



# **PREMS**

## **Utilizing CAHPS® Survey**

### **as part of Quality Management/Improvement**

# What is CAHPS?

## Consumer Assessment of Health Care Providers and Systems

Developed by the Agency for Healthcare Research & Quality

- Patient-Centered Approach

- Asks consumers & patients to report on and evaluate their experiences with healthcare

- Assesses quality of care from the patient point of view

- Maintains standardized surveys of patient experiences with ambulatory and facility-level care





# Patient Experience vs. Patient Satisfaction

## Experience

Interactions patients have with their health care system

Aspects of delivery that patients value highly

Respectful  
Responsive  
Communication  
Timely Appointments

## Satisfaction

How patients feel about the care they received

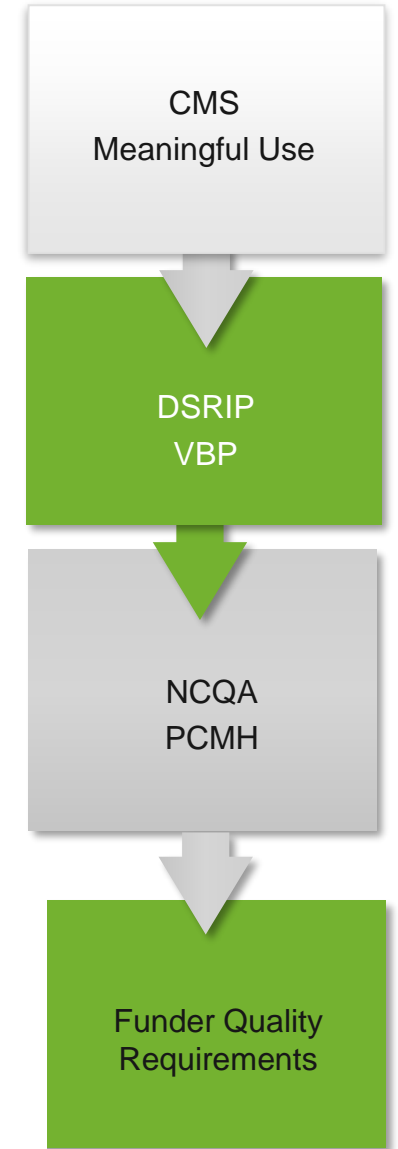
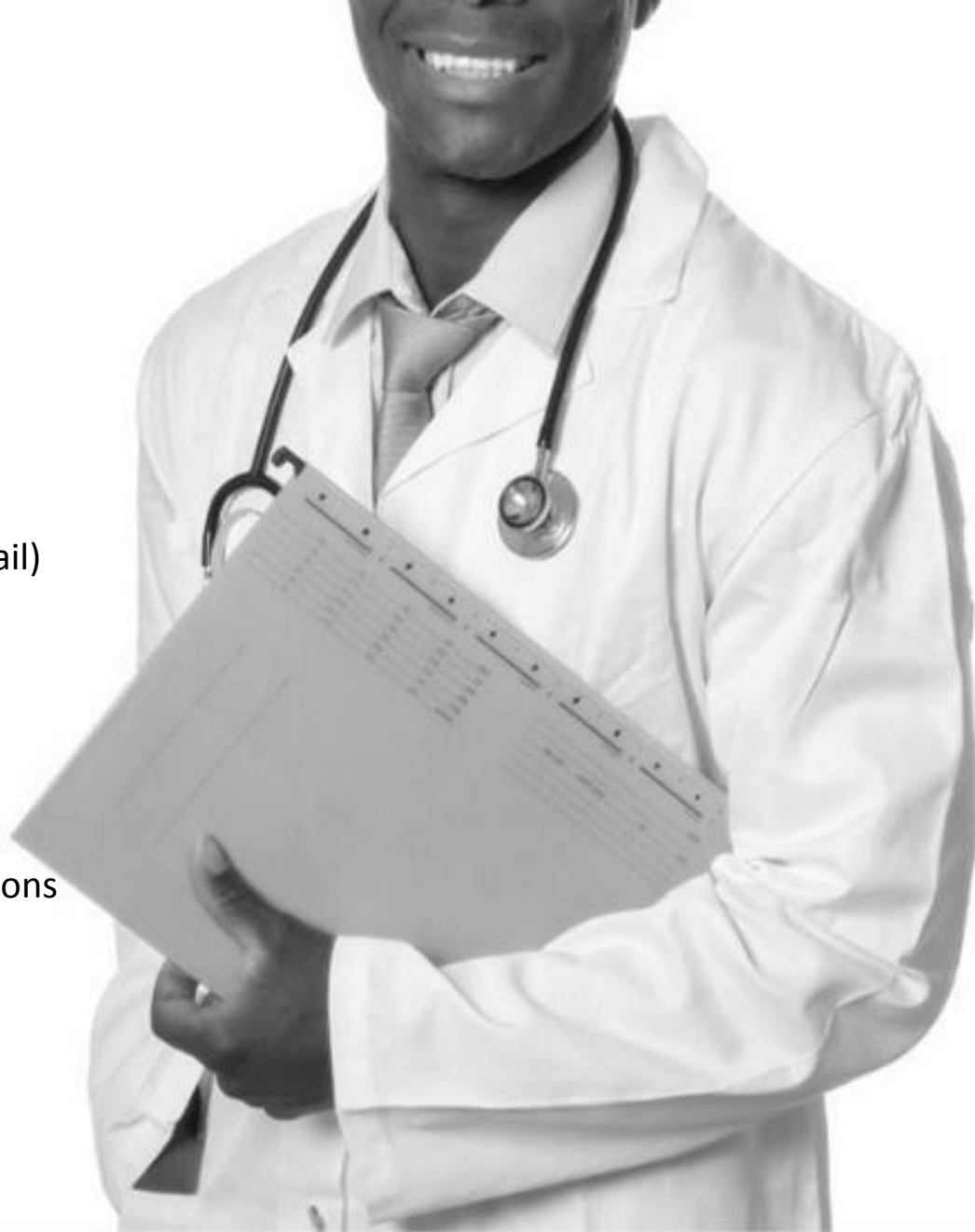
Expectations about a health encounter are the needs met

