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

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Challenges in Clinical Health Services (HS 265)



"Doctor, I'm not sure I can trust you."

Fullam et al. (2009) Medical Care

- 612 physicians studied from large academic medical center in midwest from 1998-2006
- 11% named in lawsuits brought against the hospital and/or physicians of the hospital
- Press Ganey hospital satisfaction survey
 - Time doctor spent you, concern for your questions & worries, how well kept you informed, friendliness/ courtesy, skill

Risk of Malpractice Suit (Surgical Specialist)

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7% if "very good"
8% if "good"
10% if "fair"
12% if "poor"
14% if "very poor"
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HS265

- Ahmedov, Mohirjon
- Eisert, Christian Michael Phi
- Frencher, Stanley Keith, Jr.
- Green, Jonas
- Hahn, Erin Elizabeth
- Link, Patrick Edwin
- Matula, Sierra R.
- Richards, Adam Kimball
- Saft, Howard Lawrence
- Secola, Rita Lynne



Rita







Sierra

Mohirjon





Christian

Howard? Jonas?





Stanley

Adam



Patrick ->



Teams (A & B)

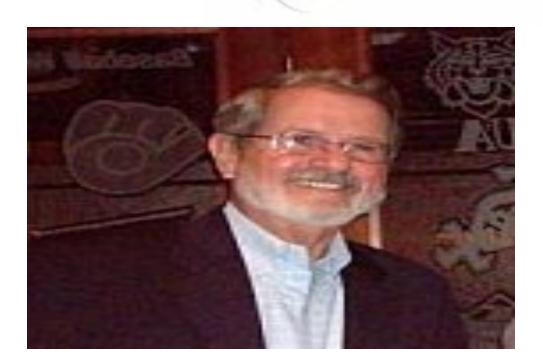
- What is patient satisfaction with care?
- What domains should be measured?
- How should it be measured?
- How can patient satisfaction data be used?

Issues

- Purpose
- Spheres and domains
- Periodic or visit-specific?
- Items
 - Number of response options
 - Global ratings versus reports
- Mode of administration
- Sample size
- Response rate
- Casemix adjustment

Founding Father of CAHPS





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

Emphasis on consumers/patients

CAHPS surveys ask about aspects of care for which:

- Patients are the best or only source of information
- Patients and purchasers have identified as being important

Reports of experiences

- CAHPS surveys are NOT satisfaction surveys
 - They do include ratings

- Focus is on experiences and behaviors
 - More actionable, understandable, specific, and objective than general ratings

Standardization

- Instrument
 - Everyone administers items in same way
- Protocol
 - Sampling, communicating with potential respondents, and data collection procedures are standardized
- Analysis
 - Standardized programs and procedures
- Reporting
 - Standard reporting measures and presentation guidelines

Access to benchmarks

 National CAHPS Benchmarking Database (CAHPS Database)

Enables comparisons with other users

Multiple versions for diverse populations

- Designed for all types of users
 - Medicaid, Medicare, commercial users, all delivery systems
- Spanish language versions
 - Cognitive testing
 - Cultural comparability research

Extensive testing with consumers

- Cognitive testing
 - Several rounds
 - Testing in Spanish as well as English

- Field testing
 - Effectiveness and feasibility of survey administration procedures and guidelines

Report meaningful information

- Report information that patients and purchasers say is important
- Cognitive testing of report formats and language
 - Maximize usability and comprehensibility

Wide Cast of Contributors

- Stakeholders
- Technical Expert Panels
- AHRQ Staff
- CMS Staff
- Westat Staff
- CAHPS grantees

Input from key stakeholders

- Involvement of ALL major stakeholders
 - Federal Register Notices
 - Environmental scan for measures
 - Technical Expert Panels
 - Outreach efforts

Public Resource

- Free!
 - Products
 - Survey and Reporting Kits (www.cahps.ahrq.gov)
 - CAHPS Technical assistance
 - Help Line (1.800.492.9261)
 - E-mail Help (cahps1@ahrq.gov)

Literature Review – the first step

Review of the relevant literature

Identification of:

The key issues

Previous research

Gaps in the literature

Draft Items and Test

- Cognitive Interviews with members of the target population
 - Multiple rounds
 - English and Spanish
 - Instrument revised based on testing

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

Field Testing: The last step

Goals:

To assess how well the instruments are working

To assess different modes of survey administration

Typical Field Test Protocols

- Mixed mode
 - Advance notification letter
 - 1st mailing of questionnaire
 - Reminder post card
 - 2nd mailing of questionnaire
 - Telephone follow-up
- Telephone only
 - Advance notification letter
 - Telephone contact

Analyses of Field Test Data

- Psychometric analysis to assess how well individual survey items are performing
- Assess effectiveness of data collection modes and equivalence of different modes
- Modeling of Unit Non-Response and Evaluation of Non-Response Weights

Trending

 The CAHPS instruments are designed to accommodate items from existing surveys.

 Testing of an integrated questionnaire will allow facilities to track the trending of data for quality improvement purposes.

UCLA has

- Fielded the CAHPS clinician & group survey
- Implemented performance improvement initiatives to help practices improve on CAHPS measures

FPG Has Implemented a Multi-Phase Performance Improvement Initiative

- Reporting and feedback to practices on CAHPS scores
- Consultative services on performance improvement methods and strategies
- Quality collaborative for selected practices
- Training sessions for physicians on communication with patients
- Point-of-service surveys of patients
- BRITE training for office staff

Questions?







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