

CAHPS for ACOs Survey Vendor Training for Performance Year 2019

Spring 2019



About This Self-Guided Training

Vendors applying for CMS approval to administer the 2019 CAHPS for ACOs Survey are required to complete a self-guided training, and correctly answer the questions in each section. Vendor staff have until April 26, 2019 to complete this training.

Please contact acocahps@hcqis.org with any questions about CAHPS for ACOs vendor training.

This CAHPS for ACOs Survey Vendor Training covers content related to:

- Overview and Background
- Sample Design and Beneficiary Selection
- Data Analysis and Public Reporting

Overview and Background

- Shared Savings Program and Next Generation ACO Model
- Quality Measurement and Performance
- CAHPS for ACOs
- Summary Survey Measures
- Contacting Beneficiaries

Shared Savings Program

Overview

- ACOs are groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated high-quality care to their Medicare patients.
- The goal of coordinated care is to ensure that patients get the right care at the right time, while avoiding unnecessary duplication of services and preventing medical errors.
- When an ACO succeeds both in delivering high-quality care and spending health care dollars more wisely, the ACO will share in the savings it achieves for the Medicare program.

Shared Savings Program (cont.)

Goals

The Shared Savings Program is an important innovation for moving CMS' payment system away from volume and toward value and outcomes. It is an alternative payment model that:

- Promotes accountability for a patient population.
- Coordinates items and services for Medicare FFS beneficiaries.
- Encourages investment in high quality and efficient services.

Next Generation ACO Model

- The Next Generation ACO Model builds upon the experience from the Pioneer ACO Model (which ended in 2016) and Shared Savings Program to offer a new opportunity to ACOs that are experienced in coordinating care for populations of patients.
- The goal of the Next Generation ACO Model is to test whether strong financial incentives for ACOs, coupled with tools to support better patient engagement and care management, can improve health outcomes and lower expenditures for Medicare FFS beneficiaries.

Quality Measurement and Performance

- Quality measures are separated into the following four key domains that serve as the basis for assessing, benchmarking, rewarding, and improving ACO quality performance:
 - Patient/Caregiver Experience
 - Care Coordination/Patient Safety
 - Preventative Health
 - At-Risk Population
- Each of the four domains is equally weighted and is 25 percent of an ACO's quality score

CAHPS for ACOs

- The 2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for ACOs measures ten key domains of beneficiaries' experiences of care that we refer to as summary survey measures (SSMs)
- The CAHPS for ACOs Survey includes the core questions contained in Version 3.0 of the CAHPS Clinician & Group Survey (CG-CAHPS), plus additional questions to measure:
 - Access to and use of specialist care
 - Patient involvement in decision-making
 - Experiences with a health care team
 - Health promotion and patient education
 - Patient functional status and general health

Summary Survey Measures (cont.)

Measure	SSM Content	Source
ACO 1-7*	<ul style="list-style-type: none"> ▪ Getting Timely Care, Appointments, & Information ▪ How Well Your Providers Communicate ▪ Patient’s Rating of Provider ▪ Access to Specialists ▪ Health Promotion and Education ▪ Shared Decision Making ▪ Health Status & Functional Status 	CG CAHPS Core, CG CAHPS Supplemental, Program Specific – Scored
ACO-34	<ul style="list-style-type: none"> ▪ Stewardship of Patient Resources 	CG CAHPS Supplemental – Scored
ACO 45-46**	<ul style="list-style-type: none"> ▪ Courteous & Helpful Office Staff ▪ Care Coordination 	CG CAHPS Core

*ACO 7 is pay-for-reporting for all years

**ACO 45 and ACO 46 are pay-for-reporting for all ACOs in PY2019 and PY2020

Contacting Beneficiaries

- ACOs may let Medicare beneficiaries know that they may be asked to participate in the 2019 CAHPS for ACOs Survey
 - Any communication or outreach must be targeted to all of an ACO's Medicare FFS beneficiaries
 - ACOs must use the CMS-approved communication template
- ACOs are strongly encouraged to avoid conducting surveys of Medicare FFS beneficiaries from September 2019 to February 2020
 - Competing surveys can contribute to respondent fatigue and lower response rates
 - Other CMS surveys are exempt from this guidance, as are surveys of patients other than Medicare FFS beneficiaries

