HCAHPS and Patient-Centered Measurement

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Patient-Centered Measurement

How would healthcare be different were it to more perfectly reflect the preferences, needs, and values of the person receiving it?
What’s Next for Patient Experience Measurement?

CAHPS Overview

- **Consumer Assessment of Healthcare Providers and Systems**
- 15 separate surveys used in variety of care settings
  - Performance measures from 9 of the 15 surveys are NQF-endorsed
- Includes several domains of patient experience with healthcare
  - Critical to capture patient preferences, needs and values
  - Integral part of healthcare quality and person-centered care
  - Encompasses a range of patient-provider interactions
  - Examples include: communication, access, customer service, care coordination

Current CAHPS Surveys

- American Indian
- Cancer Care
- Clinician and Group*
- Dental Plan
- Health Plan*
- HCBS*
- Home Health*
- Hospice*
- Hospital Adult*
- Hospital Child*
- In-Center hemodialysis*
- Mental Health
- Nursing Home
- Outpatient and Ambulatory Surgery
- Surgical Care*

*NQF endorsed
HCAHPS Overview

▪ CAHPS Hospital Survey (known as “HCAHPS”)
  ▪ Adult Survey
  ▪ Child Survey

▪ Three broad goals
  ▪ Objectively compare hospitals on topics important to patients
  ▪ Publicly report to incentivize improvement
  ▪ Enhance accountability through transparency

▪ Use in Federal Programs
  ▪ Hospital Compare
  ▪ Hospital Inpatient Quality Reporting Program
  ▪ Hospital Value-Based Purchasing Program

HCAHPS Content and Administration

▪ Content
  ▪ 32 item survey
  ▪ 21 core questions that produce
    » 7 summary measures
    » 2 individual items
    » 2 global items

▪ Administration
  ▪ Random sample of adult inpatients 48 hrs to 6 weeks after discharge throughout each month of the year
  ▪ Mail, telephone, mixed, or IVR
  ▪ Six languages available
HCAHPS Timeline

- **2002**: CMS and AHRQ initiate development
- **2005**: Quality measures from HCAHPS endorsed by NQF; OMB approves for national use
- **2006**: Implemented by CMS; data collection begins
- **2008**: First public reporting of measure
- **2013**: First major update to questions
- **2018**: Pain management => pain communication
- **2019**: Reviewed by NQF for 3rd re-endorsement

HCAHPS Summary Data

- **4,315**: Hospitals publicly reporting HCAHPS scores
- **3.1 M**: Completed surveys per year
- **8,500**: Patients complete HCAHPS surveys every day

Data from July 2017
Challenges in HCAHPS

- Burden of data collection
  - Patients – time, too many surveys, privacy issues
  - Clinicians/systems – expensive to administer

- Data quality issues
  - Data source (self vs proxy)
  - Mode of administration
  - Selection bias (e.g., medical or social factors can influence)
  - Missing data/low response rates (27% for HCAHPS)
  - Exclusions: patients discharged to hospice or LTC settings are among the most vulnerable

- Disparities and Special Populations
- Changing patient expectations
- Connection between patient experience measures and clinical outcome measures

Patient-Reported Outcomes

- One important part of patient-centered measurement is capturing patients’ voices directly

- Four key patient-reported domains
  - Health-related quality of life
  - Symptoms and symptom burden
  - Health behaviors
  - Experience with care
Current Work in Patient-Reported Outcomes at NQF

- Recruit and convene an expert panel to recommend best practices to (nominations deadline is July 30)
  - Address challenges in PRO selection
  - Ensure PRO data quality
- Measure Incubator®: addressing patient-reported measure gaps in MS, COPD, RA, obesity and cancers
- NQF, PQA, NHC rubric for assessing quality measure patient-centeredness (in process)