

Studying the Doctor-Patient Relationship

May 3, 2012 (HS265 Broxton 2nd Floor Conference Room)

Ron D. Hays, Ph.D. (drhays@ucla.edu)

- UCLA Department of Medicine: Division of General Internal Medicine and Health Services Research
- UCLA School of Public Health: Department of Health Services
- RAND, Santa Monica

<http://gim.med.ucla.edu/FacultyPages/Hays/>

Patient-Reported Measures



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 with you, concern for your questions & worries, how well kept you informed, friendliness/courtesy, skill

Risk of Malpractice Suit (Surgical Specialist)

7%	if “very good”
8%	if “good”
10%	if “fair”
12%	if “poor”
14%	if “very poor”

Some 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>

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys

- Ambulatory Care Surveys
 - CAHPS Health Plan Survey
 - CAHPS Clinician & Group Survey
 - CAHPS Surgical Care Survey
 - ECHO® Survey
 - CAHPS Dental Plan Survey
 - CAHPS American Indian Survey
 - CAHPS Home Health Care Survey
- Facility Surveys
 - CAHPS Hospital Survey
 - CAHPS Nursing Home Survey
 - CAHPS In-Center Hemodialysis Survey

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
- **Benchmarks**
 - CAHPS Database

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

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

Other early input

- Environmental scan for measures
- Federal Register Notices
- Technical Expert Panels

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 and item non-response*

Trending

- *CAHPS is designed to accommodate items from existing surveys.*
- *Testing of an integrated survey allows tracking of trends for quality improvement purposes.*

UCLA Family Practice Group

- Uses CAHPS Clinician & Group survey
- Implemented performance improvement initiatives to help practices improve on CAHPS measures

Multi-Phase Performance Improvement

- Reporting and feedback of CAHPS scores to practices
- Consultation 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

Reference Periods

- Most recent visit (*doctor communication, office staff*)
 - During your most recent visit, did this doctor explain things in a way that was easy to understand?
 - *Yes, definitely; Yes, somewhat; No*
- Last 12 months (*access*)
 - In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
 - *Never; Sometimes; Usually; Always*

Doctor Communication Composite (6 Items)

During your most recent visit, did this doctor

- 18. Explain things in a way that was easy to understand?
- 19. Listen carefully to you?
- 21. Give you easy to understand instructions about taking care of these health problems or concerns?
- 22. Seem to know the important information about your medical history?
- 23. Show respect for what you had to say?
- 24. Spend enough time with you?

Office Staff Composite (2 items)

28. During your most recent visit, were clerks and receptionists at this doctor's office as helpful as you thought they should be?

29. During your most recent visit, did clerks and receptionists at this doctor's office treat you with courtesy and respect?

Access Composite (5 Items)

In the last 12 months

6. When you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
8. When you made an appointment for a check-up or routine care with this doctor, how often did you get an appointment as soon as you thought you needed?
10. When you phoned this doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

Access Composite Continued

12. In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

13. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this doctor within 15 minutes of your appointment time?

Global Items

25. Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?

26. Would you recommend this doctor's office to your family and friends?

— *Yes, definitely; Yes, somewhat; No*



The Renal Network, Inc.

ESRD Networks 4, 9 & 10

Facilitates the achievement of optimal wellness for renal disease patients.

[Home](#)[About](#)[Data](#)[Quality Improvement](#)[Patient Services](#)[Network Resources](#)[Links](#)

[Patient Services Overview](#)

Functional Status & Quality of Life

[Advanced Directives](#)

CAHPS

[Depression](#)

[End-of-Life](#)

[Exercise](#)

[KDQOL](#)

Tools for Technical Assistance:

CAHPS Resources

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** program is a public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

CAHPS is widely used to monitor and evaluate the relative performance of managed care health plans and compare managed care plans to fee-for-service health care. For more information on CAHPS go to the AHRQ CAHPS Web site <https://www.cahps.ahrq.gov/default.asp>.

The CAHPS family of survey tools is [available by download](#) in English or Spanish from the AHRQ web site. These survey tools are formatted in HTML, Microsoft Word, or Adobe PDF to accommodate most users.

