

Child HCAHPS: A New Experience of Care Survey

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HARVARD MEDICAL SCHOOL
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Outline

- Pediatric Quality Measures Program
- Development of the Child HCAHPS Survey
- National Field Test Results
- Next Steps



Pediatric Quality Measures Program

- Established by AHRQ/CMS initiative in 2011
- Mission
 - To increase the portfolio of pediatric quality measures available to public and private purchasers, providers, and consumers
- 7 Centers of Excellence
- Center of Excellence for Pediatric Quality Measurement (CEPQM)
 - Consumer Assessment of Healthcare Providers and Systems Hospital Survey – Child Version (Child HCAHPS)



Patient Experience Measurement

- Patient experience measures cover aspects of care:
 - That patients value
 - That patients can directly observe
 - For which patients are generally the best source of information



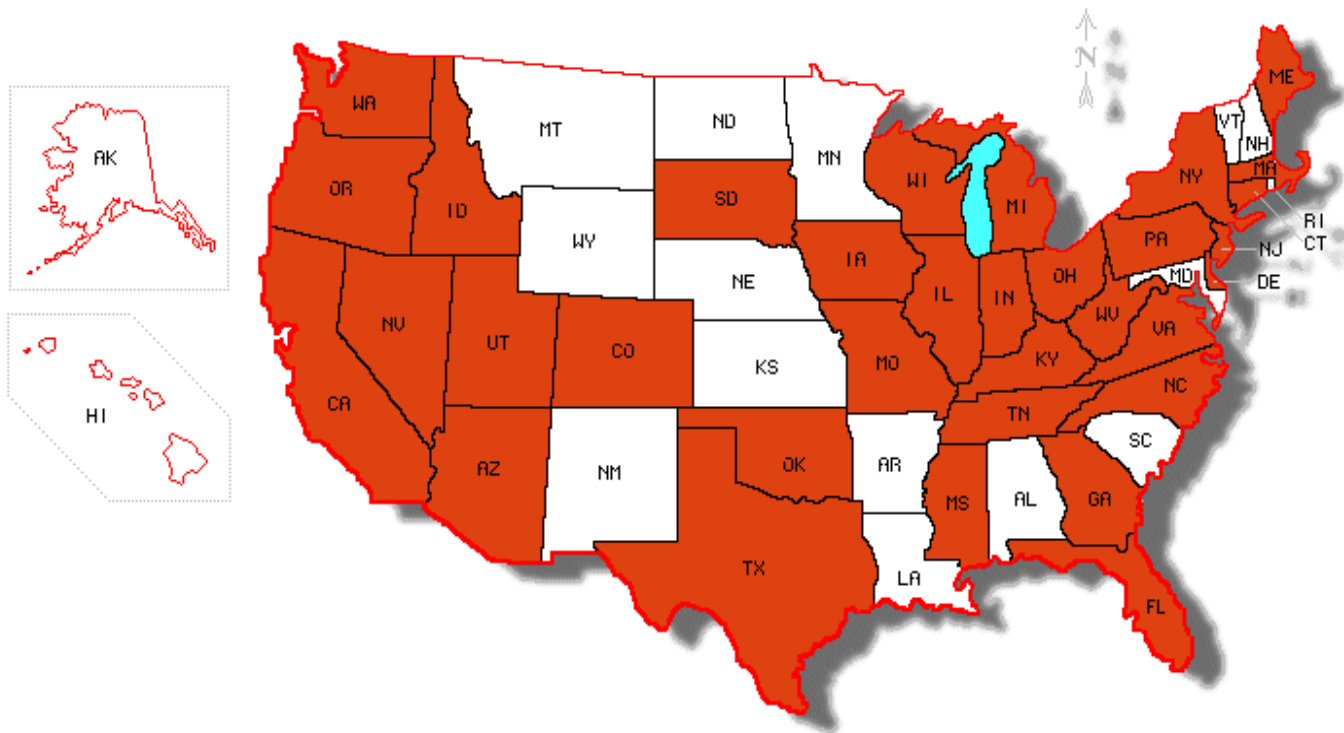
Child HCAHPS Development Process

1. Literature and measures review
2. Expert interviews
3. Federal Register Notice
4. Focus groups
5. Draft survey
6. Cognitive interviews
7. Pilot test
8. Revised draft survey
9. National field test
10. End-user cognitive testing

