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Use of CAHPS® Data in the National Healthcare Quality and Disparities Reports

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Presentation Outline

- Intro to the National Healthcare Quality and Disparities Reports (NHQR / NHDR)
- CAHPS National Benchmarking in the Reports
- CAHPS State Benchmarking in the Reports and State Resources

NHQR / NHDR

Mandated by Congress in the Healthcare Research and Quality Act (PL. 106-129)

- "National trends in the quality of health care provided to the American people"
- "Prevailing disparities in health care delivery as it relates to racial factors and socioeconomic factors in priority populations"

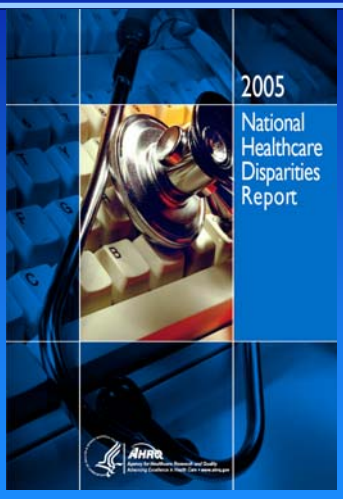
Paired Reports

NHQR	NHDR
Snapshot of quality of health care in America	Snapshot of disparities in health care in American
Quality	Quality + Access
Variation across states	Variation across populations

Goals of the Reports

- National Level
  - Provide assessment of quality and disparities
  - Provide baselines to track progress
  - Identify information gaps
  - Emphasize interdependence of quality and disparities
  - Promote awareness and change
- State / Local / Provider Level
  - Provide tools for self-assessment
  - Provide national benchmarks
  - Promote awareness and change

Reports released at Disparities Summit (Jan 06)

