



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



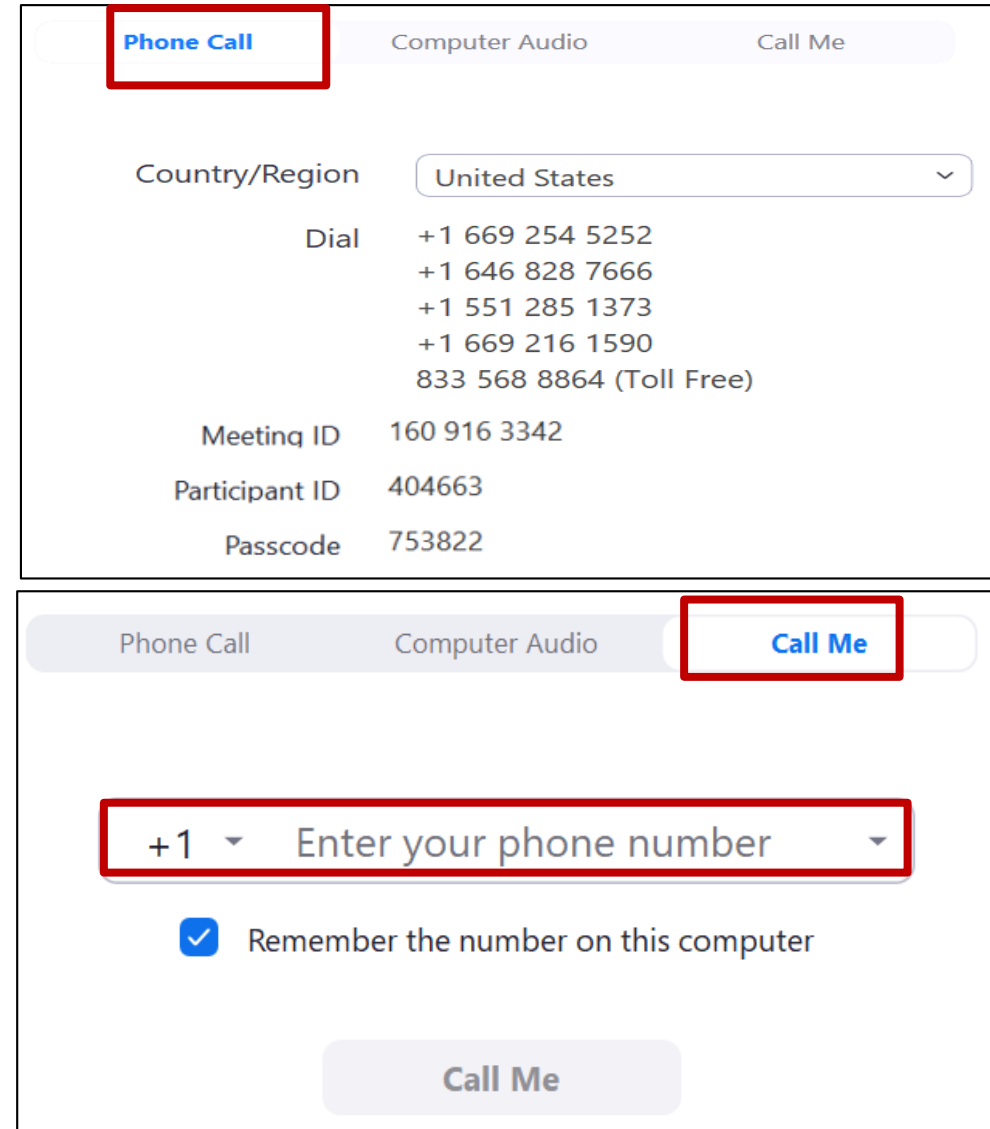
Useful Online Tools for CAHPS Survey Users

A Webcast Presented by the AHRQ CAHPS User Network

November 16, 2022
3:00 pm - 4:00 pm ET

Need Help?

- No sound from computer speakers?
 - ▶ Choose Phone Call or Call Me
- Trouble with your connection or slides not moving?
 - ▶ Log out and log back in
- Other problems?
 - ▶ Use Q&A feature to ask for help



The screenshot displays the AHRQ meeting interface. At the top, there are three tabs: 'Phone Call' (highlighted with a red box), 'Computer Audio', and 'Call Me'. Below the tabs, the 'Country/Region' is set to 'United States'. Under the 'Dial' section, there are four phone numbers: +1 669 254 5252, +1 646 828 7666, +1 551 285 1373, and +1 669 216 1590, followed by the toll-free number 833 568 8864. The 'Meeting ID' is 160 916 3342, the 'Participant ID' is 404663, and the 'Passcode' is 753822. Below this, there are three tabs: 'Phone Call', 'Computer Audio', and 'Call Me' (highlighted with a red box). Under the 'Call Me' tab, there is a red box around the phone number input field, which shows '+1' and 'Enter your phone number'. Below the input field, there is a checked checkbox labeled 'Remember the number on this computer'. At the bottom, there is a 'Call Me' button.

Phone Call Computer Audio Call Me

Country/Region United States

Dial +1 669 254 5252
+1 646 828 7666
+1 551 285 1373
+1 669 216 1590
833 568 8864 (Toll Free)

