

Measuring Patients' Experiences with Care: Practical and Policy Issues

July 12, 2007

Resources & Background Material

Since the Institute of Medicine identified patient-centeredness as one of the aims for improving the quality of health care in *Crossing the Quality Chasm*, there has been a growing movement towards measuring patients' experiences with care. For many years, the National Committee for Quality Assurance (NCQA) has required measuring patient experience through the CAHPS (Consumer Assessment of Health Plans) as a part of its health plan accreditation requirement. More recently, Medicare hospital payments will be directly tied to whether or not they publicly report on patients' experience with care using the CAHPS hospital survey. Additionally, a growing number of local and regional initiatives are using patient experience as a part of their dashboard on provider performance, including at the level of the individual physician. Understanding the current use of patient experience measurement as well as how to shape the widespread adoption of the CAHPS Clinician/Group survey so there is more meaningful physician performance measures is an important element to creating a robust dashboard of information for consumers and purchasers.

This document lists materials and resources that provide general background on the issues as well as highlighting the multiple perspectives held by a variety of stakeholders. If you would like to use information from presentations, please contact the presenter.

Note: Bolded documents were provided to in-person participants.

Presentations – July 12th Discussion Forum

- **Importance of Measuring Patients' Experiences with Care** – Peter Lee, Co-Chair Consumer-Purchaser Disclosure Project and CEO of Pacific Business Group on Health
 - <http://healthcaredisclosure.org/docs/files/LeePECIntro.ppt>
- **Measuring Patients' Experiences with Care: An Overview** – Dale Shaller, Shaller Consulting/National CAHPS Benchmarking Database
 - <http://healthcaredisclosure.org/docs/files/ShallerPECOverview.ppt>
- **Regional Initiatives Using Patient Experience to Assess Physician Performance** – Todd Osbeck, Priority Health; Ted vonGlahn, Pacific Business Group on Health; Melinda Karp, Massachusetts Health Quality Partners
 - <http://healthcaredisclosure.org/docs/files/OsbeckPriorityHealthPIP.ppt>
 - <http://healthcaredisclosure.org/docs/files/vonGlahnPECinCA.ppt>
 - <http://healthcaredisclosure.org/docs/files/KarpMDPECinMA.ppt>
- **Models for Widespread Adoption of Measuring Patients' Experiences with Physicians** – Robert Krughoff and Paul Kallaur, Center for the Study of Services/Consumers' CHECKBOOK
 - <http://healthcaredisclosure.org/docs/files/KrughoffPECSpreadReach.ppt>

General

- **Davis, K., Schoenbaum, S., Audet, A. A 2020 Vision of Patient-Centered Primary Care. *Journal of General Internal Medicine* 20(10), October 2005.**
 - <http://healthcaredisclosure.org/docs/files/2020VisionofPatient-CenteredCare-Davis-April2005.pdf>
 -
- Shaller, D. Patient-Centered Care: What Does It Take? Picker Institute and The Commonwealth Fund, April 2007.
 - <http://healthcaredisclosure.org/docs/files/PtCenteredCareShallerApr2007.pdf>
- Crossing the Quality Chasm (Chapter 2): A New Health System for the 21st Century. Institute of Medicine, 2001.
 - http://books.nap.edu/openbook.php?record_id=10027&page=39
- Hibbard, J. Perspective: Moving Toward A More Patient-Centered Health Care Delivery System. *Health Affairs*, October 2004. (Requires subscription for full text)
 - <http://content.healthaffairs.org/cgi/content/abstract/hlthaff.var.133>
- Gerteis, M., Edgman-Levitan, S., et al. Through the Patient's Eyes: Understanding and Promoting Patient-Centered Care, 1993.
 - <http://nrcpicker.com/Default.aspx?DN=100.12.3.1.Documents>

