

CAHPS Hospice Survey Podcast for Hospices – Transcript

Adjustments to Survey Data for Public Reporting

Presentation available at https://hospicecahpsurvey.org/globalassets/hospice-cahps/podcasts/9_cma-and-mode-adjustment.mp4

Updated December 2019

Slide 1

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for administrators and other staff members at hospice organizations. In this podcast, we will discuss the adjustments that are made to CAHPS Hospice Survey data before they are publicly reported.

Slide 2 – Data Adjustment

Hospice ratings should be an indicator of the quality of the hospice, and any differences in ratings *between* hospices should **only** reflect differences in their quality. For this reason, before they are publicly reported, results are adjusted to “level the playing field.” That is, we adjust for factors that are not directly related to hospice performance.

Slide 3 – Two Kinds of Adjustment

We adjust for “case mix” and for “mode.” Case-mix adjustment addresses differences between hospice populations, and mode adjustment addresses differences in the mode of survey administration. We’ll describe the case-mix adjustment next.

Slide 4 – Adjusting for Case Mix

Certain decedent and caregiver characteristics may impact how someone might respond to the CAHPS Hospice Survey. For example, older caregivers may respond differently to the survey than younger caregivers, and one hospice may have more older caregivers than another. Caregivers may respond differently to the survey based on other factors, such as their education level, or their relationship to the decedent.

We want differences in scores to reflect actual difference in quality, not differences in the patients and caregivers served by the hospice. For that reason, we make statistical adjustments to the scores. The complete set of adjustments that are made is referred to as the “case-mix adjustments.”

We update these case mix adjustments quarterly, and publish the details on the CAHPS Hospice Survey website.

Slide 5 – Adjusting for Case Mix

The case-mix adjustment is based on the variables displayed on the screen. They are:

- The decedent's age,
- The payer for the decedent's hospice care,
- The decedent's primary diagnosis,
- The length of the decedent's final episode of hospice care,
- The respondent's age,
- The respondent's education level,
- The relationship of the decedent to the caregiver,
- The language the survey was administered in, along with the language the caregiver reports speaking at home, and finally,
- Response percentile, which is based on lag time, or the amount of time between the decedent's death and the date the caregiver responded to the survey,

Slide 6 – Adjusting for Survey Mode

We also adjust the scores based on the survey mode. This is because caregiver responses can be affected by the mode of survey administration. Again, we want the CAHPS Hospice Survey scores to reflect differences in quality, not any differences that are the result of the mode of survey administration. For the CAHPS Hospice Survey, the possible modes are mail only, telephone only, and mixed mode (mail with telephone follow-up).

In 2015, we conducted a mode experiment with more than 50 hospices around the country to calculate the response differences by survey mode. The results of this mode experiment are used to adjust for mode.

Slide 7 – Application of Data Adjustments

All results are adjusted for both case-mix and mode before they are publicly reported. The adjusted results are the official CAHPS Hospice Survey results, and may differ from the unadjusted results you may have received from your survey vendor.

Slide 8 – CAHPS Hospice Survey Technical Assistance

More information on these topics can be obtained at the CAHPS Hospice Survey website at: www.hospicecahpsurvey.org, by email at hospicecahpsurvey@HSAG.com, or by calling 1-844-472-4621.

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