Meeting ID 160 916 3342
Participant ID 404663
Passcode 753822

Phone Call Computer Audio Call Me

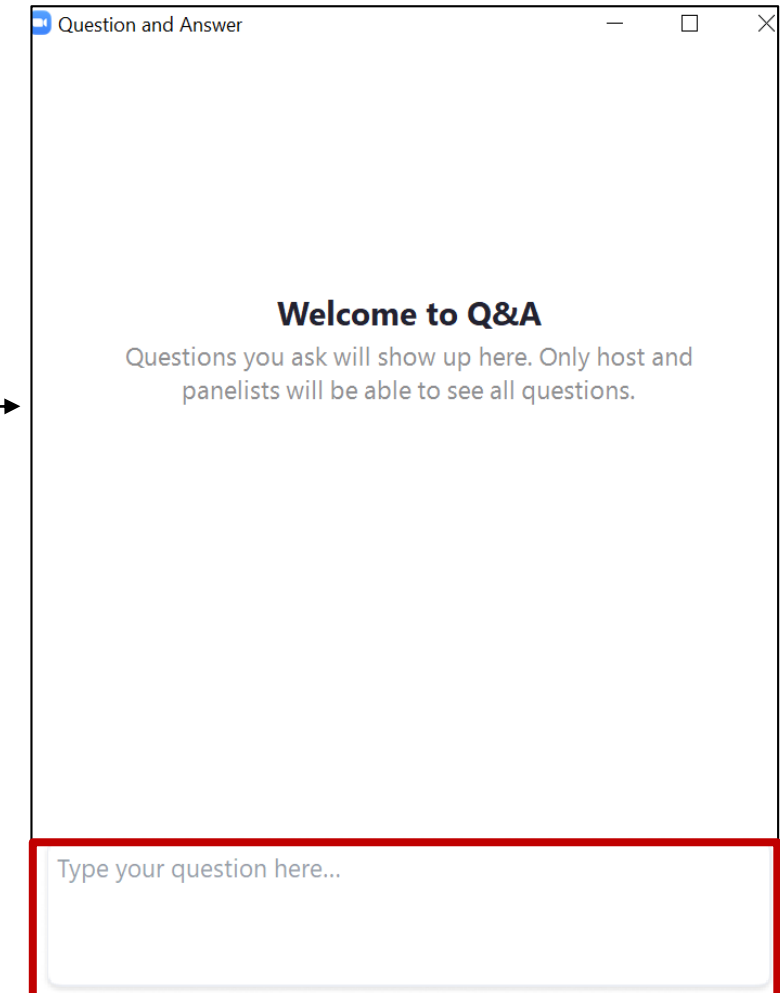
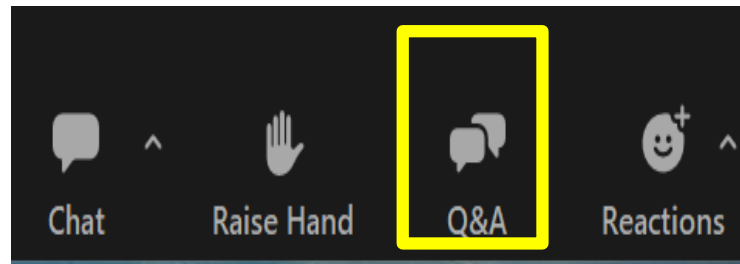
+1 Enter your phone number

☒ Remember the number on this computer

Call Me

How to Ask a Question

- Question and Answer
 - ▶ Select Q&A
 - ▶ Type a question in the box that opens
- Participants are muted and cannot show video
- The raise hand feature and chat are also disabled



Event Website:
<https://events.westat.com/cahps/>

- View agenda and speaker bios
- Download presentation slides, view the agenda and Zoom participant tip sheet

Today's Speakers



Daniel Sangria, M.A.
Senior Study Director
Westat
Rockville, MD
Moderator



Sylvia Fisher, Ph.D.
Senior Social Science Analyst
Agency for Healthcare Research and Quality
Rockville, MD



Ron Hays, Ph.D.
Distinguished Professor of Medicine, UCLA
Affiliated Adjunct Researcher
RAND Corporation
Santa Monica, CA



Naomi Yount, Ph.D.
Senior Study Director
Westat
Rockville, MD

Today's Agenda

- Welcome and Overview
- Introduction to “Your CAHPS Tool”
- Introduction to the CAHPS Analysis Program
- AHRQ Data Tools & CAHPS Data Reporting
- Concluding Remarks and Adjournment



WELCOME FROM AHRQ

Sylvia Fisher, PhD

Senior Social Science Analyst

Center for Quality Improvement & Patient Safety, AHRQ

Agency for Healthcare Research and Quality



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CAHPS Index:

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

**Understanding CAHPS Surveys:
A Primer for New Users (Webcast 1-19-2022)**

<https://www.ahrq.gov/cahps/news-and-events/events/webinar-011922.html>



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



Introduction to “Your CAHPS Survey Tool”

Ron D. Hays

RAND Corporation

UCLA Department of Medicine

CAHPS patient experience surveys



- Assess quality of health care from patient experience
 - ▶ Access to care
 - ▶ Timely appointments
 - ▶ Coordinated care
 - ▶ Communication with providers
- Patient experience of care \neq patient satisfaction

CAHPS core surveys can be customized with supplemental items

Customizing Your CAHPS Survey



- The *Your CAHPS Survey Tool* is a browser-based application.
- Creates surveys that combine CAHPS core and supplemental items.
 - ▶ Cancer Care Surveys (Drug, Radiation, Surgery Therapies)
 - ▶ Clinician & Group Survey
 - 3.0 (Adult, Child)
 - 3.1 (Adult, Child)
 - 4.0 beta (Adult)
 - ▶ Health Plan Survey
 - 5.0 (Adult, Child)
 - 5.1 (Adult, Child)
 - ▶ Hospital Survey (Adult, Child)
 - ▶ In-Center Hemodialysis Survey
- Implements CAHPS guidance for supplemental item placement and rennumbers items based on which items you select.

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[Your CAHPS Tool home](#)

[Login](#)

Your CAHPS Survey Tool

Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. The CAHPS surveys can be customized to include topics of interest to you, but there are requirements regarding the order of questions. The Your CAHPS Survey Tool is designed to help assemble a customized survey to meet your needs.

To create your survey, click on the "Create and Download Survey" button for the corresponding survey and follow the instructions:

CAHPS Hospital Survey - Adult

Create and Download Survey

CAHPS Hospital Survey - Child

Create and Download Survey

CAHPS® Cancer Care Drug Therapy Survey

Create and Download Survey

CAHPS® Cancer Care Radiation Therapy Survey

Create and Download Survey

CAHPS® Cancer Care Surgery Survey

Create and Download Survey

CAHPS® Clinician & Group Survey 3.0 - Adult

Create and Download Survey

CAHPS® Clinician & Group Survey 3.0 - Child

Create and Download Survey

CAHPS® Clinician & Group Survey 3.1 - Adult

Create and Download Survey

CAHPS® Clinician & Group Survey 3.1 - Child

Create and Download Survey

CAHPS® Clinician & Group Survey 4.0 - Adult

Create and Download Survey

CAHPS® Health Plan Survey 5.0 - Child Commercial Survey

Create and Download Survey

CAHPS® Health Plan Survey 5.0 - Adult Commercial Survey

Create and Download Survey

CAHPS® Health Plan Survey 5.1 - Adult Commercial Survey

Create and Download Survey

CAHPS® Health Plan Survey 5.1 - Child Commercial Survey

Create and Download Survey

CAHPS® Medicare In-Center Hemodialysis Survey

Create and Download Survey

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Your CAHPS Survey Tool

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[Create and Download Survey](#)

