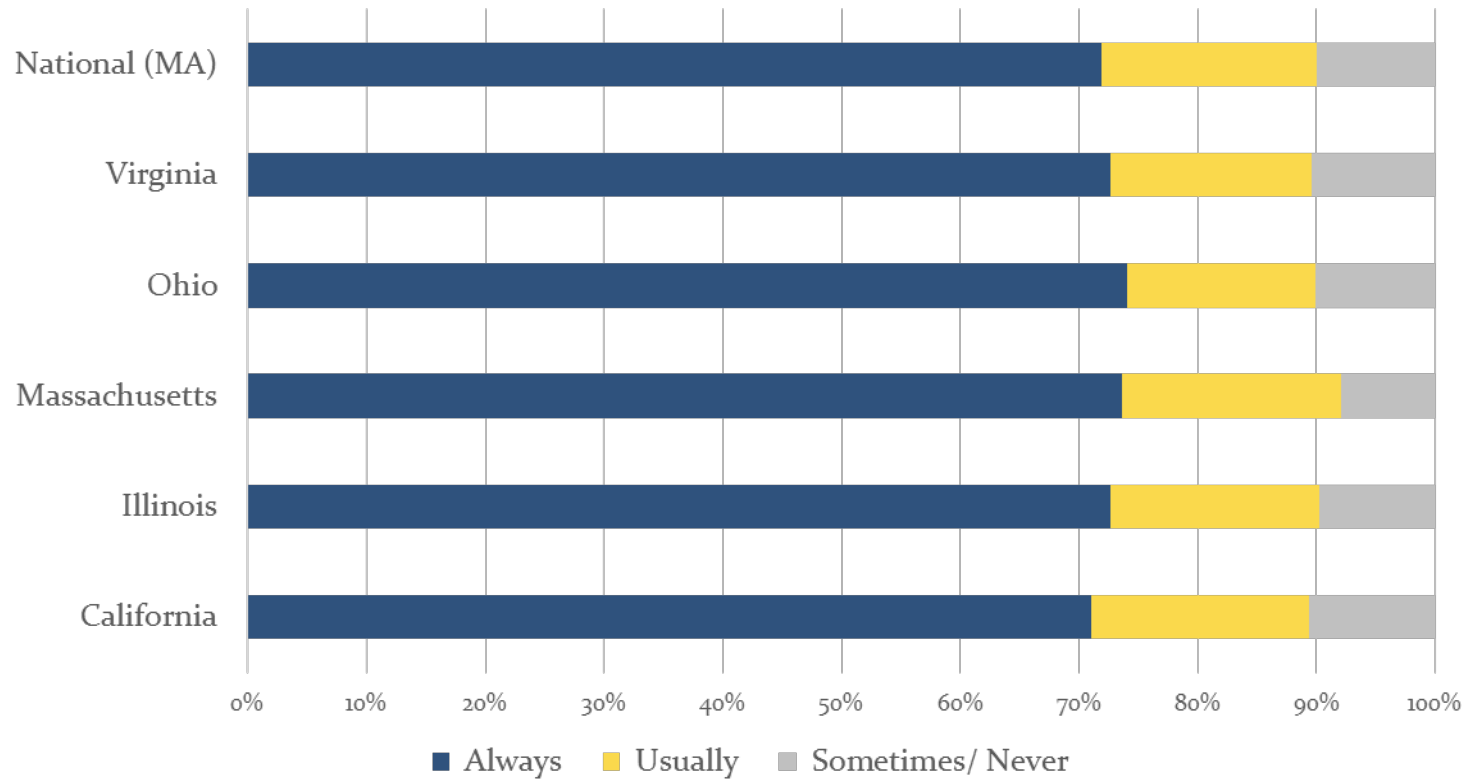


# Customer Service





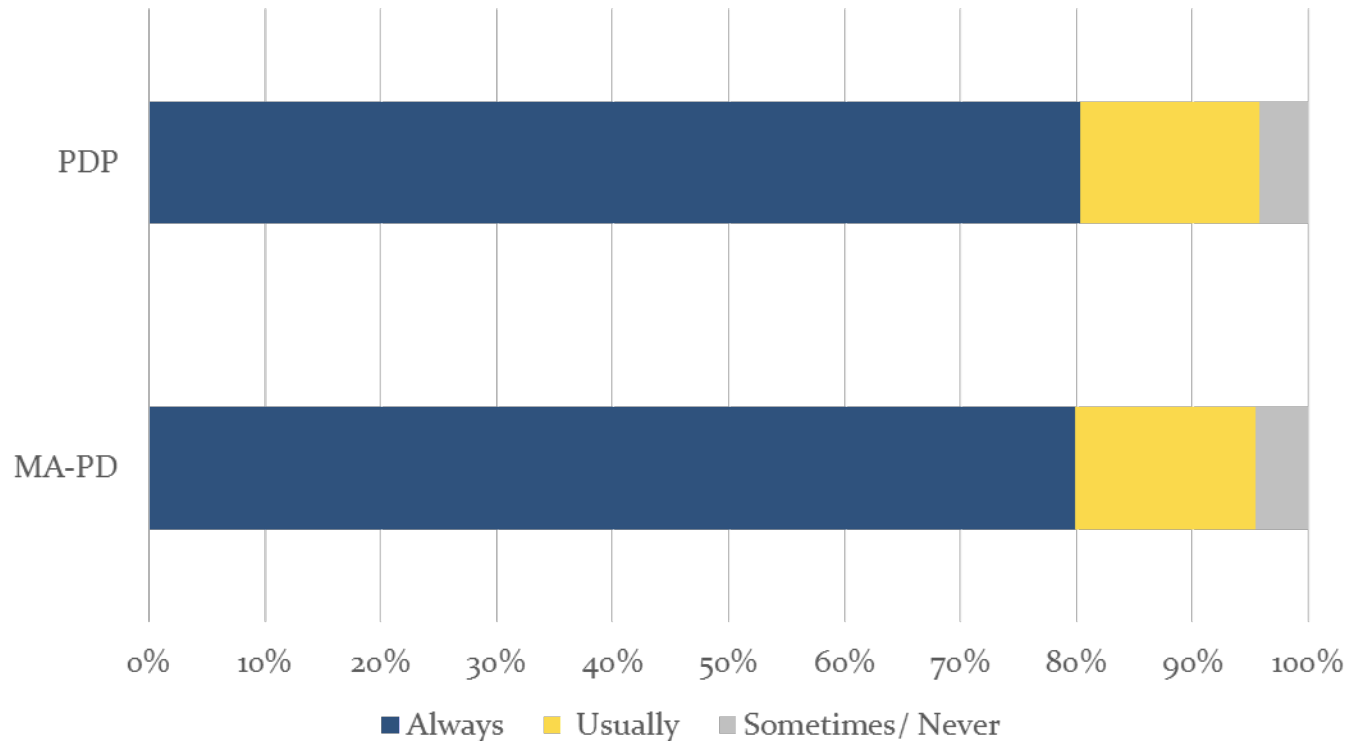
# Care Coordination



# FFS Comparison

	% Reported	MA	FFS
Getting Needed Care	Always	63.6%	64.8%
	Usually	26.3%	26.7%
	Sometimes/ Never	10.1%	8.6%
Getting Appointments and Care Quickly	Always	53.1%	50.7%
	Usually	27.9%	29.1%
	Sometimes/ Never	19.0%	20.2%
Care Coordination	Always	71.9%	71.1%
	Usually	18.1%	18.8%
	Sometimes/ Never	10.0%	10.1%

# Getting Needed Prescription Drugs



# CAHPS Quality Improvement Resources

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- <https://www.ahrq.gov/cahps/quality-improvement/index.html>


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## Quality Improvement

CAHPS surveys play an important role as a quality improvement (QI) tool for health care organizations that use the standardized data to:

- Identify relative strengths and weaknesses in their performance,
- Determine where they need to improve, and
- Track their progress over time.

Supporting and assessing the use of CAHPS surveys for QI purposes is one of the key objectives for the CAHPS grants.