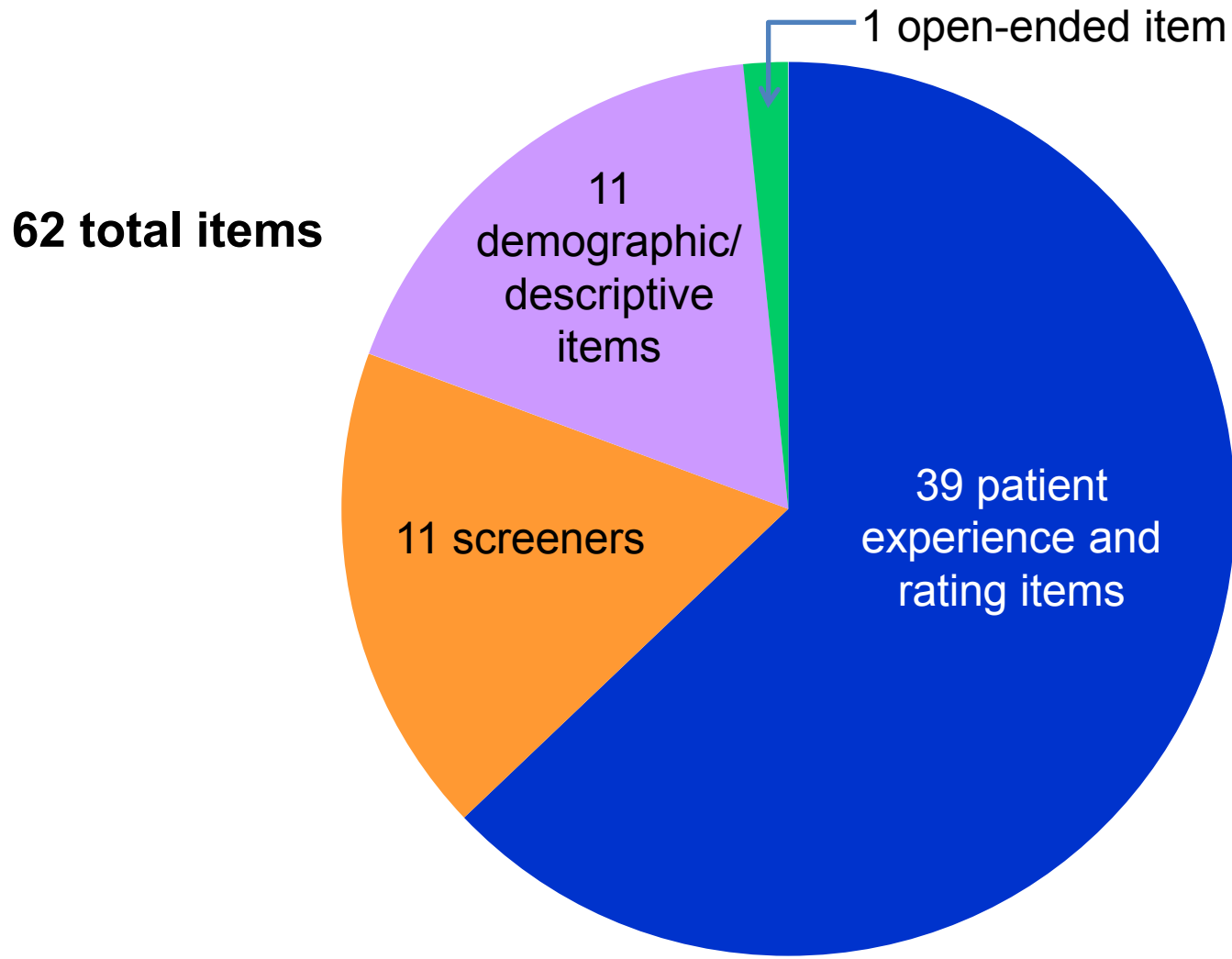


National Field Test

- 69 hospitals, 34 states
- Mail or telephone
- 36% freestanding children's hospitals, 41% hospitals within hospital, and 23% general hospitals



Final Child HCAHPS Survey



Final Child HCAHPS Survey

- 18 single-item and composite measures
- Measures categorized into 5 overarching groups:
 - Communication with parent
 - Communication with child
 - Attention to safety and comfort
 - Hospital environment
 - Global rating



Response Options

Example of an item with a 4-pt scale:

During this hospital stay, how often did providers keep you informed about what was being done for your child?