CAHPS Hospital Survey - Child

[Create and Download Survey](#)

CAHPS® Cancer Care Drug Therapy Survey

[Create and Download Survey](#)

CAHPS® Cancer Care Radiation Therapy Survey

[Create and Download Survey](#)

CAHPS® Cancer Care Surgery Survey

[Create and Download Survey](#)

CAHPS® Clinician & Group Survey 3.0 - Adult

[Create and Download Survey](#)

CAHPS® Clinician & Group Survey 3.0 - Child

[Create and Download Survey](#)

CAHPS® Clinician & Group Survey 3.1 - Adult

[Create and Download Survey](#)

CAHPS® Clinician & Group Survey 3.1 - Child

[Create and Download Survey](#)

CAHPS® Clinician & Group Survey 4.0 - Adult

[Create and Download Survey](#)

CAHPS® Health Plan Survey 5.0 - Child Commercial Survey

[Create and Download Survey](#)

CAHPS® Health Plan Survey 5.0 - Adult Commercial Survey

[Create and Download Survey](#)

CAHPS® Health Plan Survey 5.1 - Adult Commercial Survey

[Create and Download Survey](#)

CAHPS® Health Plan Survey 5.1 - Child Commercial Survey

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CAHPS® Medicare In-Center Hemodialysis Survey

[Create and Download Survey](#)

CAHPS® Clinician & Group Surveys

← → ↺ https://yourcahps.rand.org/surveys/1 80% ☆

Getting Started UCLA Health MyLogin... Gmail YouTube Maps UCLA Individual Box Account...

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Home / Customize CAHPS® Clinician & Group Survey 3.0

CAHPS® Clinician & Group Survey 3.0

Create and Download Survey

Core Questions -

Supplemental Item Sets Hide Numbering

Click on items or set of items that you want to add.

- ☐ Access (AC) -
- ☐ Health Information Technology (HIT) -
- ☐ Health Literacy (HL) - ←
- ☐ Health Promotion & Education (HP) -
- ☐ Improving Care and Services (IC) -
- ☐ Interpreter Services (IN) -
- ☐ Narrative Comments (PN) -
- ☐ Patient-Centered Medical Home (PCMH) -
- ☐ People with Mobility Impairments (IM) -
- ☐ Provider Type (PR) -
- ☐ Shared Decision Making (SD) -
- ☐ Your Care from Specialists in the Last 6 Months (SC) -

[Preview customized survey](#)

CAHPS® Clinician & Group Sur X

+

80%

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☑

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←

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🔒

https://yourcahps.rand.org/surveys/1

🔍

Getting Started

🌐

UCLA Health MyLogin...

🔍

Gmail

🌐


YouTube

🌐

Maps

📺

UCLA Individual Box Accoun...

 OBJECTIVE ANALYSIS.
EFFECTIVE SOLUTIONS.

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CAHPS® Clinician & Group Survey 3.0 - Adult

Create and Download Survey

Core Questions -

Supplemental Item Sets Hide Numbering

Click on items or set of items that you want to add.

☐ [Access \(AC\)](#) -

☐ [Health Information Technology \(HIT\)](#) -

☐ [Health Literacy \(HL\)](#) -

HL1. ☐ In the last 6 months, how often did this provider ask if you had any questions about your health?

HL2. ☐ In the last 6 months, how often did this provider use medical words you did not understand?

HL3. ☐ In the last 6 months, how often did this provider talk too fast when talking with you?

HL4. ☐ In the last 6 months, how often did this provider talk with you about the reasons for your visit?

HL8. ☐ In the last 6 months, how often did this provider answer all of your questions?

HL9. ☐ In the last 6 months, how often did this provider give you all the information you wanted about your health?


HL20. ☐ In the last 6 months, how often were the results of your blood test, x-ray, or other test easy to understand?


☐ **Patient talked with provider about health questions or concerns**

HL5. In the last 6 months, did you talk with this provider about any health questions or concerns?


HL6. ☐ In the last 6 months, how often did this provider show interest in your questions or concerns?

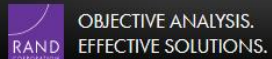
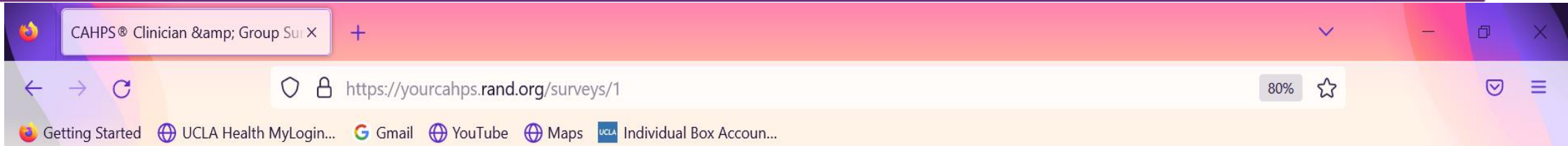
HL7. ☐ In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?

 48°F
Mostly clear



5:16 AM
11/14/2022





Your CAHPS Tool home
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[Home](#) / Customize CAHPS® Clinician & Group Survey 3.0 - Adult

CAHPS® Clinician & Group Survey 3.0 - Adult

Create and Download Survey

Core Questions -

Supplemental Item Sets Hide Numbering

Click on items or set of items that you want to add.

☐ Access (AC) -

☐ Health Information Technology (HIT) -

☒ Health Literacy (HL) -

- HL1. ☒ In the last 6 months, how often did this provider ask if you had any questions about your health?
- HL2. ☐ In the last 6 months, how often did this provider use medical words you did not understand?
- HL3. ☐ In the last 6 months, how often did this provider talk too fast when talking with you?
- HL4. ☐ In the last 6 months, how often did this provider talk with you about the reasons for your visit?
- HL8. ☐ In the last 6 months, how often did this provider answer all of your questions?
- HL9. ☒ In the last 6 months, how often did this provider give you all the information you wanted about your health?
- HL20. ☐ In the last 6 months, how often were the results of your blood test, x-ray, or other test easy to understand?

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Home / Customize CAHPS® Clinician & Group Survey 3.0

CAHPS® Clinician & Group Survey 3.0

Create and Download Survey

Core Questions -

Supplemental Item Sets Hide Numbering

Click on items or set of items that you want to add.

