
Proposed Changes to Existing Measures for HEDIS^{®1} 2009: CAHPS^{®2} 3.0H Child Survey Children With Chronic Conditions

NCQA seeks comments on changes to the *CAHPS Health Plan Survey 3.0H, Child Version* and *Children With Chronic Conditions* measures, which are in the Satisfaction With the Experience of Care domain of HEDIS. We propose to replace the 3.0H version of the survey with the 4.0H version and rename the measure *CAHPS Health Plan Survey 4.0H, Child Version*.

In May 2006, the Committee on Performance Measurement (CPM) approved the CAHPS Health Plan Survey 4.0H Adult Version for inclusion in HEDIS 2007. At that time, AHRQ had not considered changes to the child surveys. Recently, AHRQ updated the child surveys to Version 4.0 by applying the same changes that were made to the adult questionnaires. In addition, similar question wording and response choice changes were applied to the Children With Chronic Conditions questions.

NCQA will support two versions of the 4.0H child questionnaire: Child Version With Children With Chronic Conditions (*With CCC*) and Child Version Without Children With Chronic Conditions (*Without CCC*). This will be achieved by only requiring composites that apply to both the commercial and Medicaid product lines.

Purpose of Ambulatory CAHPS

Ambulatory CAHPS enables users to assess quality at multiple levels of the ambulatory care system (health plans, medical groups, individual clinicians) using standardized sets of questions that assess different components of care. This modular approach enables users to field questions that meet their individual needs and are suitable for their markets, yet yield results that compare to those of CAHPS survey users in other markets. The health plan-level instrument, CAHPS Health Plan Survey 4.0, builds on existing CAHPS instruments and the research conducted during their development. It offers users survey items that generate the specific and detailed data required for internal reporting and analysis. The NCQA CAHPS 4.0H survey contains additional items that focus on key areas of health plan function.

Summary of Changes Between 3.0 and 4.0 Versions

- *New content areas*: Three new content areas assess functions not previously measured.
- *Revised items*: Alternative question wording is expected to improve the psychometric performance of existing items.
- *Deleted items*: Items deemed noncritical are dropped from the questionnaire to reduce survey length and respondent burden.
- *Reordering*: Reordering of items ensures concepts are assessed under the appropriate domain (e.g., Health Care, Personal Doctor, Care From Specialists, Health Plan).

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² CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Analysis and Trending

Cognitive and field-testing were not conducted on the changes to the child questionnaires. Instead, results from analysis of the CAHPS Health Plan Survey 4.0H, Adult Version can be extrapolated to the child survey. In general, NCQA's analysis of adult survey results found that 4.0H results across plans and within the 4.0H survey were consistent with past survey results and relationships, though absolute levels of performance may have changed. In other words, 4.0H results provide reliable and valid information about the relative rankings of plans and about strengths and weaknesses within plans. However, because of overall changes to the survey, even trending of questions and composites without wording or response choice changes should be considered with caution.

Reducing the Number of Child Questionnaires From Four to Two

NCQA supported four versions of the CAHPS 3.0H child questionnaire: Child Commercial With CCC; Child Commercial Without CCC; Child Medicaid With CCC; Child Medicaid Without CCC.

Supporting four versions of the questionnaire is burdensome to NCQA and survey vendors. A review of CAHPS Child Survey submissions for the past three years indicates that 10 or fewer submissions are received annually for the commercial product line. For Medicaid, NCQA received 92 (29 with CCC), 68 (29 with CCC) and 99 (57 with CCC) submissions. CAHPS Child Survey results are not used for NCQA Accreditation and are not included in NCQA information products such as *Quality Compass*®.

To eliminate variations based on product line, the following actions are required.

- Remove the Claims Processing questions (which are specific to commercial product line) from the questionnaire. Organizations that want to collect Claims Processing results for the child commercial population can use the questions as supplemental questions.
- Do not add the new 4.0 Plan Information on Costs composite questions (which are specific to commercial product line) to the questionnaire. Organizations that want to collect Plan Information on Costs results for the commercial child population can use the questions as supplemental questions.
- Because the number of Medicaid submissions far outweighs the number of commercial submissions, NCQA will include questionnaires that use the Medicaid look-back period (e.g., "In the last 6 months") in HEDIS publications. Survey vendors will replace the "6" with "12" for surveys administered to commercial members.