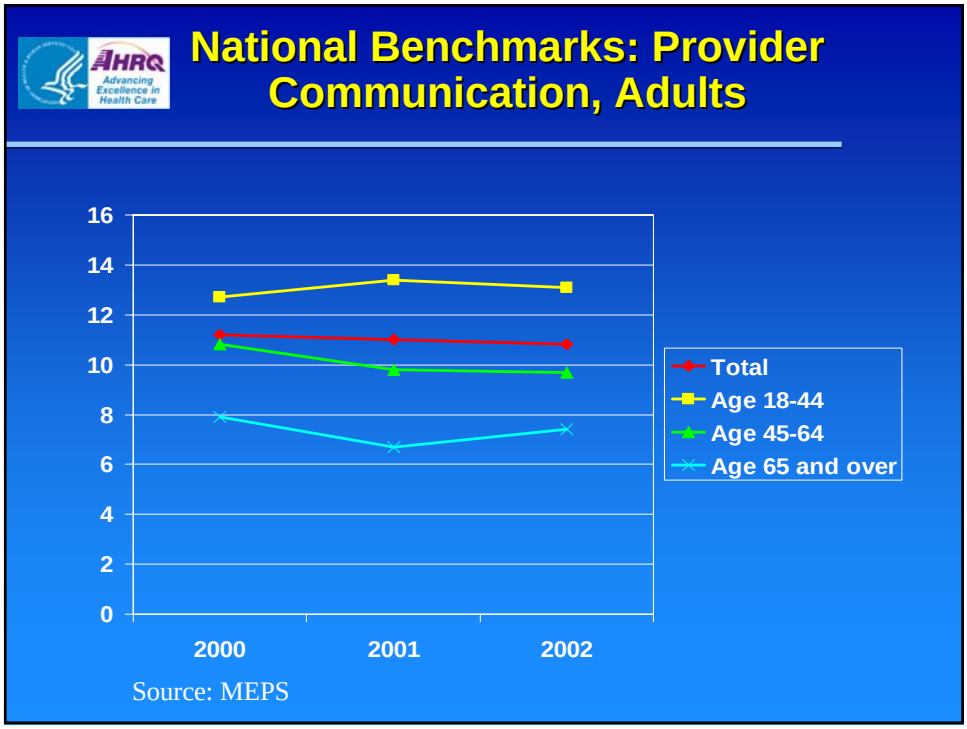


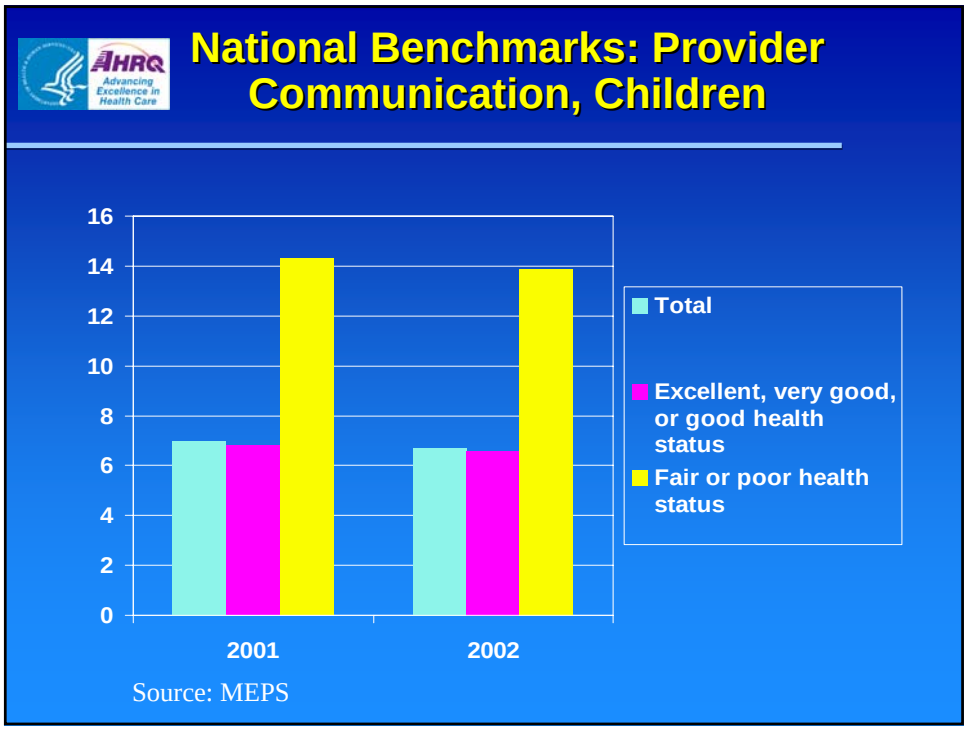
2005 NHQR Findings

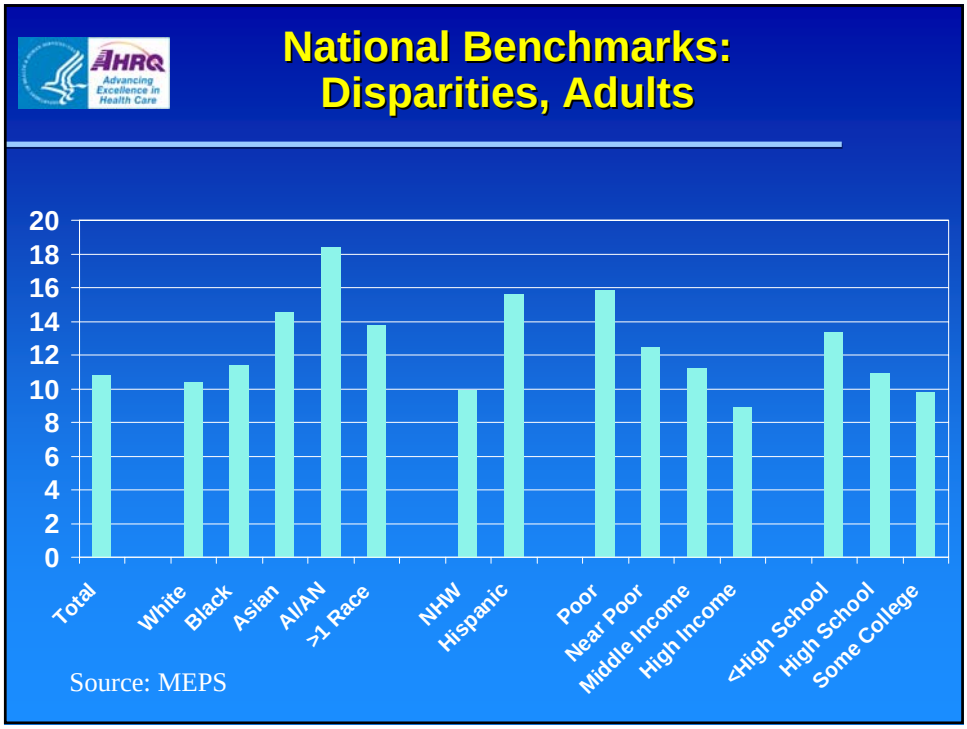
- Health care quality continues to improve at a modest pace across most measures of quality
- Health care quality improvement is variable, with notable areas of high performance
- Health care quality is improving, but more remains to be done to achieve optimal quality
- Sustained rates of quality improvement are possible