### The CAHPS Ambulatory Care Improvement Guide



#### RELATED CONTENT

[CAHPS Measures of Patient Experience](#)

# The CAHPS Ambulatory Care Improvement Guide

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- Comprehensive resource for providers seeking to improve performance in the domains of patient experience measured by CAHPS surveys of ambulatory care. Helps organizations:
  - Cultivate an environment that encourages and sustains quality improvement
  - Analyze the results of CAHPS surveys to identify strengths and weaknesses
  - Develop strategies for improving performance

# Resources in the Guide

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- **About the CAHPS Ambulatory Care Improvement Guide (PDF):** A brief overview of the guide and the organizations responsible for its development and maintenance.
- **Why Improve Patient Experience? (PDF):** Learn how improving patient experience may lead to positive clinical and business outcomes.
- **Are You Ready to Improve? (PDF):** Read about the behaviors of organizations that are successful in providing positive experiences with care.

# Resources in the Guide (cont.)

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- **Ways to Approach the Quality Improvement Process** (PDF): Review key steps for implementing strategies and actions aimed at improving performance.
- **Determining Where to Focus Efforts to Improve Patient Experience** (PDF): Learn how to identify promising opportunities to improve patient experience in your organization.
- **Strategies for Improving Patient Experience** (PDF): Learn about strategies for improving specific aspects of patients' experience with care.



# Multiple Resources on these Topics

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- Access to care and information
- Communication between patients and providers
- Coordination of care
- Customer service
- Health promotion/education

# Customer Service Resources

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## Standards for Customer Service

To download the Guide's other sections, including descriptions of improvement strategies, go to <http://ahrq.gov/cahps/quality-improvement/improvement-guide/improvement-guide.html>.

July 2015

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[6.Q. Standards for Customer Service](#)

[6.Q.1. The Problem](#)

[6.Q.2. The Intervention](#)

[6.Q.3. Case Study](#)

[References](#)