Always Usually Sometimes Never

Example of an item with a 3-pt scale:

A child's regular activities can include things like eating, bathing, going to school, or playing sports. Before your child left the hospital, did a provider explain in a way that was easy to understand when your child could return to his or her regular activities?

Yes, definitely Yes, somewhat No

Hospital rating item:

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your child's stay?

0 1 2 3 4 5 6 7 8 9 10



Response Options: Top-Box Scores

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Communication with Parent

Measures	Top-Box %
Keeping you informed about your child's care	72%
Communication between you & your child's nurses	81%
Communication between you & your child's doctors	83%
Communication about your child's medicines	79%
Privacy when talking with doctors, nurses, & other providers	82%
Keeping you informed about your child's care in the ER	84%
Preparing you & your child to leave the hospital	80%



Communication with Parent

Measures	Top-Box %
Keeping you informed about your child's care	72%
<p><u>Items Included in the Composite:</u></p> <p>During this hospital stay, how often did providers keep you informed about what was being done for your child? Top-Box % = 76%</p> <p>SCREENER: Tests in the hospital can include things like blood tests and x-rays. During this hospital stay, did your child have any tests?</p> <p>How often did providers give you as much information as you wanted about the results of these tests? Top-Box % = 68%</p>	



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Communication with Child

Measures	Top-Box %
How well nurses communicate with your child	70%
How well doctors communicate with your child	67%
Involving teens in their care	72%



Attention to Safety and Comfort

Measures	Top-Box %
Preventing mistakes & helping you report concerns	56%
Paying attention to your child's pain	74%
Responsiveness to the call button	59%
Helping your child feel comfortable	67%



Hospital Environment

Measures	Top-Box %
Cleanliness of hospital room	68%
Quietness of hospital room	63%