Supporting documents include the draft CAHPS® 4.0H questionnaires (*With CCC* and *Without CCC* versions) and a summary of revisions to the CAHPS® ratings and composites.

Revisions to CAHPS Child Ratings and Composites—Proposed for HEDIS 2009

This document identifies changes made to the CAHPS 3.0H rating and composites questions in the 4.0H version of the survey. 3.0H W/CCC question numbers refer to the commercial version of the questionnaire.

Deleted text is shaded gray and in strikethrough font: ~~Example of deleted text.~~

Added text is shaded gray: **Example of added text.**

CAHPS 4.0H Ratings

3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Rating of Personal Doctor	Response Choices	Considerations
Q05	Q39	Q24	Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your child's personal doctor or nurse ?	0 Worst personal doctor or nurse possible 1 2 3 4 5 6 7 8 9 10 Best personal doctor or nurse possible	Analysis of the CAHPS Health Plan Survey 4.0H , Adult Version indicated that the new wording does not reduce the denominator size (i.e., removing "nurse" from the definition does not result in fewer members answering the question). Overall changes to the survey may influence results. Trending performance over time should be considered with caution.
3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Rating of Specialist Seen Most Often	Response Choices	Considerations
Q15	Q46	Q28	We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the your child's specialist?	0 Worst specialist possible 1 2 3 4 5 6 7 8 9 10 Best specialist possible	Overall changes to the survey may influence results. Trending performance over time should be considered with caution.

3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Rating of All Health Care	Response Choices	Considerations
Q49	Q13	Q12	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?	0 Worst health care possible 1 2 3 4 5 6 7 8 9 10 Best health care possible	Overall changes to the survey may influence results. Trending performance over time should be considered with caution.
3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Rating of Health Plan	Response Choices	Considerations
Q78	Q54	Q36	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	0 Worst health plan possible 1 2 3 4 5 6 7 8 9 10 Best health plan possible	Overall changes to the survey may influence results. Trending performance over time should be considered with caution.

CAHPS 4.0H Composites

3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Getting Needed Care	Response Choices	Considerations
Q7			Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?	A big problem A small problem Not a problem	Response choice set revised to improve comprehension among low-income populations and to improve cross-cultural comparisons. Q7 was removed so that the composite would focus solely on member experiences getting care, consistent with the AHRQ composite. A revised comparable question (Since your child joined his or her health plan, was it easy to get a personal doctor for your child you are happy with? Response choices: Yes, No) is available for use by health plans as a supplemental question. Q29 and Q30 were removed, as the concept is analogous to that being measured by CAHPS 4.0H (W/CCC) Q49. Due to overall changes to the composite, results cannot be trended to previous years' results.
Q13	Q44	Q26	In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see? In the last 6 months, how often was it easy to get appointments for your child with specialists?	A big problem A small problem Not a problem Never Sometimes Usually Always	
Q28	Q48	Q30	In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary? In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?	A big problem A small problem Not a problem Never Sometimes Usually Always	
Q29			In the last 6 months, did you need approval from your child's health plan for any care, tests, or treatment?	Yes No	
			<i>OR</i>		
Q30			In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?	A big problem A small problem Not a problem	

3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Getting Needed Care	Response Choices	Considerations
Q18			In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	Never Sometimes Usually Always	Q18 was removed so that the composite would focus solely on member experiences getting care, consistent with the AHRQ composite. AHRQ moved this item to the CAHPS Clinician and Group Survey. Q31 was removed due to survey user feedback on its limited usefulness.
Q20	Q4	Q4	In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted thought he or she needed?	Never Sometimes Usually Always	Due to overall changes to the composite, results cannot be trended to previous years' results.
Q23	Q6	Q6	In the last 6 months, not counting the times you your child needed health care right away, how often did your child you get an appointment for health care at a doctor's office or clinic as soon as you wanted thought your child needed?	Never Sometimes Usually Always	
Q31			In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?	Never Sometimes Usually Always	
3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	How Well Doctors Communicate	Response Choices	Considerations
Q34	Q31	Q16	In the last 6 months, how often did your child's doctors or other health providers personal doctor listen carefully to you?	Never Sometimes Usually Always	Analysis of the CAHPS Health Plan Survey 4.0H , Adult Version indicated that the new wording does not reduce the denominator size (i.e., replacing "doctors or other health providers" with "your personal doctor" does not result in fewer members answering the question).
Q35	Q30	Q15	In the last 6 months, how often did your child's doctors or other health providers personal doctor explain things in a way you could that was easy to understand?	Never Sometimes Usually Always	Overall changes to the survey may influence results. Trending performance over time should be considered with caution.
Q36	Q32	Q17	In the last 6 months, how often did your child's doctors or other health providers personal doctor show respect for what you had to say?	Never Sometimes Usually Always	