Exam  
Prescription  
Referrals  
Outcomes



# Other CAHPS Information

- No Charge for access to CAHPS
- A certified vendor is suggested due to analysis software (administered web-based, phone, mail)
- Scoring algorithms utilized by vendors
- Analysis software required for CAHPS comparisons
- CAHPS Database



# Evergreen Adaptations

## In-House Administration/Scoring/Reporting

- Fiscal - Interested in establishing an in-house baseline not necessarily outside comparisons to other practices
- Confidentiality – Outside Vendor contacting patient
- Access issues – limited internet, unstable housing, telephone issues
- Peer delivered model (token incentives)  
face-to-face  
support/social groups  
counselor-coordinator-nurse-etc.
- Literacy levels – some language changed for ease of understanding
- Sample size – year 1 entire practice  
year 2 entire practice & provider comparison  
Suggested 50 per provider

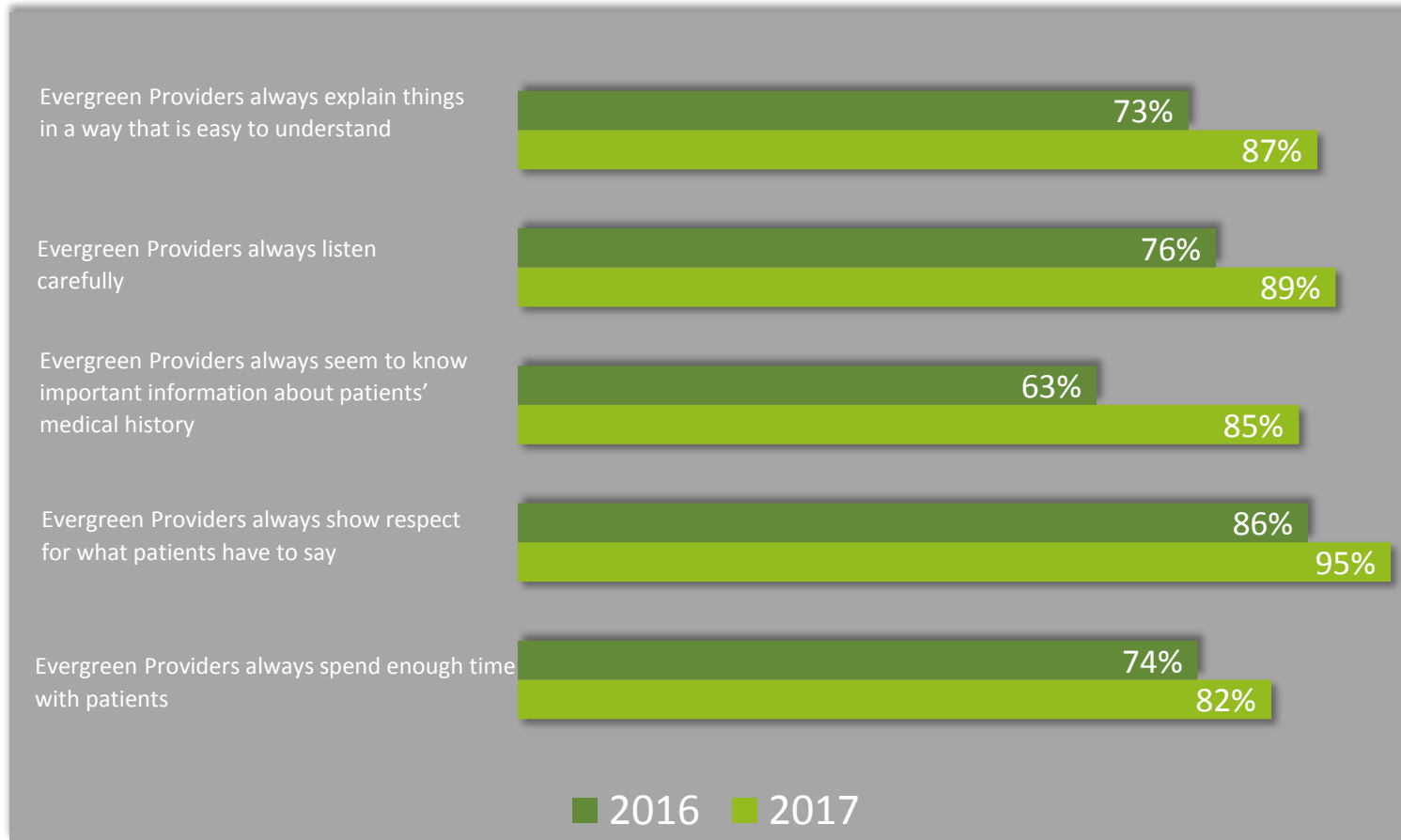


# CAHPS Question Areas

- Appointment access when needed
- Contact office with questions – info explained?
- Provider listening, explaining, respectful
- Provider aware of medical history
- Order/explain testing, blood work etc.
- Understanding prescriptions
- Overall weighted provider rating