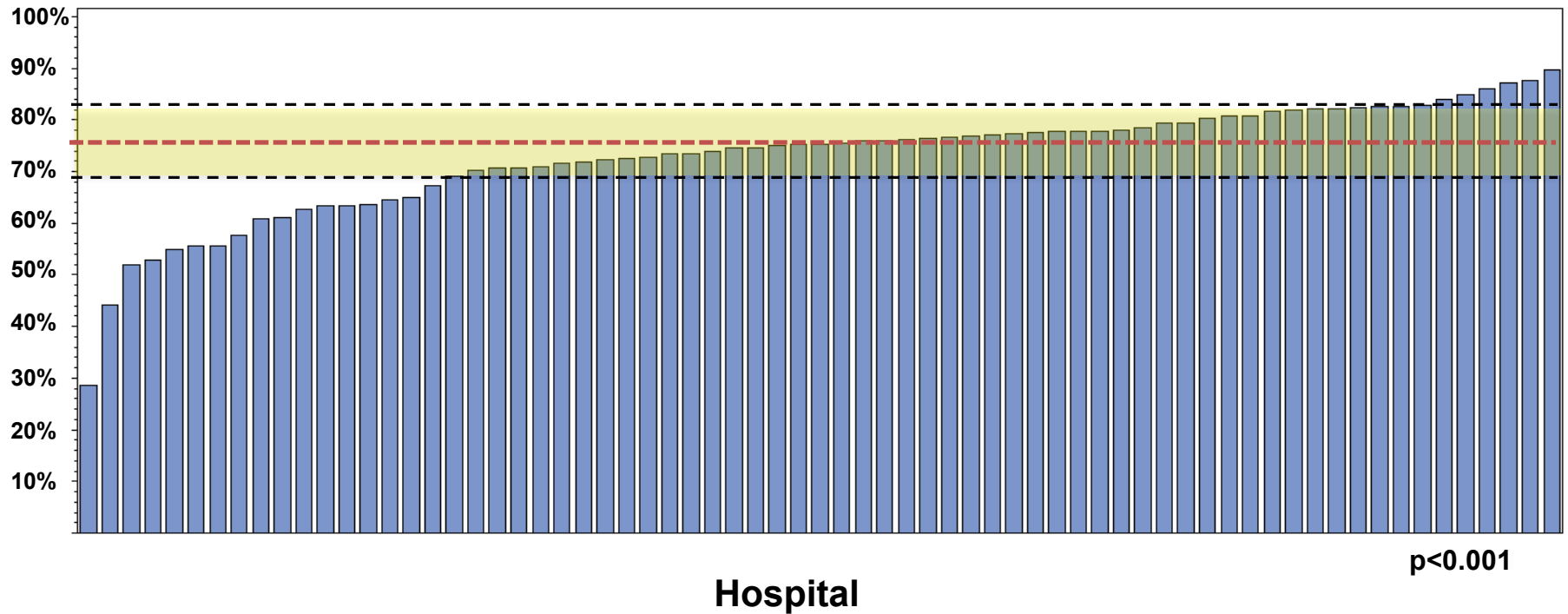


Global Rating

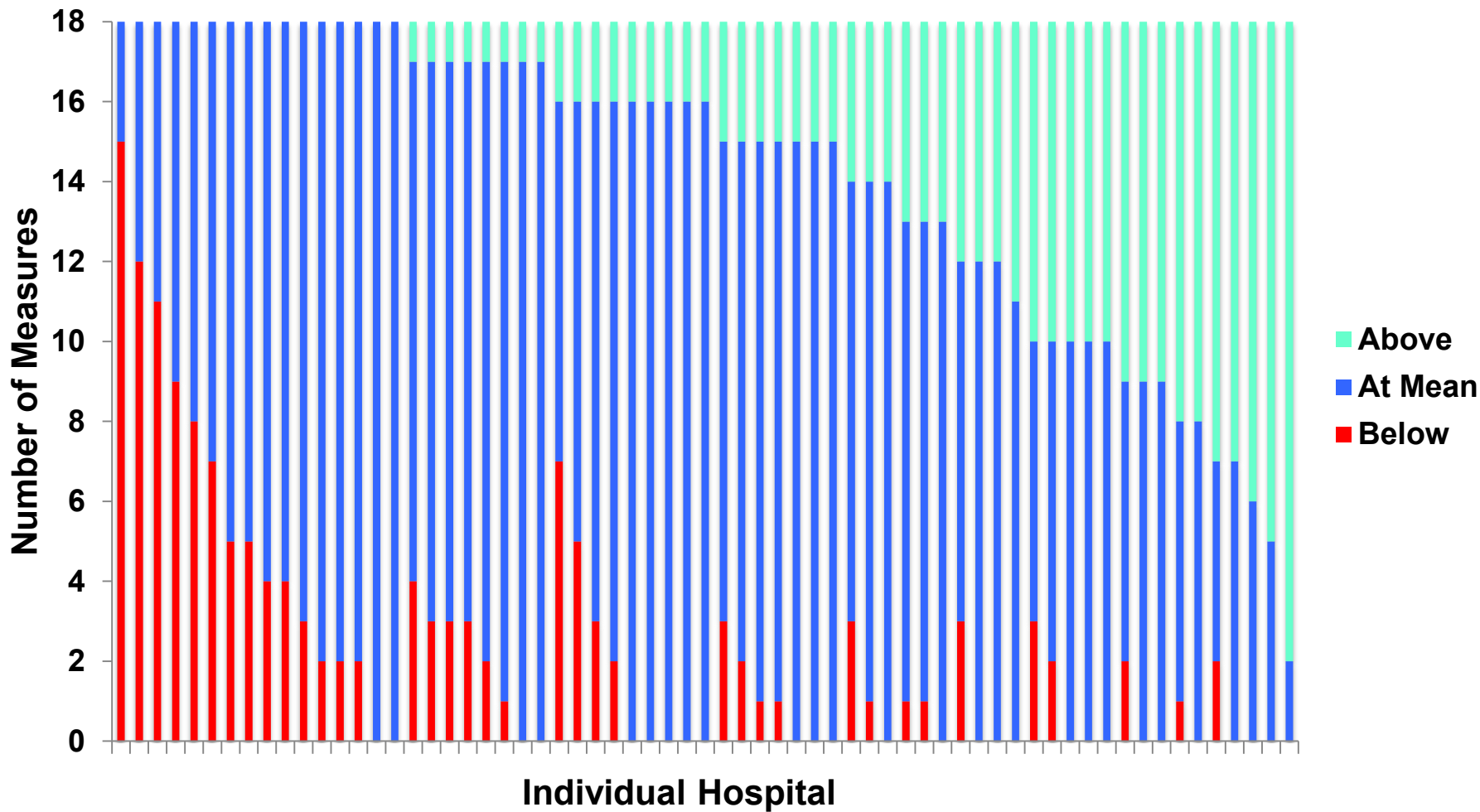
Measures	Top-Box %
Overall rating	75%
Recommend hospital	82%



