



Physician Quality Reporting System (PQRS) 2013 Group Practice Reporting Option (GPRO) and SSP Accountable Care Organization (ACO)



**CAHPS[®] Survey for ACOs
and the PQRS GPROs**

Program Year 2013

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Agenda

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Overview
- ACO/PQRS GPRO CAHPS Survey Implementation

**CONSUMER ASSESSMENT OF
HEALTHCARE PROVIDERS AND
SYSTEMS (CAHPS[®]) SURVEY
OVERVIEW**

What is CAHPS?

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a family of surveys that measures patient-centered care
- CAHPS provides information in areas for which patients/consumers are the best or only source
- CAHPS focuses on patient experience with care, not patient satisfaction
- CAHPS has an 18 year history, has undergone rigorous methodological testing, and is highly valid and reliable

What does the ACO/PQRS GPRO CAHPS survey cover?

- Contains 81 questions, organized in the following sections
 - Your provider (3 questions)
 - Your care from this provider in the last 6 months (38 questions)
 - Clerks and receptionists at this provider's office (2 questions)
 - Your care from specialists in the last 6 months (4 questions)
 - All your care in the last 6 months (10 questions)
 - About you (24 questions)

What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- Asks about patients' experiences with care
 - Across 12 summary survey measures
 - With a single provider within the ACO or group practice
 - Over a 6-month look back period

What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- 7 of 12 summary survey measures are derived from the CAHPS Clinician and Group Survey (CG-CAHPS)
 - Getting Timely Care, Appointments and Information
 - How Well Your Providers Communicate
 - Patient's Rating of Provider
 - Access to Specialists
 - Health Promotion and Education
 - Shared Decision-making
 - Courteous and Helpful Office Staff

What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- 1 summary survey measure captures information on beneficiaries' health status and functional status
 - This item includes questions required by section 4302 of the Affordable Care Act relating to disability status

What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- 4 additional summary survey measures capture important dimensions of patient experiences with care
 - Care Coordination
 - Between Visit Communication
 - Helping You to Take Medications as Directed
 - Stewardship of Patient Resources

What provider does the ACO/PQRS GPRO CAHPS survey ask about?

- The provider named in the survey is the individual who provided the plurality of the beneficiary's primary care during the period being assessed
- The survey also asks about experiences with the health care team and specialists

ACO/PQRS GPRO CAHPS SURVEY IMPLEMENTATION

Which beneficiaries get the ACO/PQRS GPRO CAHPS survey?

- Beneficiaries who have original Medicare
- Beneficiaries are drawn from the same pool of beneficiaries that is used for measuring all other aspects of Medicare's ACO GPRO and PQRS GPRO reporting programs
- For 2014 implementation of the survey, 860 beneficiaries will be sampled from each ACO and PQRS GPRO

What are the beneficiary eligibility criteria?

- Inclusion criteria
 - Beneficiaries with original Medicare who are assigned to an ACO or a group practice participating in Medicare programs and have at least 2 visits for primary care services with a provider from the group practice or ACO
 - 18 years or older
 - Live in the United States, Puerto Rico, or U.S. Virgin Islands
- Exclusion criteria
 - Individuals known to be institutionalized
 - Individuals known to be deceased

In what languages is the ACO/PQRS GPRO CAHPS survey available?

- The survey is available in the following languages:
 - English
 - Spanish
 - Cantonese
 - Korean
 - Mandarin
 - Russian
 - Vietnamese

What is planned for ACO/PQRS GPRO CAHPS Survey Administration?

- Survey administration planned to begin early 2014
- Will capture patient experience with care for program year 2013
- Will be administered using a mixed-mode (mail & telephone) methodology

What is the planned timeline for ACO/PQRS GPRO CAHPS Survey Administration?

- CMS pre-notification letter mailed January 16-17, 2014
- Surveys mailed beginning late January 2014
- Telephone interviews for non-respondents begin early February 2014
- Data collection closes March 28, 2014

What about administering other surveys during ACO/PQRS GPRO CAHPS survey period?

- In order to ensure the best possible response rate for all surveys, it is strongly recommended that questions similar to those found in the ACO/PQRS GPRO CAHPS survey **NOT** be administered **4 weeks prior to, during, and 4 weeks after** the ACO/PQRS GPRO CAHPS survey period

What is planned for the ACO/PQRS GPRO CAHPS reports?

- Delivery of reports for ACO/PQRS GPRO CAHPS is planned for Summer 2014
- Reports will include:
 - Scores for the 12 summary survey measures
 - Detailed results, including performance on the individual performance dimensions that make up each of the summary survey measures and frequency tables for all survey questions
 - Additional information on content of the survey, data collection, and how the data were analyzed

List of 2013 GPRO Webinars

- Look out for these other 2013 PQRS GPRO Webinars on the CMS YouTube site: <http://go.cms.gov/GPROPlaylist>
 - 2013 PQRS GPRO 101 Parts 1 & 2
 - 2013 GPRO Reporting Mechanisms Parts 1 & 2
 - 2013 GPRO Value-Based Modifier
 - Public Reporting
 - Measures Overview
 - Individuals Authorized Access to the CMS Computer Services (IACS)
 - 2013 PQRS GPRO and ACO Web Interface Measure Specifications/ Supporting Documents Parts 1, 2 & 3
 - 2013 PQRS GPRO and ACO Web Interface Assignment and Sampling

Upcoming Webinars

- Please also check the CMS YouTube site for this upcoming webinar:
 - GPRO Web Interface Overview
- Live support calls will held on the following dates:
 - 12/5 – Question & Answer Session
 - 12/12 – XML training
 - 1/9 – GPRO Web Interface training
 - 1/16 – Question & Answer Session
 - 1/27-1/31, 2-3 pm ET –
 - Daily support calls during the first week of submission
 - 2/6, 2/13, 2/20, 2/27, 3/6, 3/13, 3/27, 2-3 pm ET –
 - Weekly support calls during the remaining submission period

Resources

- Additional information about CAHPS can be found at the Agency for Healthcare Research and Quality website at this link <https://www.cahps.ahrq.gov/>
- Information on the ACO CAHPS can be found on the Medicare Shared Savings Program Quality page http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/Quality_Measures_Standards.html or the ACO CAHPS vendor site at <http://acocahps.cms.gov/Content/Default.aspx>
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