Sample Design and Beneficiary Selection

- Overview
- Sample Selection and Eligibility Criteria
- Sample Files
- Sample File Layout
- Delivery of Sample File

Overview

- CMS will draw samples for the 2019 survey
 - 860 Medicare FFS beneficiaries per ACO
 - At least two visits for primary care
 - Primary care was not delivered by a hospitalist or other excluded provider type

Sample Selection and Eligibility Criteria

- CMS will select the sample for each ACO
 - Medicare FFS beneficiaries assigned to the ACO
 - 18 years or older
 - Live in the United States, Puerto Rico, or U.S. Virgin Islands
 - Ineligible beneficiaries include:
 - Individuals known to be institutionalized (e.g., living in an institution or residential facility at time of draw)
 - Individuals sampled to receive the CMS In-Center Hemodialysis CAHPS Survey

Sample Files

- CMS will provide the most complete and current contact information available for sampled beneficiaries
 - Addresses and phone numbers as of September 2019
- Oversample high users of care
 - 25 percent of each ACO's sample
 - Drawn from top 10 percent of beneficiaries based on primary care claim charges

Sample File Layout

File Record Layout for the Sample File

RAND Field Name	Starting Position in Record	Field Length	Valid Codes	Field Contents
FINDER	1	8	Char	Unique beneficiary finder number assigned by CAHPS for ACOs Survey Data Coordination Team
FNAME	9	30	Text	CMS beneficiary first name
MNAME	39	15	Text	CMS beneficiary middle name
LNAME	54	40	Text	CMS beneficiary last name
DOB_C	94	8	YYYYMMDD	Date of birth
ZIP	102	9	Char	Mailing address zip code, leading zero possible
ADDR1FINAL	111	50	Text	Mailing address line 1
ADDR2FINAL	161	50	Text	Mailing address line 2
CITY	211	40	Text	Mailing address city name
PR_CD	251	28	Text	Puerto Rican urbanization code
STATE	279	2	Char	Mailing address USPS state code
FIPS_STATE	281	2	Char	CMS state FIPS code, 2 numbers with leading zeros
FIPS_CNTY	283	3	Char	CMS county FIPS code, 3 numbers with leading zeros

Sample File Layout (cont.)

File Record Layout for the Sample File

RAND Field Name	Starting Position in Record	Field Length	Valid Codes	Field Contents
GENDER	286	1	1-2	Gender code: 1 = male, 2 = female
ACO_ID	287	5	[A]nnnn [V]nnn	Five-character MSSP ACO identifier: "A" followed by 4 numbers Four-character NGACO identifier: "V" followed by 3 numbers
ACONAME	292	100	Text	ACO name provided by CMS
FOCALTYPE	392	1	Numeric	Provider type: 1 = primary care, 2 = specialist
PRTITLE	393	35	Text	Type of provider (physician, physician assistant, nurse practitioner, certified nurse midwife, certified clinical nurse specialist)
PRFNAME	428	30	Text	Provider first name
PRLNAME	458	50	Text	Provider last name
TELEPHONE NUMBER	508	10	Numeric	Beneficiary phone number
LAND/MOBILE	518	1	L/M/U/8	What type of phone number CMS is providing L = Land line, M = Mobile/Cell, U = Unknown, 8 = Not Applicable

Delivery of Sample File

- CAHPS for ACOs Survey Data Coordination Team will:
 - Provide a separate file for each survey vendor
 - Authorize survey vendors to access the secure ACO data warehouse
 - Deliver encrypted sample files via a secure ACO data warehouse

Data Analysis and Public Reporting

- Overview of SSMs
- Data Transformation
- Point Value Assignment for Scored Measures
- Benchmarks and Scoring
- Quality Performance Scoring
- Public Reporting of ACO Data
- Data Analyses Conducted by Survey Vendor

Overview of SSMs

What is an SSM?