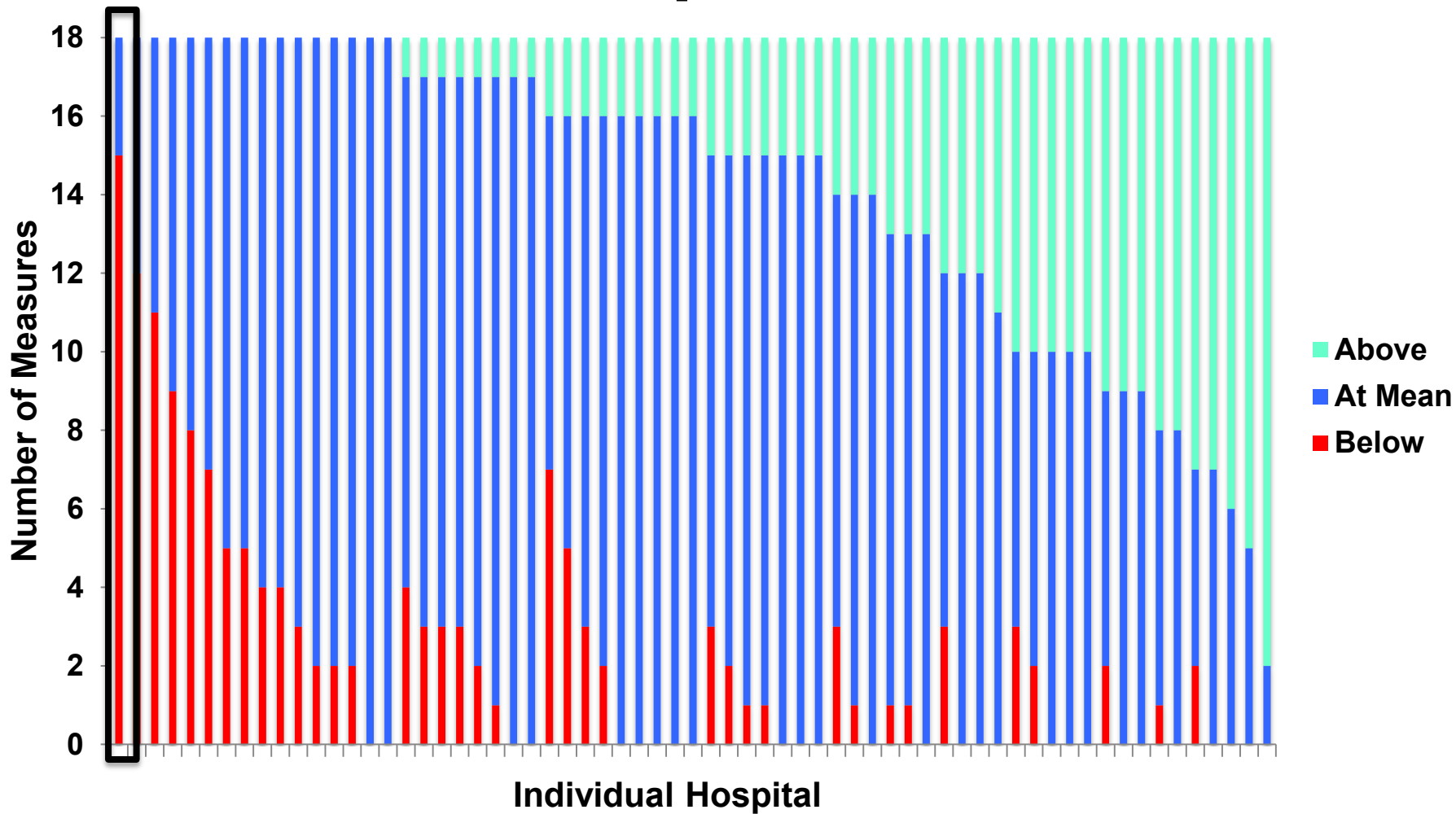
Variation Across Hospitals on Overall Rating



