

WHAT IS PATIENT EXPERIENCE AND HOW DOES CAHPS MEASURE IT?

Stephanie Fry
Senior Study Director
Westat

What is Patient Experience?

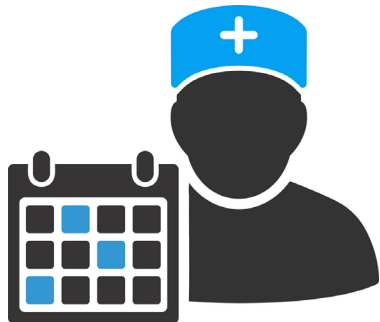
Patient experience encompasses the **range of interactions** that patients have with the health care system, including:



Coordinated care from **doctors and nurses** in **health care facilities**



Good **communication** with **health care providers**



Ability to schedule **timely appointments**



Easy **access** to **information**

Patient Experience vs. Patient Satisfaction

Experience	Satisfaction
<ul style="list-style-type: none">• Whether something happened, or how often it happened• Frequency scales• Objective assessment	<ul style="list-style-type: none">• Whether patients' <i>expectations</i> were met and how they felt about their care• Likert (rating) scales• Subjective assessment

Correlation with Other Key Outcomes

Patient experience is strongly associated with:

Health Outcomes

- Patient adherence
- Process of care measures
- Clinical outcomes
- Patient safety

Business Outcomes

- Malpractice risk
- Employee satisfaction
- Financial performance

CAHPS Survey Principles



- Surveys are developed and administered using research evidence:
 - ▶ Surveys focus on what patients said they want/need to know
 - ▶ Stakeholder and user input are fundamental and ongoing
 - ▶ Surveys are extensively field tested
 - ▶ Standardization supports comparability
 - ▶ All surveys, tools, and resources are public

CAHPS Core Surveys: Some Examples



Patient Experience with Providers

- ▶ Clinician & Group
- ▶ Hospice
- ▶ Home Health Care
- ▶ Surgical Care
- ▶ American Indian

Patient Experience with Facility-Based Care

- ▶ Hospital
- ▶ In-Center Hemodialysis
- ▶ Nursing Home
- ▶ Outpatient and Ambulatory Surgery

Patient Experience with Condition-Specific Care

- ▶ Cancer Care
- ▶ Mental Health Care

Enrollee Experience with Health Plans

- ▶ Health Plan
- ▶ Dental Plan
- ▶ Home and Community-Based Services

CAHPS Survey Content



Examples of CAHPS Measures

Clinician & Group Survey

- ▶ Access to care
- ▶ Communication
- ▶ Care coordination
- ▶ Customer service
- ▶ Overall rating

Hospital Survey

- ▶ Communication
- ▶ Responsiveness
- ▶ Discharge information
- ▶ Hospital environment
- ▶ Overall rating
- ▶ Willingness to recommend

Examples of CAHPS Supplemental Items



- Shared Decision-Making
- Health Literacy
- Health Information Technology
- Interpreter Services
- Communication
- Narrative Items
- User “Home Grown” items