

WV HBX Consumer Quality Reporting Workgroup

Next Steps Webinar and Call

WV HBX Consumer Quality Reporting Workgroup – Next Steps

Next Steps Agenda

Review charge to the workgroup

Review actions to date

Review of workgroup comments and suggestions

Who collects consumer experience data in West Virginia?

- Insurance Commission
- BMS Medicaid quality measures (including CAHPS)
- Health Care Authority (for hospitals and other settings)
- Insurance Carriers/Health Plans

What is the most commonly used measure of consumer experience?

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

How are CAHPS surveys created?

How are CAHPS data collected?

How are CAHPS data analyzed?

How are CAHPS data reported?

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Next Steps Agenda (cont'd)

Decision point 1) Selection of survey and items.

Decision point 2) If CAHPS is the appropriate tool to collect data about and report on consumer experience with providers then how to collect and analyze results:

- Should West Virginia collect and analyze CAHPS data?
- Should West Virginia partner with carriers to collect and analyze CAHPS data? (centralized collection and analysis)
- Should West Virginia simply let the Feds do it?
 - CMS is developing a CAHPS instrument for use in HBX's?

What are the costs of conducting a CAHPS survey?

If CAHPS is not the appropriate tool, what is a suggested alternate?

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Next Steps Agenda (cont'd)

Should there be a working group to design the consumer information web page?

Is there a need for consumer survey or focus groups to evaluate the CAHPS survey?

How should recommendations be reported to stakeholder groups?

How will the recommendations be reported to the insurance exchange?

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Review of charge to the workgroup

Regulations call for the Health Benefits Exchange (HBX) website to provide information and guidance to consumers selecting providers associated with Qualified Health Plans (QHP).

Required to provide consumers with information to help inform choice of physicians/providers and health plans. The focus of this project is physicians/provider.

Selection of report card measures should be a collective decision by consumers, providers, and insurers.

Measures should be meaningful, accessible, obtainable and timely.

Should not create new measures or reporting tools where existing tools exist.

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Actions to date

- Solicit workgroup members from the stakeholder groups.
- Meeting to discuss workgroup objectives (May 29, 2012).

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Actions to date (cont'd)

- Preparation and distribution of resource materials to workgroup participants.
 - Contents
 - What is required by law and regulation?
 - What does healthcare quality mean for consumers?
 - How do consumers get healthcare quality information? What is the best way to present information?
 - How do WV consumers find providers?
 - How is healthcare quality measured?
 - Reports on healthcare quality.
 - Health Benefits Exchanges by state.
 - What quality surveys do West Virginia Providers currently complete?
 - What other surveys may West Virginia Providers be submitting?

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Actions to date (cont'd)

Email discussions

Outcome to date: Suggestion that the Consumer Assessment of Healthcare Providers and Systems (CAHPS) meets the objectives of the workgroup.

Next steps (Today's webinar)

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Review of workgroup comments and suggestions

Keep it simple

Make it meaningful and useful

Information about services, availability, certifications, hospital practice

Some items may be desirable but difficult to obtain (price
transparency)

Use existing data collection

Be mindful of the demands on provider time

Start simple and add on as time goes on

Sources of quality measures

What are other states doing?

What are the Feds doing?

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Who collects consumer experience data in West Virginia?

- Insurance Commission
 - HBX consumer quality reporting for provider selection
- BMS: Medicaid quality measures (including CAHPS)
- Health Care Authority (for hospitals and other settings)
 - CompareCare WV; (HCAHPS): <http://www.comparecarewv.gov>
- Insurance Carriers/Health Plans
 - Coventry Health Care of West Virginia: <http://chcwestvirginia.coventryhealthcare.com/>
 - United Healthcare: http://www.uhc.com/find_a_physician.htm
 - Highmark BCBS West Virginia: <https://providr.highmarkbcbswv.com/?brand=HWV>
 - Aetna:
http://www.aetna.com/docfind/home.do?site_id=docfind&langpref=en&this_page=enter_welcome.jsp
 - The Health Plan: <https://pv1.healthplan.org/ps/search.aspx>

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Insurance Carriers/Health Plans

- **Coventry Health Care of West Virginia:**
<http://chcwestvirginia.coventryhealthcare.com/>
- **United Healthcare:**
http://www.uhc.com/find_a_physician.htm
- **Highmark BCBS West Virginia:**
<https://providr.highmarkbcbswv.com/?brand=HWV>
- **Aetna:**
http://www.aetna.com/docfind/home.do?site_id=docfind&langpref=en&this_page=enter_welcome.jsp
- **The Health Plan:**
<https://pv1.healthplan.org/ps/search.aspx>

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What is the most commonly used measure of consumer experience?

Consumer Assessment of Healthcare Providers and Systems
(CAHPS)

Created by the US Agency for Healthcare Research and Quality
(AHRQ) in 1995

CAHPS Health Plan Survey used since 1997 to collect
information about enrollees experiences with health plan
and services

Similar survey used by CMS to survey Medicare beneficiaries

Hospital version used by WV Health Care Authority for
hospitals and care facilities

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Other versions of CAHPS

Clinician and Group Surveys

12 month

Child

Patient Centered Medical Home

Adult

Patient Centered Medical Home

Visit (Same variety as 12 month)

Supplementary items

Cultural competency (of providers)

Health information technology (from patient's
perspective)

Health literacy (of patients)

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How are CAHPS surveys developed?

CAHPS consortium: Funded by AHRQ

NCQA, CMS

Contractors (RAND and Yale in past) develop and validate the survey.

Use focus groups

Review and approval by other entities
(NQF)

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How are CAHPS surveys administered?

(Fielding the CAHPS Clinician and Group Surveys)

Sponsor: Insurance Carriers

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Recommended that survey be conducted by third-party vendor following CAHPS guidelines

Mail, telephone, email, mixed mode

Considerations

Sample size (45/provider, 300/group)

Response rate (40%)

Completion criteria (50% or more of key items)

Data analysis

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How are CAHPS surveys analyzed?

CAHPS Analysis Program

Vendor

Consortium

Comparison to national sample

AHRQ

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How are CAHPS surveys reported?

Sponsor choice

Aggregate

By Provider

By Practice

To: Providers

Public

Plan Members

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**Is CAHPS the appropriate tool to collect information about and report on
consumer experience with providers?**

Proposed recommendation: Yes

Decision points:

- 1) Type of survey:
- Visit or 12 Month
 - Adult and/or child
 - Supplemental items
 - Cultural competency (of providers)
 - Health information technology
(from patient's perspective)
 - Health literacy (of patients)

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Decision points (cont'd):

2) How to collect and analyze results:

- Should West Virginia collect and analyze CAHPS data?
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Estimated Costs Associated with CAHPS Survey

Approximately \$8.00/survey by mail, higher by phone or mixed

Per Provider: \$360 or higher (45 complete surveys required)

Higher for group: 300 complete surveys required

Analysis: RFP: Use CAHPS analytical process as base
Consortium
Team with other state agencies

State-Federal Partnership: How much will Feds do?

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Decision point (cont'd):

2) How to collect and analyze results:

Proposed recommendation: least costly and most easily implemented.

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**If CAHPS is not the appropriate tool, what is a
suggested alternate?**

Other survey?

Create survey?

Recommendation?

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- Given the selection of tools and instruments for gathering information about patient experience for use in selecting a provider, are there other issues raised by the workgroup?
- Yes: Educating consumers about what information is helpful, what information is useful, how to select a provider, how to improve the health care experience, understanding healthcare pricing.

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Should there be a working group to design the consumer information web page?

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How will the recommendations be reported to the insurance exchange?