How to Use the CAHPS 2.0 Primer and Appendixes

The *CAHPS 2.0 Survey and Reporting Kit*

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Figure 1. Roadmap to the ***CAHPS 2.0 Survey and Reporting Kit***

How to Use the CAHPS 2.0 Primer and Appendixes

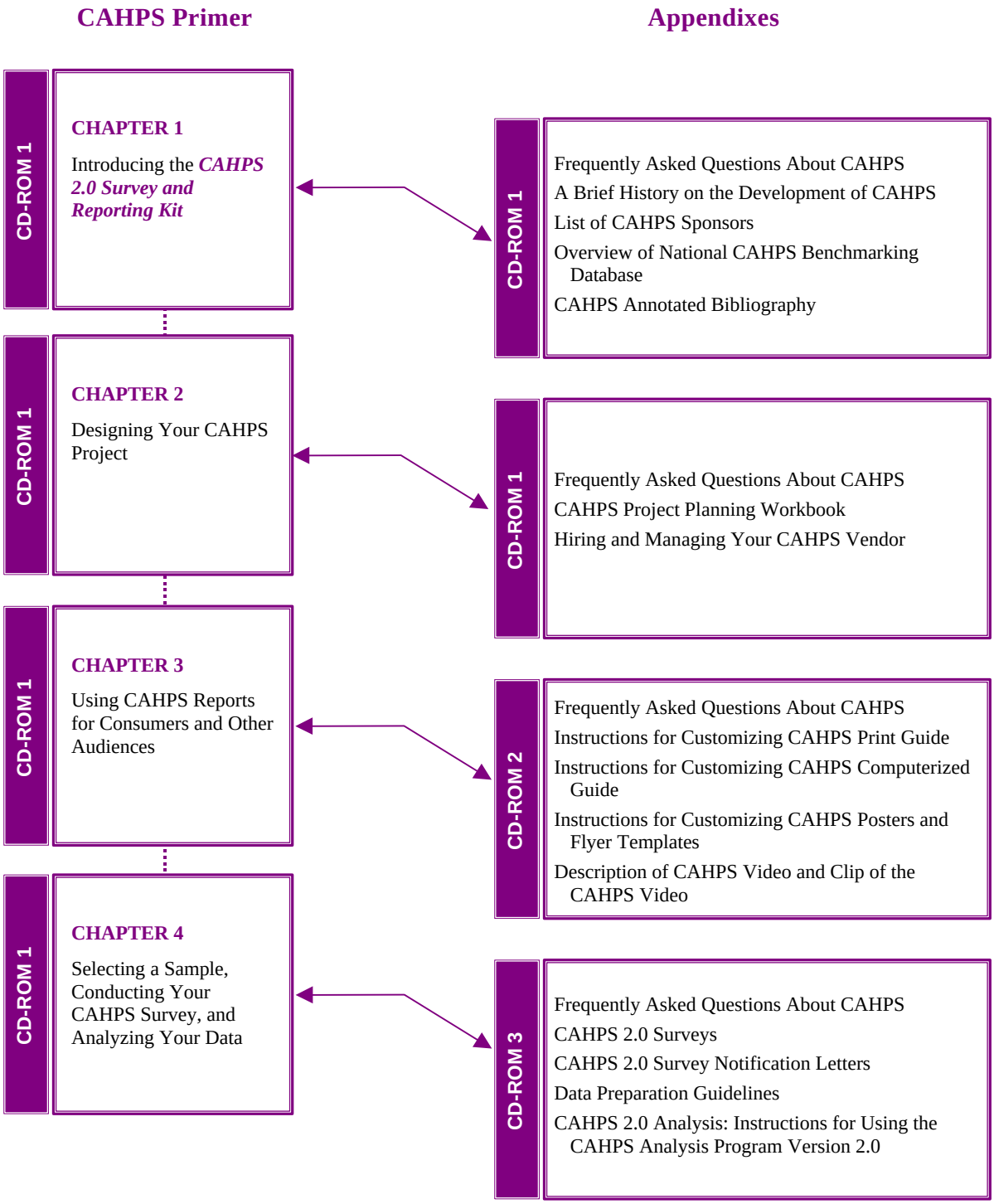
The ***CAHPS 2.0 Survey and Reporting Kit*** contains:

- A **roadmap** brochure that describes the Kit and its contents and provides how-to-use guidance.
- A spiral-bound **primer** that contains guidance and recommendations on planning and conducting a CAHPS project.
- **Three CD-ROMs** that contain the primer and appendixes, questionnaires, supplementary materials, and reporting templates that users will need to carry out the survey and report results. They also contain detailed accompanying instructions and technical information. All of the material contained on the CD-ROMs can be downloaded as needed.
- **A 13-minute video**, ***Understanding Your Health Plan Choices***, which sponsors can use to provide consumers with basic information about CAHPS. This video is intended to be used in concert with the CAHPS reporting products and promotional materials.
- **A sample of the CAHPS print guide *Compare Your Health Plan Choices.***

Figure 1 provides a roadmap of the contents of each CD-ROM and how the chapters in the primer are linked to the appendixes.