- ☐ Access (AC) -
- ☐ Health Information Technology (HIT) -
- ☒ Health Literacy (HL) -
- ☐ Health Promotion & Education (HP) -
- ☐ Improving Care and Services (IC) -
- ☐ Interpreter Services (IN) -
- ☒ Narrative Comments (PN) -
- ☐ Patient-Centered Medical Home (PCMH) -
- ☐ People with Mobility Impairments (IM) -
- ☐ Provider Type (PR) -
- ☐ Shared Decision Making (SD) -
- ☐ Your Care from Specialists in the Last 6 Months (SC) -

Preview customized survey

You have successfully created your custom CAHPS survey. You can download a PDF of your survey in the CAHPS two-column format by clicking the 'Download Your Survey' button.

[Download Survey](#)

CAHPS® Clinician & Group Survey 3.0

Version: 12-Month CAHPS® Clinician & Group Survey 3.0 Core Plus Your Selected Supplemental Items

Date: 11/07/2022

This survey is designed to provide the content of your CAHPS survey, but it is not formatted for data collection.

Your Provider

1. Our records show that you got care from the provider named below in the last 6 months. Name of provider label goes here. Is that right?

- ☐ Yes
☐ No → **If No, go to #48**

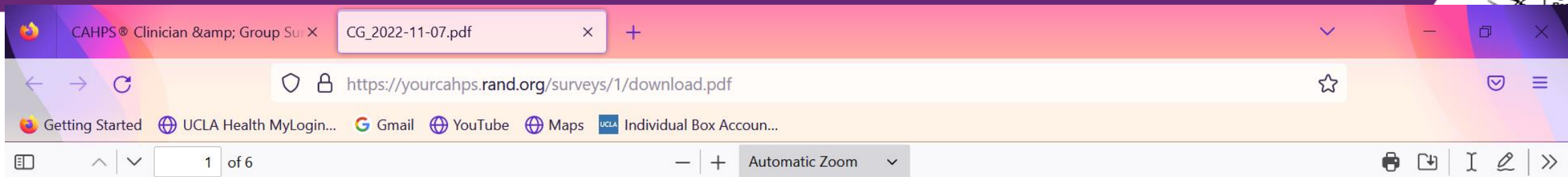
The questions in this survey will refer to the provider named in Question 1 as "this provider." Please think of that person as you answer the survey.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

- ☐ Yes
☐ No

3. How long have you been going to this provider?

- ☐ Less than 6 months



This survey is designed to provide the content of your CAHPS survey, but it is not formatted for data collection.

CAHPS® Clinician & Group Survey 3.0

Version: 12-Month CAHPS® Clinician & Group Survey
3.0 Core Plus Your Selected Supplemental Items

Date: 11/07/2022

Your Provider

1. Our records show that you got care from the provider named below in the last 6 months.

Name of provider label goes here.

Is that right?

¹ ☐ Yes

² ☐ No → **If No, go to #48**

Your Care From This Provider in the Last 6 Months

These questions ask about **your own** health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

4. In the last 6 months, how many times did you visit this provider to get care for yourself?

☐ None → **If None, go to #48**

☐ 1 time

☐ 2

☐ 3

☐ 4

☐ 5 to 9

☐ 10 or more times

10. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

11. In the last 6 months, how often did this provider ask if you had any questions about your health?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

12. In the last 6 months, how often did this provider explain things in a way that was easy to understand?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

13. In the last 6 months, how often did this provider use medical words you did not understand?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

14. In the last 6 months, how often did this provider talk too fast when talking with you?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

16. In the last 6 months, how often did this provider talk with you about the reasons for your visit?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

17. In the last 6 months, did you talk with this provider about any health questions or concerns?

☐ 1 Yes
☐ 2 No → If No, go to #21

18. In the last 6 months, how often did this provider show interest in your questions or concerns?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

19. In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

20. In the last 6 months, how often did this provider answer all of your questions?

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always



21. In the last 6 months, how often did this provider give you all the information you wanted about your health?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

22. In the last 6 months, how often did this provider seem to know the important information about your medical history?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

23. In the last 6 months, did you see this provider for a specific illness or for any health condition?

- ¹ ☐ Yes
- ² ☐ No → If No, go to #27

24. In the last 6 months, did this provider give you instructions about what to do to take care of this illness or health condition?

- ¹ ☐ Yes
- ² ☐ No → If No, go to #27

25. In the last 6 months, how often were these instructions easy to understand?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

26. In the last 6 months, how often did this provider ask you to describe how you were going to follow these instructions?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

27. In the last 6 months, how often did this provider show respect for what you had to say?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

28. In the last 6 months, how often did this provider spend enough time with you?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

29. In the last 6 months, did you start a prescription medicine?

- ¹ ☐ Yes
- ² ☐ No → If No, go to #33

30. In the last 6 months, how often did this provider give you easy to understand instructions about how to take your medicines?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

31. In the last 6 months, how often did this provider explain the possible side effects of your medicines in a way that was easy to understand?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

32. In the last 6 months, how often did this provider suggest ways to help you remember to take your medicines?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always



33. In the last 6 months, did this provider order a blood test, x-ray, or other test for you?

- ¹ ☐ Yes
- ² ☐ No → **If No, go to #38**

34. In the last 6 months, before you had a blood test, x-ray, or other test, how often did this provider explain what it was for?

- ☐ ¹ Never → **If Never, go to #36**
☐ ² Sometimes
☐ ³ Usually
☐ ⁴ Always

35. In the last 6 months, how often was the explanation of what the test was for easy to understand?

- 1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

36. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?

- 1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

37. In the last 6 months, how often were the results of your blood test, x-ray, or other test easy to understand?

- 1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

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

- ☐ 0 Worst provider possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best provider possible

39. In the last 6 months, did you take any prescription medicine?

- ¹ ☐ Yes
- ² ☐ No → **If No, go to #41**

40. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?

- 1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

Clerks and Receptionists at This Provider's Office

41. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- 1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually



In Your Own Words

In your own words, please describe your experiences with this provider and his or her office staff, such as nurses and receptionists. If you need medical advice or care, please contact your provider's office.

43. What are the most important things that you look for in a healthcare provider and their staff?

Please print: _____

44. When you think about the things that are most important to you, how do this provider and their staff measure up?

Please print: _____

45. What has **gone well** in your experiences with this provider and their staff in the last 6 months? Please explain what happened, how it happened, and how it felt to you.

