

National Implementation of the CAHPS® Home Health Care Survey

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CAHPS User Group Meeting



Rationale for Development and Implementation of the CAHPS Home Health Care Survey

- CMS Home Health Quality Initiative
- Home Health Compare
 - Focuses on clinical information from OASIS
 - Improvement in getting around, meeting the patient's activities of daily living, how home health care ends and patient medical emergencies.
- Major gap
 - Absence of information from the patient perspective

Roles in the CMS National Implementation of the Survey

- Government
 - Approval of vendors
 - Training and technical assistance
 - Oversight
 - Data analysis
- Survey Vendors
 - Data collection and submission of data
- HHAs
 - Can voluntarily contract with an approved survey vendor to collect and submit the data to CMS
 - Provide sampling frame of eligible patients to their survey vendor on a monthly basis

Current Status

- NQF endorsement
- OMB approval
- Preparation for National Implementation

National Quality Forum (NQF) Endorsement

- Mission of NQF: To improve quality by setting national priorities and goals for performance improvement by measuring and public reporting quality indicators and quality of care standards
- CAHPS surveys seek NQF endorsement to assure scientific acceptability, usability and feasibility with the scientific community, general public and the intended survey audience.

NQF Process

- Submit measures
- Technical Advisory Panel and Steering Committee
- 30 day public review comment period
- Formal NQF endorsement

The entire process takes about 6 months

General Overview for Implementation

- CMS contracted with RTI to implement the CAHPS Home Health Care Survey
- Timeline
 - OMB Clearance – 6 months from date of submission (in parallel with NQF Endorsement)
 - Federal Register Notice
 - Mode Experiment- Spring/Summer '09
 - Vendor Training – Spring '09
 - Voluntary participation by Home Health Agencies – Summer '09

Survey Vendor Responsibilities

- Must meet Minimum Business Requirements to become an Approved Vendor
- Home Health Agencies (HHAs) contract with “approved” vendors to conduct the survey
- Work with the HHAs to construct the sample frame
- Must follow CAHPS Home Health Care Survey protocols
- Must submit a Quality Assurance Plan

Minimum Business Requirements for Vendors

- 3 years prior business experience
- 2 years conducting surveys with person-level data
- 2 years conducting surveys in selected data collection mode
- Demonstration of survey capability and capacity
- Adherence to quality assurance guidelines
- Participation in training and site visits

Resources Available to Vendors

- Webinar training sessions and training manuals
- Technical assistance via toll-free telephone number and email
- Protocols and Guidelines Manual
- Data Submission Manual
- Model Quality Assurance Plan
- Home Health Care CAHPS Website

Training Sessions and Manuals

- Webinar Training Sessions and Manuals
 - 8 hour webinar training sessions (multiple sessions)
 - CMS and RTI will conduct training
 - Scripted sessions to ensure consistency of materials across sessions
 - Slides available on Home Health Care CAHPS website prior to training
 - Training begins Spring 2009

Technical Assistance

- 2 primary text resources: Protocol and Guidelines Manual and Data Submission Manual
- Vendors assigned to technical assistance teams
- Toll-free phone number: 1-866-354-0985 and email hhcahps@rti.org to access RTI Technical Assistance team
- CAHPS Home Health Care Survey website: www.homehealthcahps.org

Website

- Home Health CAHPS website
www.homehealthcahps.org
live on 10/31/08

Site Map:

- Overview of Home Health Care CAHPS goals
- Brief background of survey development
- National implementation and public reporting
- Vendor Application Process
- Approved vendor list
- Mode Experiment

Website — Future Enhancements

- Training: schedules, registration, agendas, materials, evaluations and exit exams
- Application for Participation -- Forms for Vendors
- Surveys and Protocols: Questionnaires, sample letters, telephone scripts
- Data Submission: submission deadlines, file specifications, file layouts, submission tips, submission tool

Protocols and Guidelines Manual

- CAHPS Home Health Care Protocols – (Protocol and Guidelines Manual)
 - Description of Survey Modes
 - Core and Supplemental Questions
 - Sampling Procedures
 - Data Collection Procedures
 - Data File Construction and Submission
 - Quality Assurance Activities

Survey Modes

- 3 Approved Survey Modes
 - Mail-Only
 - Telephone-Only
 - Mixed-Mode: Mail with Telephone Follow-Up

Mode Experiment

Mode Experiment will:

- Mirror national implementation
- Will recruit approximately 100 home health agencies around the country
- Estimate the effects of 3 different modes of survey administration on survey responses
- Analyze effects of differences in patient mix and non-response on Home Health CAHPS ratings

Core and Supplemental Questions

- Core Questions (Qs 1-25) – 50% of survey questions applicable to all patients must be answered for survey to be deemed complete
- Supplemental and HHA-specific Questions – can be added to the survey, but must be placed after the core questions

Eligible Patients

- Current or discharged patients who had at least 1 home health visit at any time during the sample month
- At least 18 years of age or older at date of selection
- Have received at least 2 visits from HHA personnel during a 60-day lookback period (Lookback period is 60 days prior to and including the last day of the sample month)
- Have not been selected for the monthly sample during any month in the current quarter or during the 5 months prior to the sample month.

Eligible Patients (Con't)

- Home care not related to hospice
- Maternity not primary reason for home care
- Has not requested “no publicity” status

Sampling

- Sample Size
 - Reliability Target: .8 or higher
 - Target 300 responses over 12 months
 - Can use Simple Random Sampling, Proportionate Stratified Random Sampling or Disproportionate Stratified Random Sampling

Data Collection

- Mail-Only
 - Mail initial survey – NLT 3 weeks after close of sample month
 - Mail 2nd survey to non-respondents – 3 weeks after the 1st survey is mailed
 - Complete data collection – 6 weeks after the 1st survey is mailed
- Telephone-only
 - Begin phone contact – no later than 3 weeks after the close of sample month
 - Complete phone data collection – 6 weeks after initial phone contact begins
- Mixed Mode
 - Mail survey – NLT 3 weeks after close of sample month
 - Initiate phone follow-up contact for all mail survey non-respondents – 3 weeks after the survey is mailed
 - Complete data collection – 6 weeks after the survey is mailed

Data Submission

- Each HHA must authorize a survey vendor to submit data on its behalf.
- Survey vendors will construct and submit a data file containing a data record for every patient sampled in each monthly sample for each of their client HHAs.
- Files may be submitted at the completion of each monthly activity or on a quarterly basis.

Oversight

- Quality Assurance Plan (QAP)
 - Review and evaluate Vendors QAP for sampling, data collection, data security, confidentiality and privacy policies
- Site Visits
 - CMS/RTI team to visit both randomly and non-randomly each selected vendor
 - Match vendor's QAP with observed activities during site visit
 - Adequate documentation of sampling process and corrective action plans if needed

Public Reporting

- Survey results will include 4 rolling quarters of data
- Adjusted for mode of survey administration
- Adjusted for patient-mix or patient characteristics beyond control of HHAs such as age, health status and education

Consumer Testing

- Contract with L&M Policy Research
- Developing consumer-friendly descriptions of three composites
- Developing and testing data displays and explanations
- Testing integration of the survey measures into the Home Health Compare website

National Implementation of Home Health Care CAHPS

- Contact Information

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Technical Assistance

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