CAHPS In-Center Hemodialysis Survey

The CAHPS In-Center Hemodialysis Survey asks adults with end-stage renal

CAHPS In-Center Hemodialysis Survey (In the last 3 months ...)

- How often did
 - your kidney doctors listen carefully to you?
 - your kidney doctors explain things in a way that was easy to understand?
 - your kidney doctors show respect for what you had to say?
 - your kidney doctors spend enough time with you?
 - you feel your kidney doctors really cared about you as a person?

Reporting Measures for the CAHPS® In-Center Hemodialysis Survey. Agency for Healthcare Research and Quality, Rockville, MD. Updated Dec 2007.

https://www.cahps.ahrq.gov/cahpskit/files/509_ICH_Reporting_Measures.htm

Helpfulness of Provider's use of Computers during a visit (2 items)

- During your visits in the last 12 months, was this provider's use of a computer or handheld device helpful to you?
 - No 4%
 - Yes, somewhat 20%
 - Yes, definitely 76%
- During your visits in the last 12 months, did this provider's use of a computer or handheld device make it harder or easier for you to talk with him or her?
 - Harder 3%
 - Not harder or easier 53%
 - Easier 44%

Getting Timely Answers to Medical Questions by e-mail (2 items)

- In the last 12 months, when you e-mailed this provider's office, how often did you get an answer to your medical question as soon as you needed?
 - Never/Sometimes 6%
 - Usually 14%
 - Always 80%
- In the last 12 months, when you e-mailed this provider's office, how often were all of the questions in your e-mail answered?
 - Never/Sometimes 5%
 - Usually 12%
 - Always 83%

Helpfulness of Provider's Website in Giving You Information about Your Care and Tests (4 items)

- In the last 12 months, how often was it easy to find these lab or other test results on the website?
 - Never/Sometimes 3%
 - Usually 14%
 - Always 83%
- In the last 12 months, how often were these lab or other test results put on the website as soon as you needed them?
 - Never/Sometimes 2%
 - Usually 18%
 - Always 80%

Helpfulness of Provider's Website in Giving You Information about Your Care and Tests (4 items continued)

- In the last 12 months, how often were these lab or other test results presented in a way that was easy to understand?
 - Never/Sometimes 10%
 - Usually 25%
 - Always 65%
- In the last 12 months, how often were the visit notes easy to understand?
 - Never/Sometimes 2%
 - Usually 19%
 - Always 79%

Item-Scale Correlations (n = 4,715)

Items	Helpfulness of provider's use of computers	Getting answers to e-mailed questions	Helpfulness of Website	Access to care	Communication with doctor	Office Staff	Shared Decision Making
Helpful to you	0.37	0.27	0.32	0.27	<u>0.42</u>	0.23	0.23
Easier to talk	0.37	0.18	0.21	0.17	0.28	0.14	02.0
Get answers to email as soon as needed	0.23	0.71	0.40	0.58	0.48	0.31	0.23
All emailed questions answered	0.27	0.71	0.42	0.54	0.53	0.28	0.26
Easy to find lab/test results on website	0.21	0.32	0.55	0.32	0.32	0.29	0.16
Lab/test results on web soon as needed	0.23	0.34	0.60	0.40	0.36	0.34	0.19
Lab/test results easy to understand	0.26	0.30	0.56	0.39	0.38	0.32	0.21
Visit notes easy to understand	0.27	0.41	0.50	0.47	0.53	0.38	0.23
Alpha	0.54	0.83	0.75	0.85	0.92	0.85	0.47

Associations of Composites with Global Rating of Doctor ($R^2 = 0.43$)

Composite	Standardized Beta	P-value
Access to care	0.044	0.060
Communication	0.557	<0.001
Office Staff	0.032	0.124
Shared decisions	0.016	0.440
Helpfulness of provider's use of computers	0.081	<0.001
Helpfulness of website	0.047	0.023
Getting timely answers to e-mailed questions	0.034	0.131

Thank you!