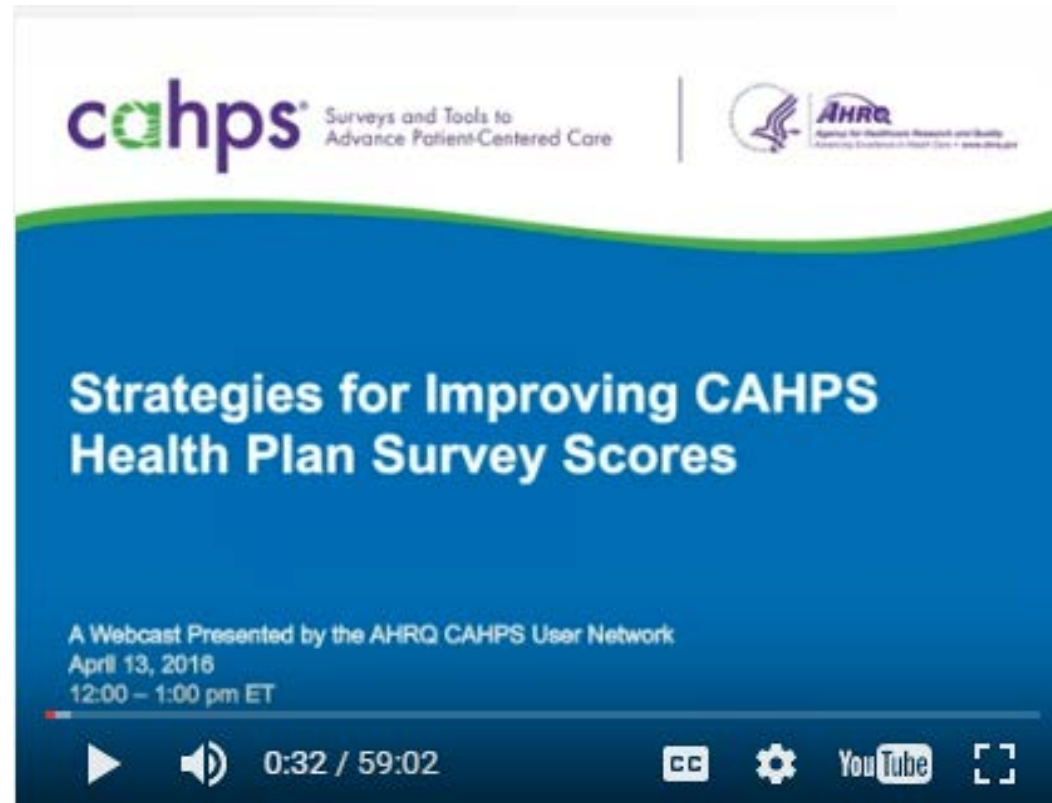
## 6.Q. Standards for Customer Service

### 6.Q.1. The Problem

Achieving high levels of member satisfaction requires two ingredients:

- A deep knowledge of what constitutes high quality service from the perspective of your members and patients.
- Service standards that clearly tell your staff what is expected of them in their interactions with members and

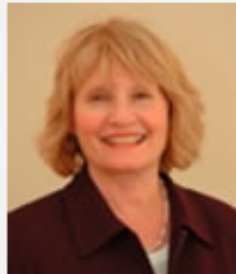
# Recorded Webcasts



# Podcasts

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## How CAHPS Surveys Measure Patient Experience



**Susan Edgman-Levitan, PA**

Executive Director, John D. Stoeckle Center for Primary Care Innovation  
Massachusetts General Hospital

Are patient experience and patient satisfaction one and the same? How do CAHPS surveys measure patients' experiences with their healthcare provider? In this podcast, Susan Edgman-Levitan from the Stoeckle Center discusses these related concepts and explains how CAHPS surveys capture information on patient experience that providers can use to improve the care they deliver.

[Listen to the interview](#) (MP3, 6 min 6 sec)

# Another Resource: CMS' Stratified Reporting

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- Contract-level CAHPS and HEDIS scores stratified by race/ethnicity and gender:

<https://www.cms.gov/About-CMS/Agency-Information/OMH/research-and-data/statistics-and-data/stratified-reporting.html>

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Medicare-Medicaid  
CoordinationPrivate  
InsuranceInnovation  
CenterRegulations &  
GuidanceResearch,  
Statistics, Data &  
SystemsOutreach &  
Education

OMH &gt; Stratified Reporting

CMS Office of  
Minority HealthAbout CMS Office  
of Minority Health

Equity Initiatives

Research and Data

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Statistics &amp; Data

Stratified Reporting

Medicare Current  
Beneficiary SurveyCMS Research Data  
Assistance CenterMapping Medicare  
Disparities Tool

## Stratified Reporting

### Part C and D Performance Data Stratified by Race and Ethnicity

To comprehensively address and eliminate health disparities, it is necessary to measure and publicly report – in a standardized and systematic way – the nature and extent of health care disparities. Stratified Reporting provides useful information for targeting quality improvement activities and resources, monitoring health and drug plan performance, and advancing the development of culturally and linguistically appropriate quality improvement interventions and strategies.



# CMS' Stratified Reporting

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- Provides useful information for:
  - Targeting quality improvement activities and resources
  - Monitoring health and drug plan performance
  - Advancing the development of culturally and linguistically appropriate quality improvement interventions and strategies

# Stratified Reporting

- Contract-level CAHPS and HEDIS scores stratified by race/ethnicity and gender

Contract Name	Getting Needed Care			
Average of all reported contracts	API	Black	Hispanic	White
	79%	80%	81%	86%
HXXX1	83%	87%	87%	90%
HXXX2	Not available	84%	68%	83%



# Additional Resources

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- MA & PDP CAHPS website: <http://ma-pdpcahps.org/>
- MA & PDP CAHPS project team contact:  
[MA-PDPCAHP@HCQIS.org](mailto:MA-PDPCAHP@HCQIS.org)
- CMS MA & PDP CAHPS contact:  
[MP-CAHPS@cms.hhs.gov](mailto:MP-CAHPS@cms.hhs.gov)
- CMS CAHPS website: [go.cms.gov/cahps](http://go.cms.gov/cahps)