
CBE ID

0693

Title

Consumer Assessment of Health Providers and Systems (CAHPS®) Nursing Home Survey: Family Member Instrument

Project

Person and Family-Centered Care Endorsement Maintenance

Endorsement Status

Endorsement Removed

Is Under Review

No

Previous Endorsement Cycle

Full Year 2015

Removal Date

Wed, 03/02/2016 - 19:00

Initial Endorsement

Thu, 03/03/2011 - 01:40

Steward

Agency for Healthcare Research and Quality

1.0 New or Maintenance

Maintenance

1.1 Measure Structure

Single Measure

1.3 Electronic Clinical Quality Measure (eCQM)

No

1.6 Measure Description

The CAHPS Nursing Home Survey: Family Member Instrument is a mail survey instrument to gather information on the experiences of family members of long stay (greater than 100 days) residents currently in nursing homes. The Centers for Medicare & Medicaid Services requested development of this questionnaire, which is intended to complement the CAHPS Nursing Home Survey: Long-Stay Resident Instrument and the Discharged resident Instrument. The Family Member Instrument asks respondents to report on their own experiences (not the resident's) with the nursing home and their perceptions of the quality of care provided to a family member living in a nursing home. The survey instrument provides nursing home level scores on 4 topics valued

by patients and families: (1) Meeting Basic Needs: Help with Eating, Drinking, and Toileting; (2) Nurses/Aides' Kindness/ Respect Towards Resident; (3) Nursing Home Provides Information/Encourages Respondent Involvement; and (4) Nursing Home Staffing, Care of Belongings, and Cleanliness. In addition, the survey provides nursing home scores on 3 global items including an overall Rating of Care.

1.7 Measure Type

Patient-reported Outcome Performance Measure (PRO-PM)

1.8 Level of Analysis

Facility

1.9 Care Setting

Post-Acute Care

1.14 Numerator

The following topics are measured for nursing homes from a family members perspective: Composite 1: Meeting Basic Needs - sum of applicable family member scores on 3 survey items (see codebook for points assigned to each response category) related to basic activities of daily living needs (help with eating, drinking, and toileting) Composite 2: Nurses and Aides' Kindness and Respect towards Resident - sum of applicable family member scores on 5 survey items Composite 3: How Well the Nursing Home Provides Information and Encourages Family Involvement - sum of applicable family member scores on 6 survey items Composite 4: Nursing Home Staffing, Care of Belongings, and Cleanliness - sum of applicable family member scores on 7 survey items Global Items: Global Rating of care item: sum of family member scores on 0 to 10 scale Global item whether ever unhappy with nursing home care: sum of family member scores on item (see codebook for points assigned to each response category) Global item whether respondent would recommend nursing home: sum of family member scores on item (see codebook for points assigned to each response category).

1.15 Denominator

The denominator is the total number of surveys for respondents that meet CAHPS completion standard and any applicable screener (discussed in details below).

1.20 Types of Data Sources

Instrument-Based Data, Other

6.1.2 Current or Planned Use(s)

Public Reporting, Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

6.1.3 Current Use(s)

Public Reporting, Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

Exclusions

We exclude family member respondents (1) who are under age 18, (2) who did not visit the nursing home resident at least twice in 6 months, (3) whose resident was discharged, and (4) those with a resident who had been in the nursing home for less than or equal to 100 days. In addition, screener questions may reduce the denominator size - those questions with screeners are noted in 2a.8 above.

Planned Use

Public Reporting, Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

Risk Adjustment

Statistical risk model

Target Population

Elderly

Steward Organization

Agency for Healthcare Research and Quality

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