
CBE ID

1904

Title

Clinician/Group's Cultural Competence Based on the CAHPS® Cultural Competence Item Set

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, 08/09/2012 - 19:33

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

These measures are based on the CAHPS Cultural Competence Item Set, a set of supplemental items for the CAHPS Clinician/Group Survey that includes the following domains: Patient-provider communication; Complementary and alternative medicine; Experiences of discrimination due to race/ethnicity, insurance, or language; Experiences leading to trust or distrust, including level of trust, caring and confidence in the truthfulness of their provide; and Linguistic competency (Access to language services). Samples for the survey are drawn from adults who have at least one provider's visit within the past year. Measures can be calculated at the individual clinician level, or at the group (e.g., practice, clinic) level. We have included in this submission items from the Core Clinician/Group CAHPS instrument that are required for these supplemental items to be

fielded (e.g., screeners, stratifiers). Two composites can be calculated from the item set: 1) Providers are caring and inspire trust (5 items), and 2) Providers are polite and considerate (3 Items).

1.7 Measure Type

Outcome

1.8 Level of Analysis

Clinician: Group/Practice, Clinician: Individual

1.9 Care Setting

Urgent Care - Ambulatory, Ambulatory Care: Clinician Office

1.14 Numerator

We recommend that the Clinicians/Groups' Cultural Competence measures be calculated using the top box scoring method. The top box score refers to the percentage of patients whose responses indicated excellent performance for a given measure. This approach is a kind of categorical scoring because the emphasis is on the score for a specific category of responses. Two composites can be calculated from the item set: 1) Providers are caring and inspire trust (5 items), and 2) Providers are polite and considerate (3 Items).

1.15 Denominator

Adults with a visit to the provider for which the survey is being fielded within the last 12 months who responded to the item.

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)

6.1.3 Current Use(s)

Public Reporting, Quality Improvement (Internal to the specific organization)

Exclusions

Exclusions are made when sample is drawn from provider records. Only patients 18 or older and those who have had a visit with a provider in the last 12 months are sampled. Core question 4 verifies that the respondent got care from the provider in the last 12 months.

Planned Use

Public Reporting, Quality Improvement (Internal to the specific organization)

Risk Adjustment

No risk adjustment or risk stratification

Target Population

Elderly

Steward Organization

Agency for Healthcare Research and Quality

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