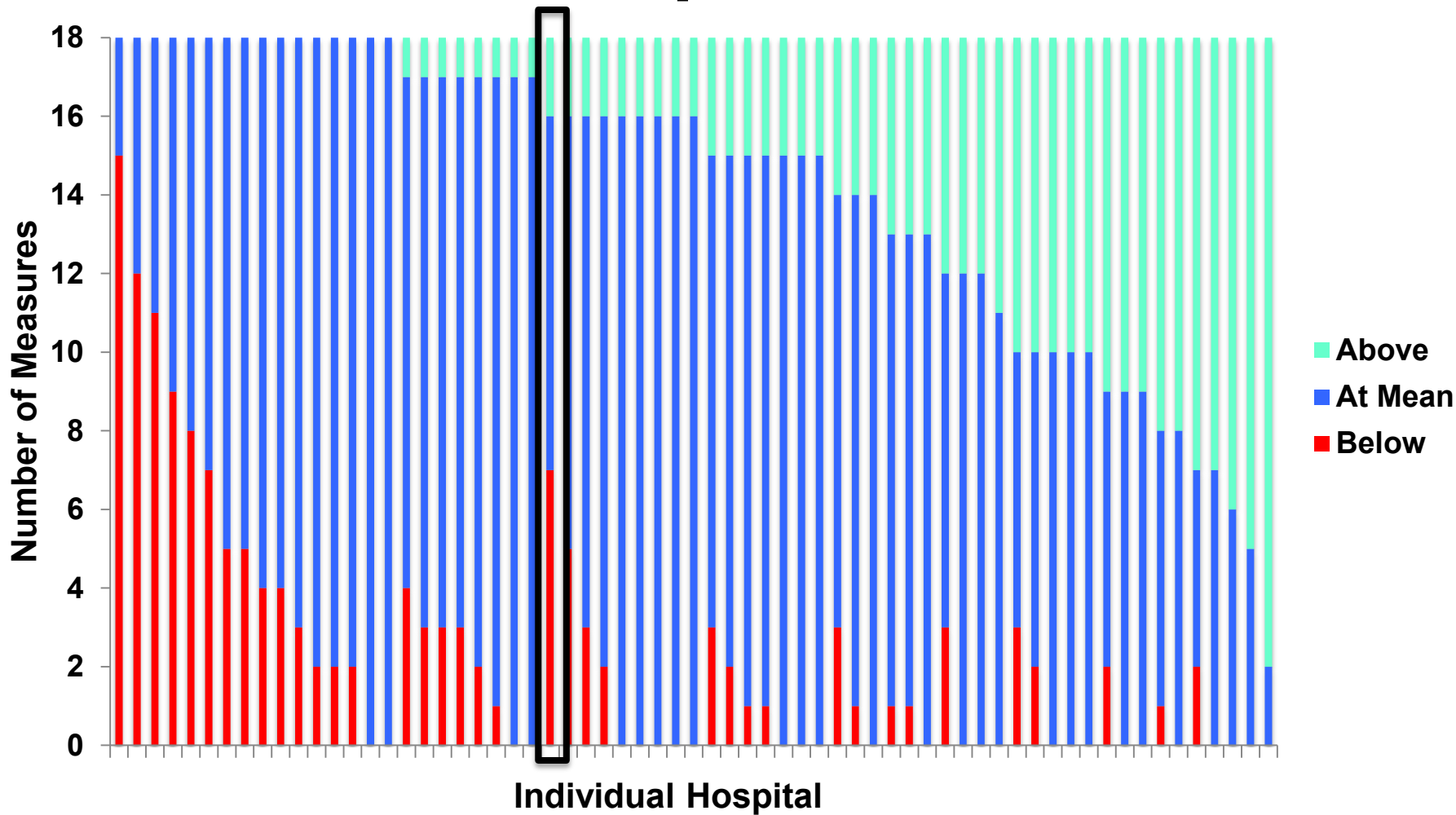
Variation in Performance Across Hospitals