Please print: _____

46. Was there anything you wish had **gone differently** in your experiences with this provider and their staff in the last 6 months? If so, please explain what happened, how it happened, and how it felt to you.

Please print: _____

47. Please describe your interactions with this provider and how you get along.

Please print: _____

About You

48. In general, how would you rate your overall health?

- ☐ 1 Excellent
- ☐ 2 Very Good
- ☐ 3 Good
- ☐ 4 Fair
- ☐ 5 Poor

49. In general, how would you rate your overall mental or emotional health?

- ☐ 1 Excellent
- ☐ 2 Very good
- ☐ 3 Good
- ☐ 4 Fair
- ☐ 5 Poor

50. What is your age?

- ☐ 1 18 to 24
- ☐ 2 25 to 34
- ☐ 3 35 to 44
- ☐ 4 45 to 54
- ☐ 5 55 to 64
- ☐ 6 65 to 74
- ☐ 7 75 or older

51. Are you male or female?

- ☐ 1 Male
- ☐ 2 Female

52. What is the highest grade or level of school that you have completed?

- ☐ 1 8th grade or less
- ☐ 2 Some high school, but did not graduate
- ☐ 3 High school graduate or GED
- ☐ 4 Some college or 2-year degree
- ☐ 5 4-year college graduate
- ☐ 6 More than 4-year college degree

53. Are you of Hispanic or Latino origin or descent?

- ☐ 1 Yes, Hispanic or Latino
- ☐ 2 No



Thank
You!

<https://yourcahps.rand.org>

INTRODUCTION TO THE CAHPS ANALYSIS PROGRAM

Naomi Yount

Westat

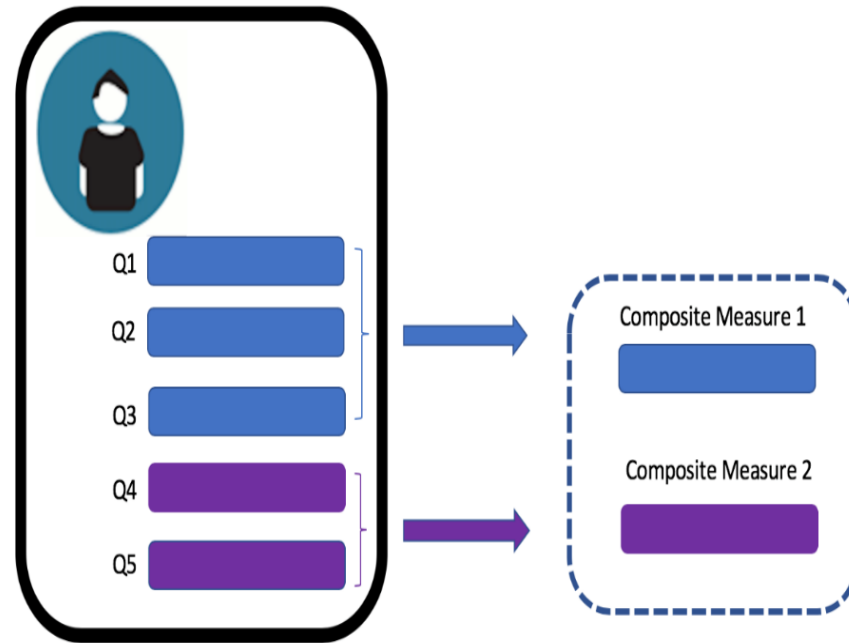
User Network for CAHPS and SOPS

Analysis of Survey Results

- Calculation of survey composite measures
- Case mix adjustment



CAHPS Analysis
Program



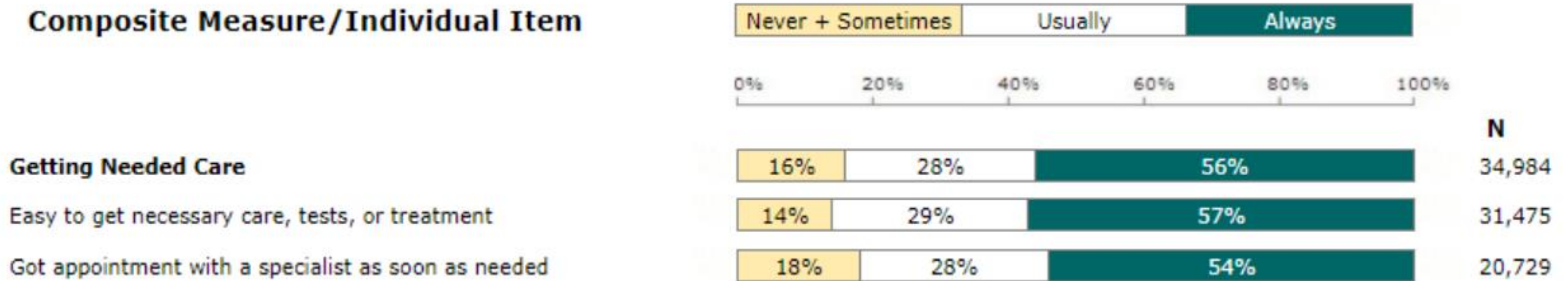
What is the CAHPS Analysis Program?



- Free code written for use with SAS® statistical software, also known as the “CAHPS macro”
 - Requires base SAS and SAS/STAT modules
- It enables CAHPS users to analyze data from any CAHPS survey:
 - Health Plan
 - Clinician & Group
 - Hospital
 - Home and Community Based Services
 - Hospice
 - Cancer Care
 - Emergency Department
 - Etc.

What does the macro do?

- The macro calculates the following results:
 - Top box scores (Most positive response percentages)
 - Mean scores
 - Full frequencies
 - Collapsed frequencies



What else does the macro do?

- ▶ Provides case-mix adjusted scores
- ▶ Indicates whether an entity's score is statistically different from the average
- ▶ Weights the data
- ▶ Weights the items in the composite measures
 - Equally weight the items
 - Weight based on the number of respondents to the items
- ▶ Plus other complex analyses (post-stratification weighting, imputation)

Before You Get Started – Think About

1. At what level(s) do you want to report the results?
 - Region, state, system/sponsor, plan

2. Do you want to case-mix adjust your results?

Note: Because the CAHPS Analysis Program was initially written for the CAHPS Health Plan Survey, the reporting unit variable name used in the Analysis Program must be “Plan.”

