

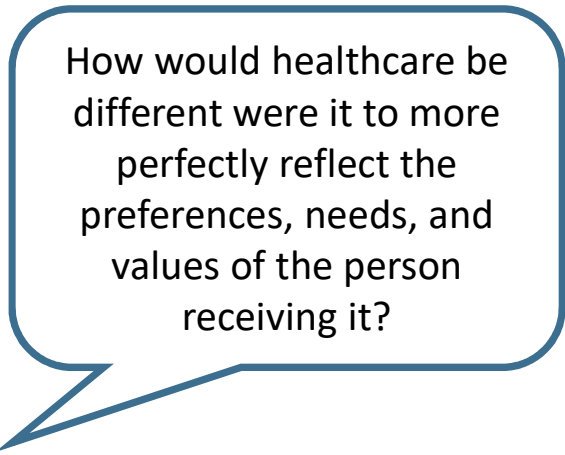
NATIONAL  
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## HCAHPS and Patient-Centered Measurement

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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?

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

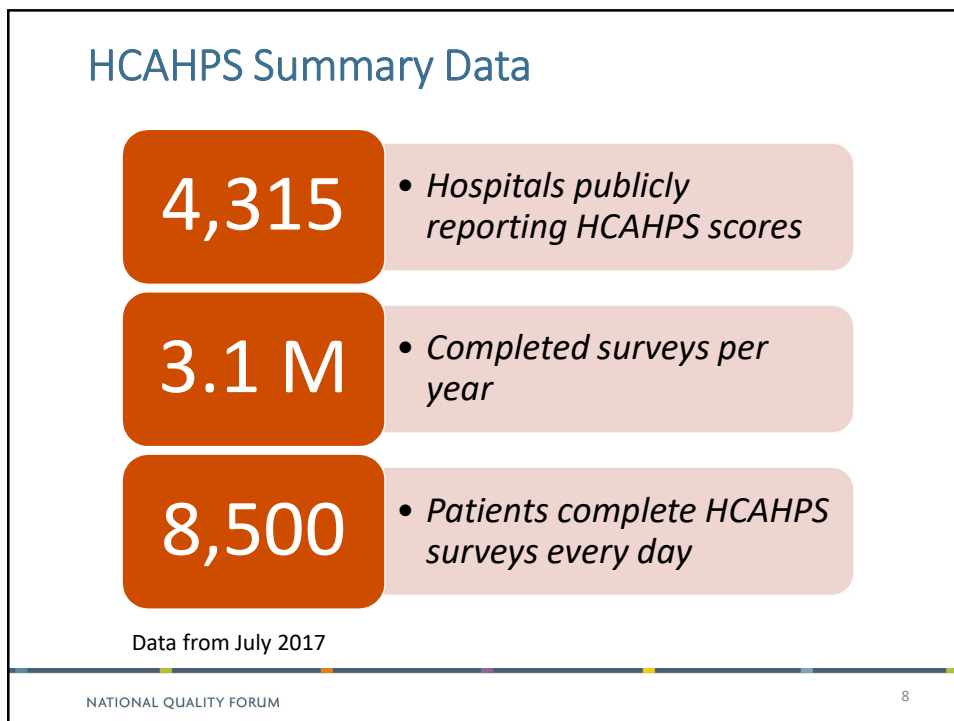
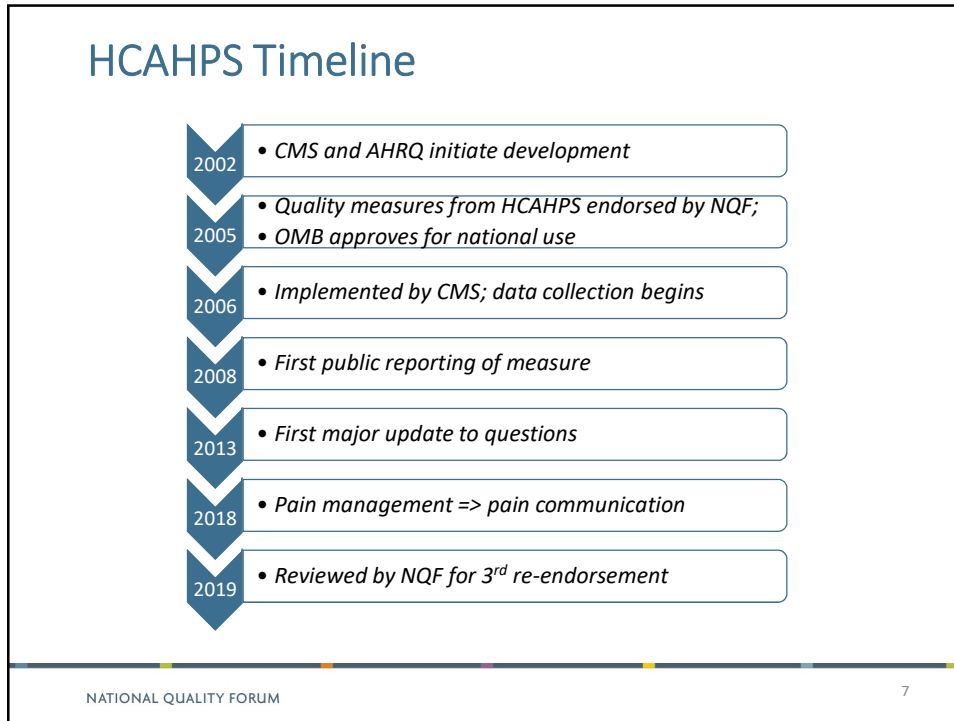
\*NQF endorsed

## 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*



## 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)
- 2017-18 Learning Collaborative: Patient-Centered Measurement Webinar Series