Implementation

- **Mardon, R., Sheridan, S., Shaller, D., Rybowski, L. Models for Coordinating Clinician and Group-Level Patient Surveys: Promoting Implementation and Use of the CAHPS Clinician & Group Survey. November 7, 2006.**
 - http://healthcaredisclosure.org/docs/files/C_G_CAHPSWhitePaperDraftJune2007.pdf
- **Safran, D., Karp, M., et al. Measuring Patients' Experiences with Individual Primary Care Physicians: Results of a Statewide Demonstration Project. *Journal of General Internal Medicine* 21(1), January 2005.**
 - <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=1484603>
- Rodriguez, H., vonGlahn, T., et al. Evaluating Patients' Experiences with Individual Physicians: A Randomized Trial of Mail, Internet, and Interactive Voice Response Telephone Administration of Surveys. *Medical Care* 44(2), February 2006. (Requires subscription for full text)
 - <http://www.lww-medicalcare.com/pt/re/medcare/abstract.00005650-200602000-00010.htm;jsessionid=GNfpLDN3LRjpRpvj0LYL2wyrnyy0LycQYfvp8mQ9jQM1NL91IGBC!370594218!181195629!8091!-1>
- CAHPS: Surveys and Tools to Advance Patient-Centered Care. Agency for Department of Healthcare Research and Quality.
 - <https://www.cahps.ahrq.gov/default.asp>

- Lurie, N., Zhan, C., et al. Variation in Racial/Ethnic Differences in Consumer Assessments of Health Care. *The American Journal of Managed Care* 9(7), July 2003.
 - <http://www.ajmc.com/files/articlefiles/AJMC2003julLurie502-509.pdf>
- Fremont, A., Cleary, P., et al. Patient-centered Processes of Care and Long-term Outcomes of Myocardial Infarction. *Journal of General Internal Medicine* 16(12), December 2001.
 - <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=1495308>
- Stewart, M., Brown, J.B., et al. The Impact of Patient-Centered Care on Outcomes. *Journal of Family Practice* 49(9), September 2000.
 - <http://www.jfponline.com/Pages.asp?AID=2601>

Use (Quality Improvement, Incentives, Public Reporting)

- HCAHPS: Patient Perspectives on Care. U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS), Hospital Quality Initiative.
 - http://www.cms.hhs.gov/HospitalQualityInits/30_HospitalHCAHPS.asp
- CMS Adds HCAHPS to Measures for 2008 Annual Payment Update
 - <http://www.shoppingenix.com/content/eAlert/092606-article2.asp>
- **Agency for Healthcare Research and Quality, American Institute for Research, Harvard Medical School, and RAND Corporation. CAHPS Clinician & Group Survey Report to National Quality Forum: Use of Measures for Quality Improvement and Public Reporting. July 13, 2006.**
 - http://healthcaredisclosure.org/docs/files/CAHPS_CG_for_NQF_final-Section6Only.pdf
- **Advancing Quality Through Collaboration: The California Pay for Performance Program. Integrated Healthcare Association. February 2006.**
 - <http://www.iha.org/wp020606.pdf>
- Edgman-Levitan S, Shaller D, McInnes K, Joyce R, Coltin K, and Cleary P. The CAHPS Improvement Guide: Practical Strategies for Improving the Patient Care Experience. Department of Health Care Policy, Harvard Medical School, October 2003
 - https://www.cahps.ahrq.gov/content/resources/QI/RES_QI_CAHPSImprovementGuide.asp?p=103&s=31
- Fowles, J., Kind, E., et al. Consumer Responses to Health Plan Report Cards in Two Markets. *Medical Care*, Vol. 38(5), May 2000.
 - <http://www.lww-medicalcare.com/pt/re/medicare/abstract.00005650-200005000-00004.htm;jsessionid=GTtJHFh8JCVbR1hCbYrpfvypWvnfgKZtL2H3ynnXwVQsQrTy3CZ1!370594218!181195629!8091!-1>
- American Board of Internal Medicine. Maintenance of Certification: Self-Evaluation of Practice Performance.
 - <http://www.abim.org/moc/semppi.shtm#top>