A description of the contents of each of these three CD-ROMs that follows provides tips on when and how to use the primer and each appendix.

Figure 1. Roadmap to the *CAHPS 2.0 Survey and Reporting Kit*



A Description of CD-ROM 1

CAHPS Primer:

The spiral-bound primer contains guidance and recommendations on planning and conducting a CAHPS project. This four-chapter primer is organized thematically:

- Chapter 1 contains an introduction to the CAHPS 2.0 Kit.
- Chapter 2 contains an overview of issues related to planning and design and project management.
- Chapter 3 reviews the major issues involved in reporting CAHPS results.
- Chapter 4 covers the major issues involved in selecting a survey sample, conducting the survey, and analyzing the data.

The primer is intended to provide a general overview of the issues and major decisions involved in conducting a survey and reporting the results. It is also intended to give users a better understanding of how CAHPS fits into the current environment of health plan performance evaluation and help sponsors use CAHPS with a variety of audiences.

A Brief History of the Development of CAHPS Appendix

The appendix, ***A Brief History on the Development of CAHPS*****,** provides background material on the development activities that lead to CAHPS 1.0 and CAHPS 2.0. It also contains two sections that include detailed descriptions on the testing and revisions made to the CAHPS 1.0 questionnaires and reporting products. You should refer to the section titled ***What is Different in CAHPS 2.0 Surveys*** for a question-by-question crosswalk between CAHPS 1.0 and CAHPS 2.0 and an explanation of the changes made to each question.

List of CAHPS Sponsors Appendix

This list includes registered CAHPS users. You can find more information about these projects on the SUN web site, www-cahps-sun.org/sunsite/projects.htm.

A Description of CD-ROM 1 (continued)

Overview of National CAHPS Benchmarking Database (NCBD) Appendix

This appendix provides an overview of the NCBD. If you plan to submit your data to the NCBD, then please refer to the SUN web site, www-cahps-sun.org/sunsite/ncbd.htm, for the most current information on data file submission specifications.

CAHPS Annotated Bibliography Appendix

The appendix includes annotated references to literature on consumer's assessment of care and health plans. It also includes a reference to the March 1999 special Medical Care Supplement on CAHPS.

CAHPS Project Planning Workbook Appendix

The ***CAHPS Project Planning Workbook*** used in tandem with Chapter 2 of the primer will help you through the planning phases of your CAHPS project. When you have worked through the workbook, you should have an idea about whom you plan to survey, how you will go about data collection and analysis, and to whom and how you plan to report the results.

Hiring and Managing Your CAHPS Vendor Appendix

Your planning phase will result in the development of the RFP you use to hire a survey and/or reporting vendor for your CAHPS project. The appendix prompts you to supply the key details for your RFP. You can use this outline to develop an RFP that reflects your project plan. Once you have hired a vendor to conduct your CAHPS project, the vendor will collect and analyze the data for you. However, continue to monitor the progress of your project and consult with the vendor on a regular basis.

A Description of CD-ROM 2

Instructions for Customizing CAHPS Print Guide

This appendix should be used in tandem with the following:

- ***Chapter 3*** of the primer, which discusses various topics related to the development, testing, and uses of the CAHPS reporting products;
- ***A Brief History on the Development of CAHPS*** appendix to understand the transition from CAHPS 1.0 to CAHPS 2.0 reports; and
- ***CAHPS 2.0 Project Planning Workbook*** appendix to ensure that key preliminary reporting decisions are made early on in the project.

The CAHPS Kit contains two print guide templates:

- Adult print template
- Adult and Child Combined print template

Both templates are available on CD-ROM 2 in QuarkXPress and Word97. Use the template that meets your computing setup.

Instructions for Customizing CAHPS Computerized Guide

If you have decided to develop an interactive computerized guide, these instructions will help you set it up. The computerized template can be adapted if you are reporting only adult or children's survey results or both. The appendix provides you access to the web site that houses the template.

A Description of CD-ROM 2 (continued)

Instructions for Customizing CAHPS Posters and Flyer Templates

The Kit includes the following:

- **Three posters** to advertise and announce the availability of CAHPS results and reports
- **One flyer** to advertise and describe the information in the CAHPS reports

These templates are available on CD-ROM 2 only in QuarkXPress and can be used to supplement either the print guide or computerized guide.

Description of CAHPS Video

The 2.0 Kit includes the 13-minute video ***Understanding Your Health Plan Choices.*** This video can be used by commercial sponsors to explain health plan choices to individuals who are choosing insurance for the first time or during open enrollment. This video cannot be customized by sponsors.

This appendix includes a short description of the video and a 3-minute clip from the video.

Other Material in CD-ROM 2

CD-ROM 2 also includes the ***Photo Gallery of the Reporting Material*** of 15 pictures, each available in duotone eps format and in grayscale tif format. You can include these to customize the print guide, posters, flyer, or computerized guide. The ***Instructions for Customizing CAHPS Print Guide*** appendix includes detailed instructions on using these photos.