- An SSM is a roll-up of multiple questions on a similar aspect of experience (e.g., care coordination)
 - Access to Specialists, Patient's Rating of Provider, and Stewardship of Patient Resources are single-item SSMs

Steps to Score an SSM

1. Assign points for individual question responses
2. Apply sampling weights
3. Adjust for case-mix
 - Ensures a “level playing field” and that data represent ACOs fairly
4. Convert the score to a 0-100 scale using a linear transformation

Data Transformation

Linear Transformation to 0-100 Scale

- For reporting, individual questions and SSMs are converted to a 0-100 scale
 - For all scores, 0 is the lowest and 100 is the best performance
 - Rescaling does not change ACO performance rankings (i.e., the best performers remain the best, the poorest performers remain the poorest)

Data Transformation (cont.)

Formula for 0-100 Transformation

- Let X = the CAHPS score on its original scale
- Let a = the minimum possible score on the original scale
- Let b = the maximum possible score on the original scale

The 0-100 score is calculated as:

$$Y = \frac{(X - a)}{(b - a)} \times 100$$

Example

Provider Rating

- Provider rating is a single-item SSM
- The original scale for this measure is 0 to 10

Item Question

Q21. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

Example (cont.)

Provider Rating (cont.)

- The table below shows the weighted and case-mix adjusted means for several hypothetical ACOs and the converted 0-100 score for each mean:

ACO	Mean Score Q21	Calculation of 0-100 Score	Converted Score
ACO A	7.5	$(7.5 - 0)/(10 - 0) \times 100$	75
ACO B	8.0	$(8.0 - 0)/(10 - 0) \times 100$	80
ACO C	9.0	$(9.0 - 0)/(10 - 0) \times 100$	90

Example

Courteous and Helpful Office Staff

- Courteous and Helpful Office Staff is composed of two survey items
- Each item has a 1 to 4 ordinal scale:
 - 1 = Never
 - 2 = Sometimes
 - 3 = Usually
 - 4 = Always

Item Question

Q22. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

Q23. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Example (cont.)

Courteous and Helpful Office Staff (cont.)

- The table below shows the weighted and case-mix adjusted means for several hypothetical ACOs and the converted 0-100 score for each mean:

ACO	Mean Score		Average of Adjusted Scores	Calculation of 0-100 Score	Converted Score
	Q22	Q23			
ACO A	1	2	1.5	$(1.5 - 1)/(4 - 1) \times 100$	17
ACO B	3	4	3.5	$(3.5 - 1)/(4 - 1) \times 100$	83
ACO C	2.5	2.5	2.5	$(2.5 - 1)/(4 - 1) \times 100$	50

Point Value Assignment for Scored Measures

- Ten SSMS contribute to the final CAHPS quality score
- Each measure is worth a maximum of 2 points
- For PY2019, all ACOs successfully reporting CAHPS receive an automatic 2 points for three pay-for-reporting measures
 - Health and Functional Status*
 - Courteous & Helpful Office Staff**
 - Care Coordination**
- The point value for the remaining measures is determined by comparing the 0-100 scores against a set of established benchmarks
- ACOs that demonstrate significant improvement in performance may also receive quality improvement points

* This measure is pay-for-reporting for all reporting years

** These measures are pay-for-reporting in PY2019 and PY2020.

Benchmarks and Scoring

- ACO performance on each pay-for-performance measure is compared to the measure's benchmark (which is the same across all ACOs). ACOs earn points for each measure based on a sliding scale (see next slide):
 - For more information on the benchmarks, please refer to the Quality Measure Benchmarks for Performance Year 2019, available on the Shared Savings Program website:
<https://www.cms.gov/Medicare/Medicare-Fee-for-service-Payment/sharedsavingsprogram/Quality-Measures-Standards.html>
 - Next Generation Model ACOs may refer to the NG Connect site for more information on quality measure benchmarks for Performance Year 2019:
<https://app.innovation.cms.gov/NGACOConnect>
 - Incomplete reporting or performance below 30 percent (or below 30th percentile benchmark) would earn zero points for that measure

Benchmarks and Scoring (cont.)