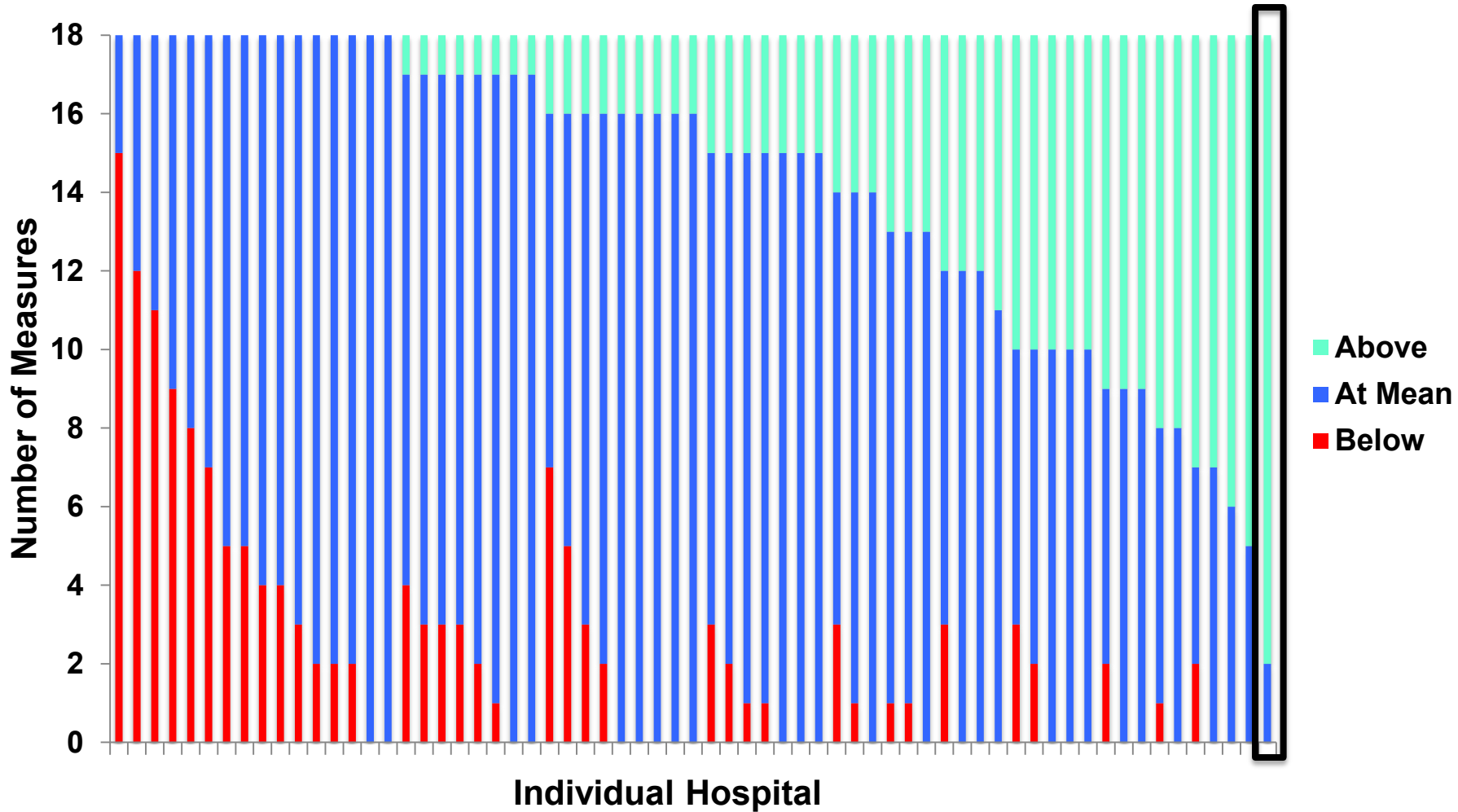
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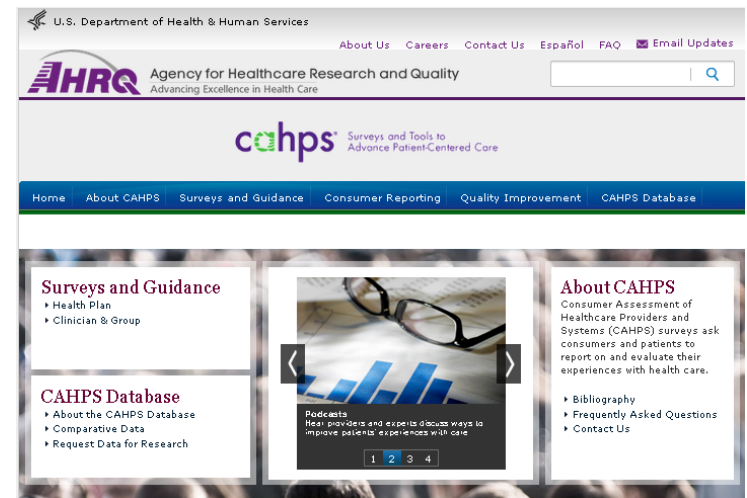


Variation in Performance Across Hospitals



Next Steps

- AHRQ Web site (https://cahps.ahrq.gov/surveys-guidance/hospital/about/child_hp_survey.html)
- National Quality Forum
- Testing alternative administration techniques



Thank you!



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