3. Do you want to weight your results?
 - Weight item and composite measure results to the population
 - Weight items in composite measures based on the number of respondents
 - Other weighting options available

When to Use the Macro?



If you want to validly compare entities to the average



If you want to calculate scores using a standardized method to allow for comparisons



You don't need to use the macro if you are only calculating unadjusted unweighted top box scores



You can't use the macro if you have less than 2 responses within entities

The macro will alert you to any entities with fewer than 100 responses

What's Included in the CAHPS Analysis Program

The CAHPS Analysis Program Zip file contains 7 files:

- 1 SAS Macro program
- 4 sample SAS programs to provide examples of how to “call” the macro
- 2 test datasets for use with the sample SAS programs



Analysis Guidance Documents



1. Preparing Data from CAHPS Surveys for Analysis
 - For use no matter what statistical program you are using
 2. Instructions for Analyzing Data from CAHPS Surveys in SAS®
- ▶ These documents and the CAHPS Analysis Program can be found on the CAHPS website
- www.ahrq.gov/cahps/surveys-guidance/helpful-resources/analysis/

Preparing Data for Analysis



Preparing Data from CAHPS® Surveys for Analysis

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Calculating Top Box and Other Proportional Scores.....	9
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- This document provides step-by-step instructions for:
 - Coding, entering, and checking CAHPS data
 - Identifying and excluding ineligible cases
 - Cleaning the data
 - Identifying and including complete and partial completed surveys
 - Recoding variables for analysis
- Provides instructions for calculating frequencies, top box and other percentages, and mean scores with or without SAS.

Instructions for Analyzing CAHPS Data in SAS



Instructions for Analyzing Data from CAHPS® Surveys in SAS®:

Using the CAHPS Analysis Program Version 5.0

AHRQ Contract No.: HHSP233201500026I/HHSP23337004T

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Edited by Lise Rybowski, MBA

AHRQ Publication No. 20-M019
August 2020

- Provides detailed instructions for how to use the CAHPS Analysis Program and explains how the program works
- Table 6.1 and 6.2 provide all macro parameters grouped by what they do.
- Provides a listing of the output files produced and their contents





AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



AHRQ Data Tools & CAHPS Data Reporting

Sylvia Fisher & Daniel Sangria
AHRQ & Westat
CAHPS User Network

Explore the AHRQ Data Tools

Medical Coverage and Expenditures



The **Medical Expenditure Panel Survey (MEPS)** helps researchers and the public explore health insurance coverage, access to care, quality of care, healthcare use, and expenditures.

Healthcare | MEPS-HC

Household Component

For the U.S. civilian population, explore topics like:

- Healthcare use and spending
- Health insurance coverage
- Access to care, quality of care, and diabetes care
- Treated medical conditions
- Prescribed drugs

Health Insurance | MEPS-IC

Insurance Component

Explore national and state-level employer-based health insurance:

- Employer characteristics/offerings
- Employee take-up
- Premiums
- Contributions
- Cost-sharing

National- and state-level statistics and trends about employer-based health insurance

Quality and Disparities

Learn how the **National Healthcare Quality and Disparities Report (NHQDR)** shows the progress and opportunities for improving healthcare quality and reducing disparities.

NHQDR

- View the NHQDR Annual Report
- Explore the National Benchmarks
- Explore State Snapshots
- Query the NHQDR Data

Patient Experience



The **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** program.

CAHPS®

Explore aggregated results from CAHPS surveys that ask patients to report on their experiences with access to care, communication with providers, and customer service.

- **Health Plan**
 - Adult Medicaid 5.0/5.1
 - Child Medicaid 5.0/5.1
 - CHIP 5.0/5.1
 - Medicare 4.0
- **Clinician & Group**
 - Adult 3.0
 - Adult 3.0 with PCMH

Hospital Inpatient and Outpatient Use, Cost, and Quality



Query **Healthcare Cost and Utilization Project (HCUP)** data to access detailed or summary statistics on inpatient stays and emergency department visits by patient, hospital, and encounter characteristics.

Deep Dive | HCUPnet

Generate your own healthcare statistics and query information for hospital inpatient and emergency department settings, as well as population-based healthcare in counties.

- Hospital inpatient (**New Data**)
- Emergency Department
- Community inpatient

Priority Topics | Fast Stats

Select easy-to-access summary statistics and graphics on hospital inpatient stays and emergency department visits, including information at the national and state levels, trends over time, and selected priority topics.

- State Trends in Hospital Use by Payer
- National Hospital Utilization & Costs (**New Data**)
- Hurricane Impact on Hospital Use
- Opioids & Neonatal Abstinence Syndrome
- Severe Maternal Morbidity

- Health Equity
- Health Insurance
- Health Plans
- Healthcare Cost
- Healthcare Providers
- Healthcare Utilization
- Hospital Stays
- Household Expenditures
- Hurricane
- Injuries
- Medical Conditions
- Metro Area Estimates
- Neonatal Abstinence Syndrome (NAS)
- Older Adults
- Opioids
- Patient Experience**
- Patient Safety
- People with Disabilities
- Premiums
- Prescribed Drugs
- Patient Experience

SKF ALL MTN 8 Documents That... Mortgage All NCTSN Resourc... Telehealth: A Flash i... Other bookmarks

Human Services

Search All AHRQ Sites | Careers | Contact Us | Español | FAQs | Email Updates

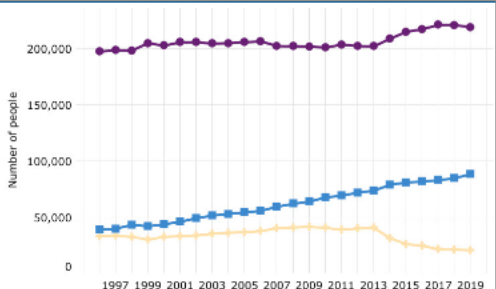
Stats HCUPnet MEPS-HC MEPS-IC NHQDR Data Tools FAQ

