
CBE ID

0007

Title

NCQA Supplemental items for CAHPS® 4.0 Adult Questionnaire (CAHPS 4.0H)

Project

Person and Family-Centered Care Endorsement Maintenance

Endorsement Status

Endorsement Removed

Is Under Review

No

Previous Endorsement Cycle

Full Year 2015

Removal Date

Mon, 04/21/2014 - 20:00

Initial Endorsement

Sat, 06/30/2007 - 20:00

Steward

National Committee for Quality Assurance

1.0 New or Maintenance

Maintenance

1.1 Measure Structure

Single Measure

1.3 Electronic Clinical Quality Measure (eCQM)

No

1.6 Measure Description

This supplemental set of items was developed jointly by NCQA and the AHRQ-sponsored CAHPS Consortium and is intended for use with the CAHPS 4.0 Health Plan survey. Some items are intended for Commercial health plan members only and are not included here. This measure provides information on the experiences of Medicaid health plan members with the organization. Results summarize member experiences through composites and question summary rates.

In addition to the 4 core composites from the CAHPS 4.0 Health Plan survey and two composites for commercial populations only, the HEDIS supplemental set includes one composite score and two item-specific summary rates.

1. Shared Decision Making Composite
1. Health Promotion and Education item
2. Coordination of Care item

1.7 Measure Type

Patient-reported Outcome Performance Measure (PRO-PM)

1.8 Level of Analysis

Clinician: Group/Practice, Clinician: Individual, Health Plan, Integrated Delivery System, Other,
Population: Regional and State

1.9 Care Setting

Ambulatory Care: Clinician Office

1.14 Numerator

Shared Decision Making Composite (Percentage of members who reported “Definitely Yes”)o Q10: In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?o Q11: In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?Health Promotion and Education (Percentage of members who reported “Always”): o Q8: In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?Coordination of care (Percentage of members who reported “Always”)o Q20: In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?HEDIS SUPPLEMENTAL ITEMS ARE AVAILABLE HERE: HEDIS 2011 Volume 3: Specifications for Survey Measures. NCQA

2011. https://www.cahps.ahrq.gov/CAHPSkit/files/1157a_engadultsupp_40.pdfAgency for Healthcare Research and Quality (AHRQ). 2010. CAHPS Health plan Survey and Reporting Kits 2008. <https://www.cahps.ahrq.gov/cahpskit/Healthplan/HPChooseQx2.asp>

1.15 Denominator

Members 18 years and older as of December 31 of the measurement year. • Medicaid: Members must be enrolled the last six months of the measurement year, and be currently enrolled at the time the survey is completed.

1.20 Types of Data Sources

Instrument-Based Data

6.1.2 Current or Planned Use(s)

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

6.1.3 Current Use(s)

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

Exclusions

N/A

Planned Use

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

Risk Adjustment

No risk adjustment or risk stratification

Steward Organization

National Committee for Quality Assurance

Steward POC email

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