A Description of CD-ROM 3

CAHPS 2.0 Surveys

CAHPS sampling guidelines

Data collection protocol

Tracking returned questionnaires

Response rate calculations

CAHPS 2.0 Questionnaire

Depending on the group(s) you are surveying, select one or more of the following modules from the ***CAHPS 2.0 Surveys*** appendix.

- CAHPS 2.0 Adult Commercial Survey
- CAHPS 2.0 Child Commercial Survey
- CAHPS 2.0 Adult and Child Commercial Survey
- CAHPS 2.0 Adult Medicaid Survey
- CAHPS 2.0 Child Medicaid Survey
- CAHPS 2.0 Adult and Child Medicaid Survey

Each of the ***CAHPS 2.0 Surveys*** described above includes survey specific sampling guidelines, the data collection protocol, including guidance on calculating response rates, and a copy of the questionnaire. For easy use, each questionnaire can be viewed on screen as a pdf file. You can also download the Word 6.0 or WordPerfect 6.1 file.

Strategies for Reducing Nonresponse

Determining a Complete Questionnaire

To help you maximize response rates and get the most out of your data collection protocol we have provided you (in the ***CAHPS 2.0 Surveys*** appendix) with some methods to increase survey participation (or reduce nonresponse). Also, since returned questionnaires are not always fully completed, you can follow the CAHPS team recommendations on ***Determining a Complete Questionnaire***.

A Description of CD-ROM 3 (continued)

Other CAHPS Questionnaires

CAHPS 2.0 Medicare Questionnaire

CAHPS 2.0 Sample Telephone Script

CAHPS 2.0 Adult Supplemental Questions

CAHPS 2.0 Child Supplemental Questions

CAHPS 2.0 Spanish Questionnaires

CAHPS 2.0 Adult Core Questionnaire

CAHPS 2.0 Child Core Questionnaire

CAHPS 2.0 Adult Medicaid Managed Care Questionnaire

CAHPS 2.0 Child Medicaid Managed Care Questionnaire

CAHPS 2.0 Adult Supplemental Questions Questionnaire

CAHPS 2.0 Child Supplemental Questions Questionnaire

CAHPS 2.0 Sample Telephone Script

CAHPS 2.0 Surveys appendix includes other questionnaires that you might need. If you plan to add supplemental questions to the CAHPS core questionnaire, use this appendix. It contains both the CAHPS adult and child supplemental questions. You can choose the supplemental set relevant to your survey, adding it to the core questionnaire by following the placement instructions described below.

This appendix includes a sample telephone interview script based on the Adult Core Questionnaire. You can adapt this script to any other version of the questionnaire.

If you plan to survey the Spanish-speaking population in Spanish, use this appendix. It contains Spanish versions of the Adult and Child Core, Adult and Child Medicaid, supplemental questions, and sample telephone script.

If you are planning on using the CAHPS Medicare questionnaire, please consult with SUN. Since the Health Care Financing Administration is conducting the national Medicare CAHPS surveys, the Kit does not include the sampling guidelines and the data collection protocol. We have included only the questionnaire as reference material.

A Description of CD-ROM 3 (continued)

Assembling Your CAHPS Questionnaire

Assembly instructions

Questionnaire format

Guidelines for translating CAHPS into other languages

CAHPS questionnaire crosswalk table

CAHPS adult supplemental; questions placement instructions

CAHPS child supplemental questions placement instructions

To guide you through the process of customizing the CAHPS questionnaires for your project, this ***CAHPS 2.0 Surveys*** appendix provides you with instructions on where and how to add supplemental questions and how to format your questionnaire. To help you through this, use the ***CAHPS questionnaire crosswalk*** that links all versions of the CAHPS questionnaires.

CAHPS 2.0 Survey Notification Letters

Instructions for customizing CAHPS English survey letters

Sample letters in English

Instructions for customizing CAHPS Spanish survey letters

Sample letters in Spanish

The other piece that you need for data collection is the letter that precedes and/or accompanies the questionnaire. The CAHPS 2.0 Kit provides you with sample advance/cover letters, reminder/thank you cards, and reminder letters in English and Spanish for both commercial and Medicaid audiences. These are accompanied with instructions on how to customize the letters and the key elements that should be in your letter.

A Description of CD-ROM 3 (continued)

Data Preparation Guidelines

Code and enter data

Clean the data

Data file specifications

The next step after data collection is data entry and cleaning. This appendix provides you with tips on data preparation.

CAHPS 2.0 Analysis

Instructions for using CAHPS 2.0 Analysis Program Instructions

Explanation of statistical calculations

Examining sample size issues for CAHPS surveys

Once you have a clean data file, you can proceed with the analysis. The CAHPS team has developed an analysis program in SAS to help you analyze your data. This appendix includes the program, instructions to use it, and an explanation of the statistical calculations behind the analysis program. In addition, ***Examining Sample Sizes for CAHPS Surveys*** discusses the issue of dealing with small sample sizes.