Search Across Data Tools

Search

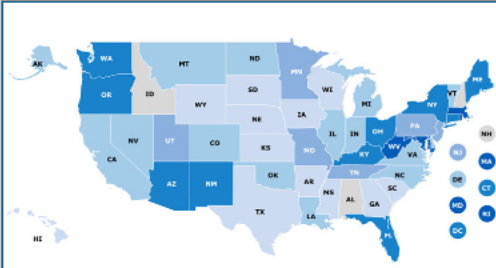
Featured Dashboard

Join



Health Insurance Coverage
US, 1996 - 2019

AHRQ Priority Topic



OPIOIDS
Data and Research

AHRQ Data Tools > Topic Area Search Results

AHRQ Data Tool - Topic Areas

- Access to Care
- Children
- Deductibles
- Disparities
- Emergency Department Visits
- Employers
- Health Equity
- Health Insurance
- Health Plans
- Healthcare Cost
- Healthcare Providers
- Healthcare Utilization
- Hospital Stays
- Household Expenditures

Topic Area Search Results: Patient Experience

- CAHPS Data Tools
- MEPS-HC Data Tools
- NHQDR Data Tools
- CAHPS Clinician & Group Survey Database - Bar Charts | CAHPS
- CAHPS Clinician & Group Survey Database - Overview | CAHPS
- CAHPS Clinician & Group Survey Database - Percentiles | CAHPS
- CAHPS Clinician & Group Survey Database - Top Box Results | CAHPS

CAHPS Data Reporting



- The CAHPS Databases are AHRQ's data repositories for selected CAHPS surveys
- Data are voluntarily submitted for the following CAHPS Surveys:
 - ▶ Health Plan (Medicaid and Children's Health Insurance Program)
 - ▶ Child Hospital
 - ▶ Home and Community-Based Services (HCBS)
- CAHPS Data Tools provides access to survey results
 - ▶ Launched in July 2021
 - ▶ Replaced CAHPS Database Online Reporting System (retired in December 2021)

Which CAHPS Survey Results are Available?



- CAHPS Health Plan Survey Database
 - ▶ Aggregated survey results since 2019
 - ▶ Updated annually in the fall/winter
- Clinician & Group Survey Database
 - ▶ Aggregated survey results for 2018 and 2019
 - ▶ Suspended in 2021
 - ▶ All existing products for this database remain available
- Child Hospital Survey and Home and Community-Based Services Survey results expected in the future

Features of CAHPS Data Tools



- Facilitates comparisons of CAHPS survey results by survey users and researchers
- Displays aggregated results in the form of:
 - ▶ Top box scores
 - ▶ Percentiles
 - ▶ Bar charts
 - ▶ Download data in Excel or PDF format
- Does not include live frequencies
- Available at: <https://datatools.ahrq.gov/cahps>

CAHPS Data Tools

[AHRQ Data Tools](#) > CAHPS Data Tools



Search Across Data Tools

Search

Consumer Assessment of Healthcare Providers and Systems

1

Surveys of Patient Experience

AHRQ Data Tools



Chartbooks



CAHPS Databases Submission System

Learn More



Learn more about [CAHPS®](#).

Explore the CAHPS® Data Tools

The CAHPS Databases are AHRQ's repositories for data from selected CAHPS surveys of patient experience with care. The purpose of the CAHPS Databases is to facilitate comparisons of CAHPS survey results by survey users and researchers. The CAHPS Databases currently include data from the [CAHPS Health Plan Survey](#) and the [CAHPS Clinician & Group Survey](#).

2

CAHPS Health Plan Survey Database

CAHPS Clinician & Group Survey Database

Overview

Top Box Results

Percentiles

Bar Charts

Direct link to this dashboard: <http://datatools.ahrq.gov/cahps?type=tab&tab=cahpscarhps>

What is the CAHPS Health Plan Survey? The Health Plan Survey asks enrollees about their recent experiences with health plans and their services. This standardized survey was designed to support health plans and purchasers in improving quality, and consumers in assessing and comparing enrollees' experiences across plans.

What is the CAHPS Health Plan Survey Database? AHRQ's CAHPS Health Plan Survey Database provides access to aggregated survey results. Organizations submitting survey

Navigation Menu



Consumer Assessment of Healthcare Providers and Systems

Surveys of Patient Experience

AHRQ Data Tools	+
Chartbooks	+
CAHPS Databases Submission System	
Learn More	+

Explore the CAHPS® Data Tools

The CAHPS Databases are AHRQ's repositories of patient experience data. The purpose of the CAHPS Databases is to facilitate the use of this data for research and quality improvement. The CAHPS Databases currently include data from the CAHPS Survey.

AHRQ Data Tools

Chartbooks

Health Plan Survey Database

Clinician & Group Survey Database

CAHPS Databases Submission System

Learn More

FAQs about the CAHPS Databases

CAHPS Glossary

Using Health Plan Survey Data

Improving Patient Experience

CAHPS Data Tools

[AHRQ Data Tools](#) > CAHPS Data Tools



Search Across Data Tools

Search

Consumer Assessment of Healthcare Providers and Systems

1

Surveys of Patient Experience

AHRQ Data Tools



Chartbooks



CAHPS Databases Submission System

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Top Box Results

CAHPS Health Plan Survey Database

Overview

Top Box Results

Percentiles

Bar Charts

Health Plan Survey Top Box Scores

Survey Years:

2021

Survey Types:

Adult Medicaid

Detailed
Information:

Overall

2021 Adult Medicaid Survey 5.0/5.1 Overall Top Box Scores

Composite Measure/Individual Item	Database Average
Composite: Getting Needed Care	56%
Easy to get necessary care, tests, or treatment	57%
Got appointment with specialists as soon as needed	54%
Composite: Getting Care Quickly	59%
Got care for illness, injury or condition as soon as needed	62%
Got check-up or routine care appointment as soon as needed	55%

2

Percentiles

Health Plan Survey Percentiles

Survey Years:

2021

Survey Types:

Adult Medicaid

2021 Adult Medicaid Survey 5.0/5.1 Overall Percentiles

Composite Measure/Individual Item	Lowest Score	10th	25th	50th	75th	90th	Highest Score
Composite: Getting Needed Care	40%	50%	52%	56%	59%	63%	69%
Easy to get necessary care, tests, or treatment	39%	50%	53%	57%	61%	65%	71%
Got appointment with specialists as soon as needed	29%	46%	51%	55%	59%	62%	74%
Composite: Getting Care Quickly	39%	52%	55%	59%	63%	66%	81%
Got care for illness, injury or condition as soon as needed	42%	54%	58%	65%	68%	71%	78%
Got check-up or routine care appointment as soon as needed	37%	47%	50%	55%	59%	63%	69%
Composite: How Well Doctors Communicate	61%	72%	75%	77%	80%	82%	92%

Bar Charts

Health Plan Survey Bar Chart Results

Survey Years:

