

# **Studying the doctor-patient relationship: Assessing patient perceptions of health care**

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**May 8, 2008**

*Challenges in Clinical Health Services (HS 265)*

# Schedule

- 8:15-9:00am
  - Patient perspective on quality of care
- 9:00-9:15am
  - Rate Wenger (clinical ethics)
- 9:15-9:50am
  - Patient perspective on quality of care

<http://www.last.fm/music/Michael+Lloyd>



**Kristina**

**Amy**



**Anish**

**Ambeshie**



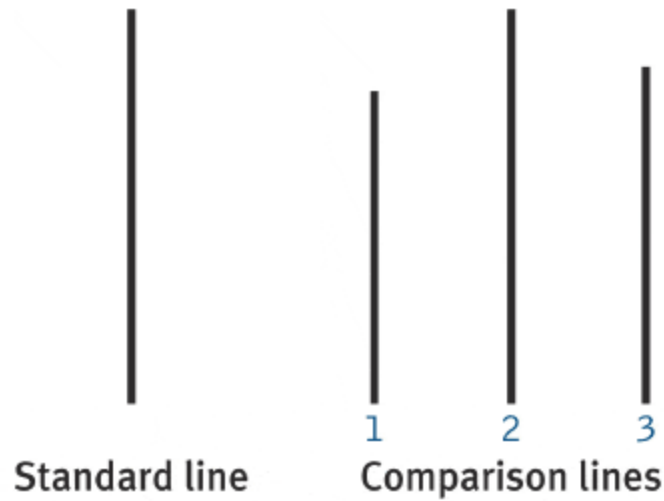
**Kara**

**Naveet**



**Asch-board**

# Which comparison line is the same length as the standard line?



# Watch

<http://www.youtube.com/watch?v=DKivdMAgdeA>

# 3 Paracute/4 People Dilemma

- World's Smartest Man
- George Bush
- Pope
- Nova Southeastern University student



# The doctor is happy but what about the patient?



# CAHPS®

- Public domain surveys, reports, and QI tools focused on quality of care from the patient's perspective
- Information patients want and need to help select plans, groups, and providers
- Core items applicable to everyone, supplemented by items targeted to specific groups

<https://www.cahps.ahrq.gov/>



# CAHPS is the Standard

- Consumer Assessment of Healthcare Providers and Systems
- NCQA, CMS, State Medicaid, etc.
- Many spheres
  - Plan, clinician/group, dialysis, hospital, nursing home, home health
  - American Indian, chiropractic, dental, behavioral health, PWMI, health information technology, medical home, pharmacy, health literacy/cultural competency

<https://www.cahps.ahrq.gov/content/products/PDF/PocketGuide.pdf>

# Survey Development

- Review literature
- Focus groups
- Cognitive interviews
- Readability
- Field test
- Translate

<http://www.chime.ucla.edu/measurement/qualitativemethods.htm>

# Important Issues

- Domains (technical quality?)
- Periodic or visit-specific?
- Items
  - How many?
  - Global ratings versus reports
- Response options
  - How many?
- Mode
- Casemix adjustment

IT'S QUITE SERIOUS  
TAKE THIS MEDICINE  
WHEN IT'S AVAILABLE..  
WHENEVER YOU CAN  
AFFORD IT



© Morpagnia.

# Other Important Issues

Sample size

Response rate

Race/ethnic differences



**“What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?”**

# CAHPS Articles (2007 and 2006)

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# Thank you and remember to



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