ACO Performance Level	Quality Points (all measures except ACO-11 EHR measure)
90 th percentile benchmark	2 points
80 th percentile benchmark	1.85 points
70 th percentile benchmark	1.7 points
60 th percentile benchmark	1.55 points
50 th percentile benchmark	1.4 points
40 th percentile benchmark	1.25 points
30 th percentile benchmark	1.10 points
<30 th percentile benchmark	No points

Example

Health Promotion and Education

- As an illustration, we consider the actual PY19 benchmarks for Health Promotion and Education
- Based on these benchmarks, an ACO with a score of 70 for this measure will receive the full 2 points, while an ACO with a score of 58 would receive 1.55 points

Score	Points Earned
63.45-100	2.00
61.00-63.44	1.85
59.40-60.99	1.70
57.96-59.39	1.55
56.73-57.95	1.40
55.49-56.72	1.25
54.19-55.48	1.10
0-54.18	0

Quality Performance Scoring for ACO Survey Data

CAHPS for ACOs Survey Data	
10 SSMs	Points Earned
▪ Getting Timely Care, Appointments, and Information	0-2 Points
▪ How Well Your Providers Communicate	0-2 Points
▪ Patient's Rating of Provider	0-2 Points
▪ Access to Specialists	0-2 Points
▪ Health Promotion and Education	0-2 Points
▪ Shared Decision Making	0-2 Points
▪ Stewardship of Patient Resources	0-2 Points
▪ Health Status and Functional Status	2 Points
▪ Courteous and Helpful Office Staff	2 Points
▪ Care Coordination	2 Points
Total Possible Points for 10 Scored SSMs	6-20 Possible Points

Public Reporting of ACO Data

- A subset of CAHPS for ACOs scored SSMs are reported on the Physician Compare website (<https://www.medicare.gov/physiciancompare/search.html>)
 - The Health Status and Functional Status SSM is not reported on Physician Compare
 - SSM scores with low reliability are flagged and scores with very low reliability are suppressed from reporting
 - Reliability summarizes the extent to which variation in patient experience responses reflect true differences between organizations
- Scores for all SSMs for all ACOs are reported here:
 - Shared Savings Program: <https://data.cms.gov/ACO/Medicare-Shared-Savings-Program-Accountable-Care-O/yuq5-65xt>
 - Next Generation ACO Model: <https://innovation.cms.gov/initiatives/Next-Generation-ACO-Model/>

How Data are Reported to ACOs

- CMS provides ACO-specific reports
 - Responses to multi-question measures
 - Responses to individual questions
 - Response rate information
 - Program-specific data

Data Analyses Conducted by Survey Vendor

- Survey vendors may conduct their own analyses of data for quality improvement purposes, however, per your CMS DUA:
 - Cell sizes must not be fewer than 11
 - No information based on fewer than 11 sampled members can be released, meaning no cell sizes under 11 can be displayed in any cross tabulations, frequency distributions, tables, Excel files, or other reporting mechanisms
 - No number smaller than 11 should appear in any material provided to your client
 - For example, if a certain response option is chosen fewer than 11 times, data for that response option must not be displayed, even if 11 or more responses were received for the corresponding question as a whole
 - Intervention or follow-up with low- or high-scoring individuals is not permitted
 - Survey vendors cannot provide individual-level data to ACOs

Data Analyses Conducted by Survey Vendor (cont.)

- CMS-calculated results are official results
 - Vendors will not have sufficient information to replicate CMS analyses
 - Any report provided to an ACO must include a statement on each page indicating vendor results are unofficial and are for ACO's internal quality improvement purposes only. The statement must be printed in a minimum 14-point font size.
- CMS-calculated results include data from completed and partially completed surveys

Contact Us

Information and Technical Assistance

CAHPS for ACOs Survey

Website	acocahps.cms.gov
Email	acocahps@hcqis.org
Phone	Toll free 855-472-4746

Resources

Resource	Description
<u>Shared Savings Program website</u>	For more information about the Shared Savings Program
<u>Next Generation ACO Model website</u>	For more information about the Next Generation ACO Model
<u>CAHPS for ACOs Survey website</u>	For more information about CAHPS for ACOs Survey implementation

Completion of Training

You have completed the CAHPS for ACOs Survey Vendor Training for PY2019.

You will receive an email confirmation within 24 hours.

For any questions about CAHPS for ACOs survey vendor training, please contact acocahps@hcqis.org.