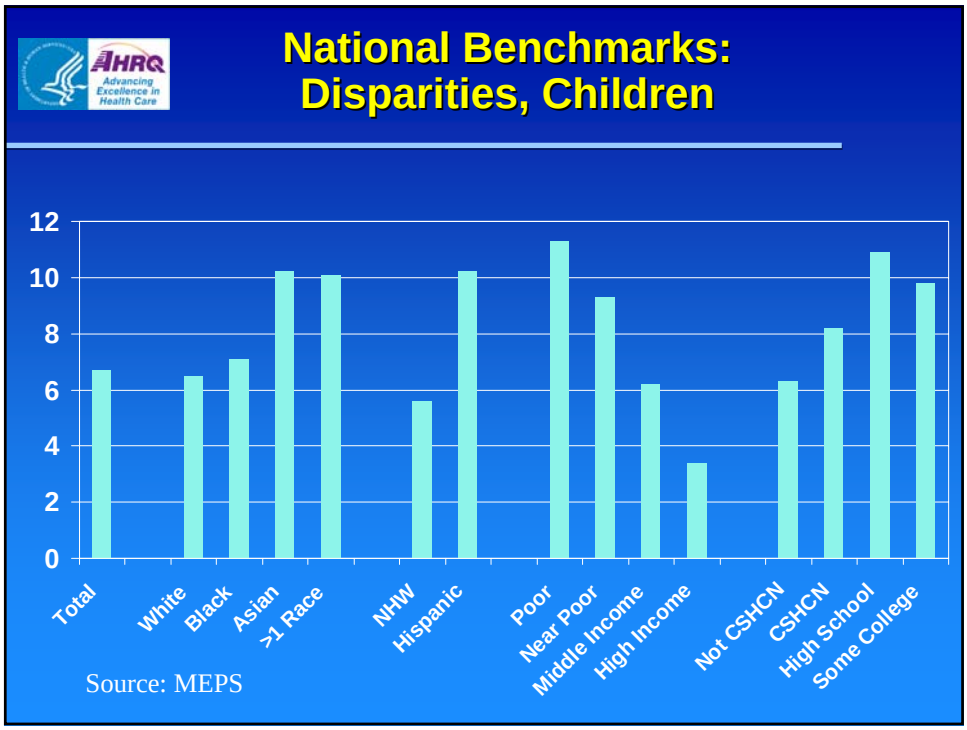
2005 NHDR Findings

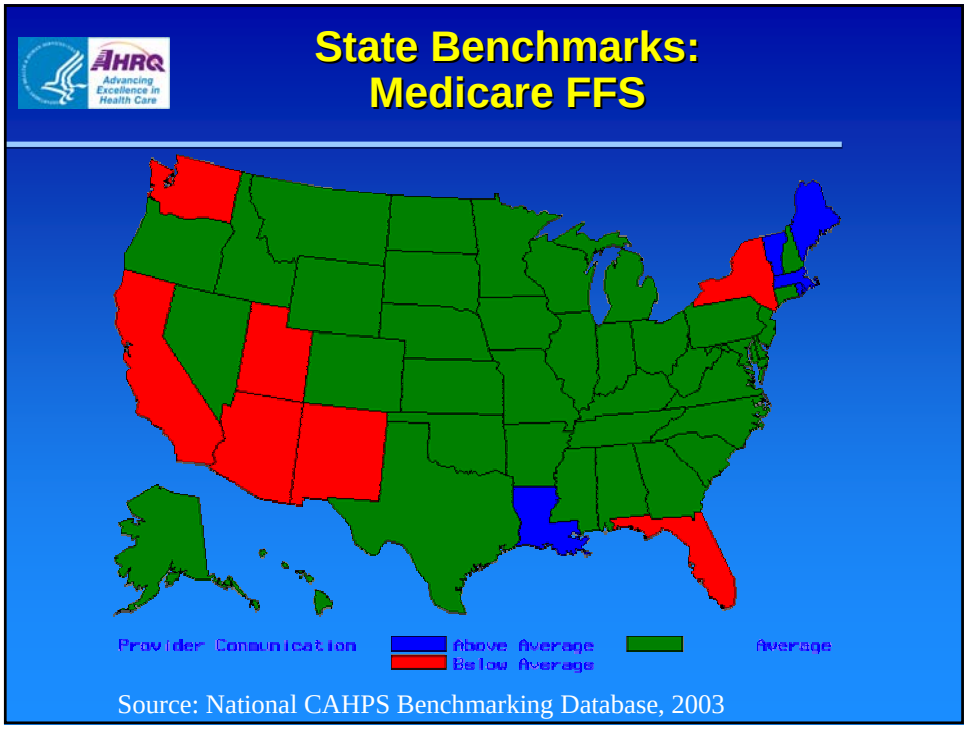
- **Disparities still exist**
- **Some disparities are diminishing**
- Opportunities for improvement remain
- Information about disparities is improving