- Clerks/receptionists etc.



# Sample Evergreen Results



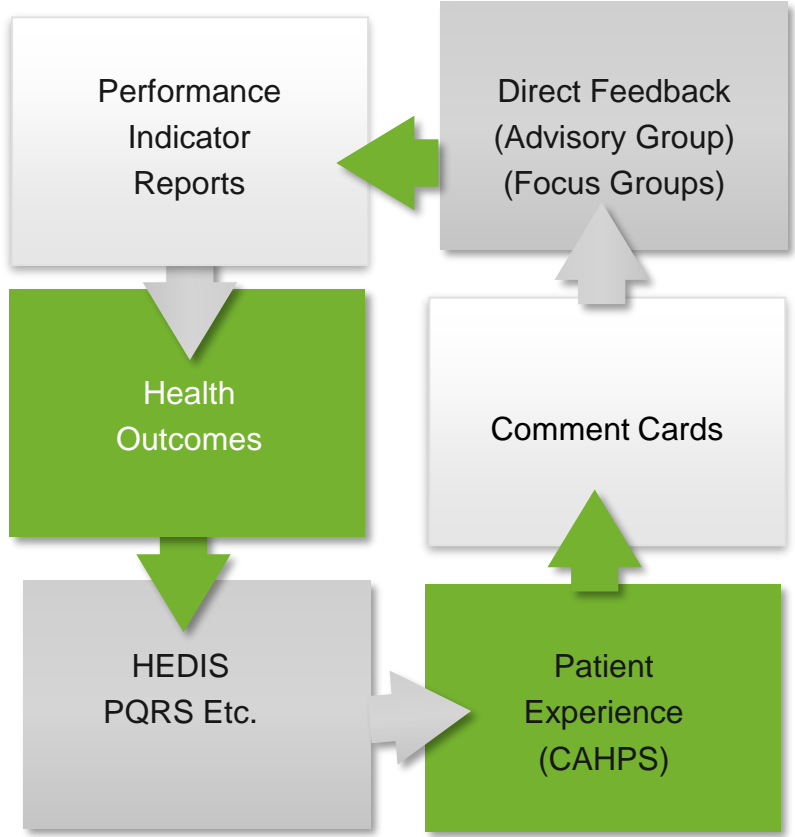


								Evergreen Overall
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	<b>87%</b> Said Always	<b>92%</b> Said Always	<b>90%</b> Said Always	<b>93%</b> Said Always	<b>91%</b> Said Always	<b>88%</b> Said Always	<b>77%</b> Said Always	<b>87%</b> Said Always
In the last 6 months, how often did this provider listen carefully to you?	<b>93%</b> Said Always	<b>100%</b> Said Always	<b>100%</b> Said Always	<b>92%</b> Said Always	<b>91%</b> Said Always	<b>79%</b> Said Always	<b>86%</b> Said Always	<b>89%</b> Said Always
In the last 6 months, how often did this provider seem to know the important information about your medical history?	<b>93%</b> Said Always	<b>83%</b> Said Always	<b>78%</b> Said Always	<b>92%</b> Said Always	<b>82%</b> Said Always	<b>85%</b> Said Always	<b>81%</b> Said Always	<b>85%</b> Said Always
In the last 6 months, how often did this provider show respect for what you had to say?	<b>100%</b> Said Always	<b>92%</b> Said Always	<b>100%</b> Said Always	<b>100%</b> Said Always	<b>91%</b> Said Always	<b>92%</b> Said Always	<b>95%</b> Said Always	<b>95%</b> Said Always





# Overall Quality Plan



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