2021

Survey Types:

Adult Medicaid

Composite Measures:

Getting Care Quickly

Individual Items:

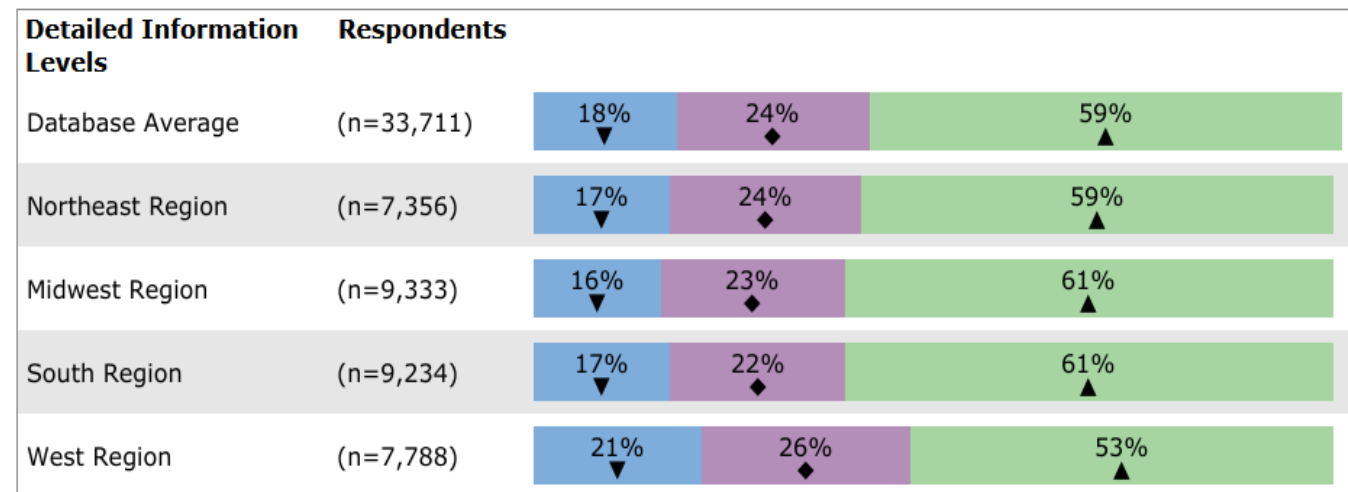
Database Average

Detailed Information:

Regional

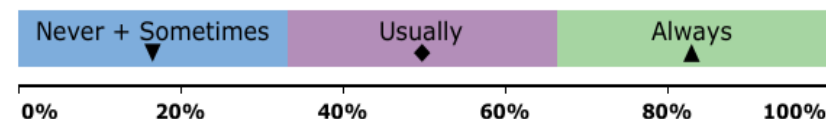
2021 Adult Medicaid Survey 5.0/5.1

Getting Care Quickly



NA is displayed when there are insufficient data to show a result.

Legend



Shapes within the bar chart are for visual aid purposes.

Download Data

Download PDF

Q&A



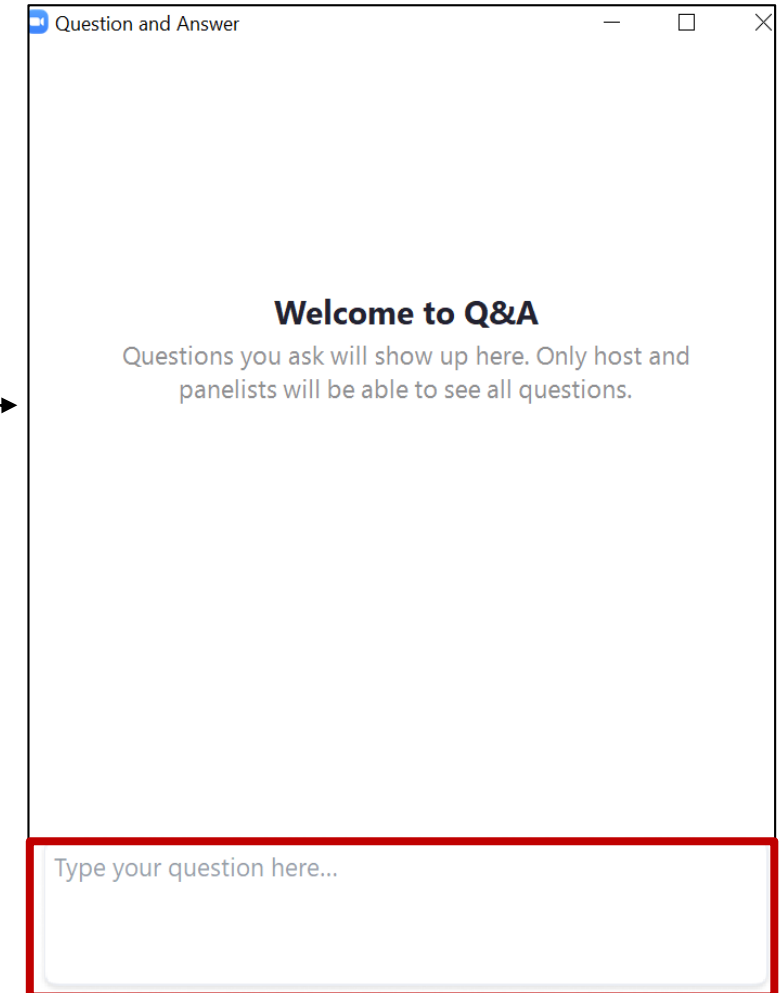
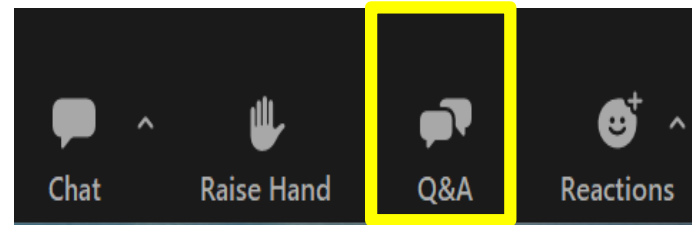
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How to Ask a Question

- Question and Answer
 - ▶ Select Q&A
 - ▶ Type a question in the box that opens



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 - ☒ CAHPS News & Events
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Questions or Comments?

 E-mail: cahps1@westat.com

 Phone: 1-800-492-9261

 Web site: www.ahrq.gov/cahps/

THANK YOU!

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EVALUATION**