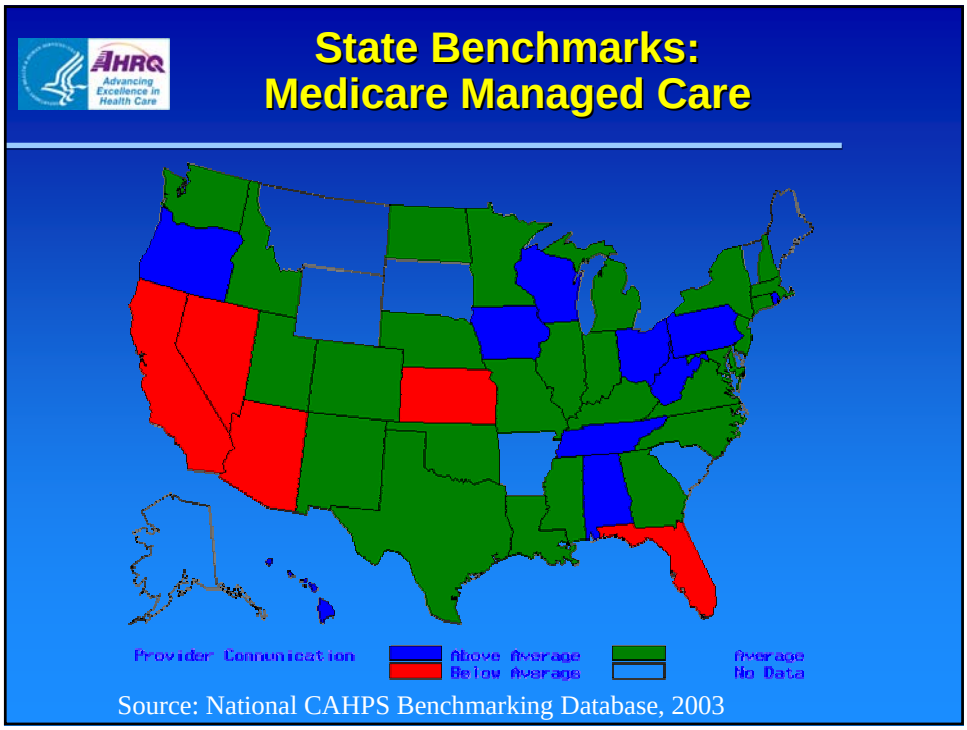

National Benchmarks: Provider Communication, Adults
16
14
12
10
8
6
4
2
0
2000
2001
2002
Total
Age 18-44
Age 45-64
Age 65 and over
Source: MEPS


National Benchmarks: Provider Communication, Children
16
14
12
10
8
6
4
2
0
2001
2002
Total
Excellent, very good, or good health status
Fair or poor health status
Source: MEPS


National Benchmarks:
Disparities, Adults
20
18
16
14
12
10
8
6
4
2
0
Total
White
Black
Asian
AI/AN
>1 Race
NHW
Hispanic
Poor
Near Poor
Middle Income
High Income
<High School
High School
Some College
Source: MEPS


National Benchmarks:
Disparities, Children
12
10
8
6
4
2
0
Total
White
Black
Asian
>1 Race
NHW
Hispanic
Poor
Near Poor
Middle Income
High Income
Not CSHCN
CSHCN
High School
Some College
Source: MEPS


State Benchmarks:
Medicare FFS
Provider Communication
Above Average
Below Average
Average
Source: National CAHPS Benchmarking Database, 2003


State Benchmarks:
Medicare Managed Care
Provider Communication
Above Average
Below Average
Average
No Data
Source: National CAHPS Benchmarking Database, 2003

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