

A Decade of Advancing Patient-Centered Care:  
**The 10th National CAHPS® User Group Meeting**



**CAHPS Item Set for People with  
Mobility Impairments: A Brief  
History**

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AHRQ**



**Brief history of CAHPS PWMI Team**



- **How we became interested**
- **Team members**
- **Progress to date**
- **Expected progress this year**

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## Health plan selection by people with mobility impairments (PWMIs)



### PWMIs

- **Little information, choice of health plans and physicians**
- **Desire information about**
  - Benefits**
  - Provider panels**
  - Accessibility issues**
  - Grievance and appeals process**

Health Plan Selection Criteria by People with Impaired Mobility. Medical Care. 40(9):732-742, Sept 2002. O'Day, Palsbo, Dhont and Scheer

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## Why focus on PWMIs?



- **Over 12 million adults 18 to 64 have activity limitations**
- **PWMIs have a thin margin of health**
- **Increasing numbers of PWMIs are being offered complex choices about health care but have little information to support decision-making.**

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## Project team

- **National Institute for Disability and Rehabilitation Research**
- **Centers for Disease Control**
- **CAHPS grantees**
- **Westat staff**
- **AHRQ**

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## Initial questions

- **Who are PWMIs?**
- **How do we identify them?**
- **Who will use this survey?**
- **For what purposes?**
- **What do they want to know before selecting a health plan/physician?**

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## Who are PWMIs? How to identify?



- **Developed a screener to identify PWMIs**
- **Cognitively tested screener items**
- **Field-tested the items via MassHealth Survey**
- **Revised screener items based on field test results**

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## Who will use survey and why?



- **CMS/state level purchasing decisions for Medicare and Medicaid**
- **Identify areas where plans need to improve quality of health care services for PWMIs**
- **Provide information to this population before they select a health plan**

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## What do PWMI's want/need to know?



- **Formed TEP Fall 2005 to develop work plan and benefit from expertise**
- **Published Call for Measures to solicit input**
- **Performed literature review**

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## Potential domains



- **Current general health & disability status**
- **Health plan interactions**
- **Providing access to needed services**
- **Providing physical access**
- **Provider communication**
- **Preventive health care options**
- **Global ratings**
- **Prescription medications**
- **Demographic information**
- **Assistance completing the survey**

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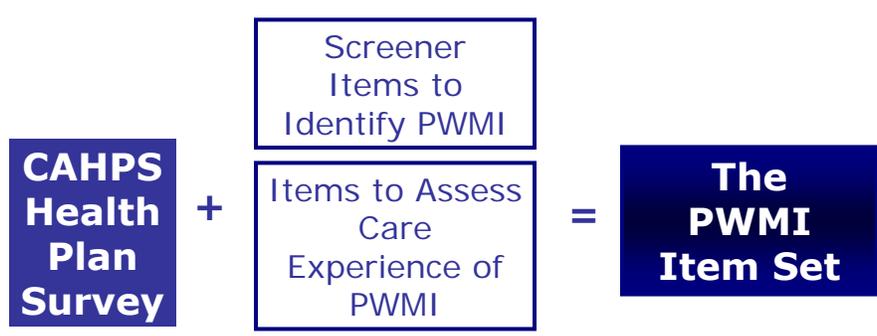
## WI field test opportunity

- **WI expressed strong interest in an instrument to assess movement of SSI population from FFS to managed care**
- **Currently testing a set of items with them**

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## What Will the CAHPS PWMI Item Set Look Like?



**CAHPS Health Plan Survey** + **Screener Items to Identify PWMI** + **Items to Assess Care Experience of PWMI** = **The PWMI Item Set**

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## Goals for this year



- **Identify a set of PWMI items for testing**
- **Perform cognitive testing of these items**
- **Develop beta version of item set**

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