3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	How Well Doctors Communicate	Response Choices	Considerations
Q39	Q35	Q20	In the last 6 months, how often did doctors or other health providers your child's personal doctor spend enough time with your child?	Never Sometimes Usually Always	
3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Courteous and Helpful Office Staff	Response Choices	Considerations
Q32			In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?	Never Sometimes Usually Always	The composite is dropped. Data indicated little variation across health plans. AHRQ moved this concept to the CAHPS Clinician-Group Survey.
Q33			In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?	Never Sometimes Usually Always	
3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Customer Service	Response Choices	Considerations
Q69			In the last 6 months, how much of a problem, if any, was it to find or understand this information?	A big problem A small problem Not a problem	Questions revised based on suggestions from cognitive testing. Response choice set revised to improve comprehension among low-income populations and to improve cross-cultural comparisons. Q69 was dropped to be consistent with AHRQ. Questions 76 and 77 were dropped based on analysis of CAHPS Health Plan Survey 4.0H, Adult Version results that indicated the questions were less correlated with the overall composite results. Due to overall changes to the composite, results cannot be trended to previous years' results.
Q71	Q50	Q32	In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service? In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	A big problem A small problem Not a problem Never Sometimes Usually Always	
	Q51	Q33	In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	Never Sometimes Usually Always	

3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Customer Service	Response Choices	Considerations
Q76			In the last 6 months, did you have to fill out any paperwork for your child's health plan?	Yes No	
			OR		
Q77			In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?	A big problem A small problem Not a problem	
3.0H W/CCC	4.0H W/CCC	4.0H W/O CCC	Claims Processing	Response Choices	Considerations
Q65			In the last 6 months, how often did the health plan handle your child's claims in a reasonable time?	Never Sometimes Usually Always Don't Know	The composite is dropped to eliminate variations based on product line. Organizations that want to collect Claims Processing results for the child commercial population can use the questions as supplemental questions.
Q66			In the last 6 months, how often did the health plan handle your child's claims correctly?	Never Sometimes Usually Always Don't Know	

CAHPS 4.0H New Content Areas

4.0H W/CCC	4.0H W/O CCC	Shared Decision Making	Response Choices	Considerations
Q11	Q10	In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?	Definitely Yes Somewhat Yes Somewhat No Definitely No	The composite performed well in the CAHPS Health Plan Survey 4.0H, Adult Version.
Q12	Q11	In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask which choice was best for your child?	Definitely Yes Somewhat Yes Somewhat No Definitely No	

4.0H W/CCC	4.0H W/O CCC	Shared Decision Making	Response Choices	Considerations
Q8	Q8	In the last 6 months, how often did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?	Never Sometimes Usually Always	The composite performed well in the CAHPS Health Plan Survey 4.0H, Adult Version.
4.0H W/CCC	4.0H W/O CCC	Coordination of Care	Response Choices	Considerations
Q38	Q23	In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	Never Sometimes Usually Always	The composite performed well in the CAHPS Health Plan Survey 4.0H, Adult Version.

Children With Chronic Conditions Composites

3.0H W/CCC	4.0H W/CCC	Access to Prescription Medicines	Response Choices	Considerations
Q80	Q56	In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine? In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	A big problem A small problem Not a problem Never Sometimes Usually Always	Response choice set revised to improve comprehension among low-income populations and to improve cross-cultural comparisons. Due to overall changes to the composite, results cannot be trended to previous years' results.
Q81	Q57	Did anyone from your child's health plan, doctor's office or clinic help you get your child's prescription medicines with this problem?	Yes No Appropriately skipped	
3.0H W/CCC	4.0H W/CCC	Access to Specialized Services	Response Choices	Considerations

Q54	Q18	<p>In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child?</p> <p>In the last 6 months, how often was it easy to get special medical equipment or devices for your child?</p>	<p>A big problem</p> <p>A small problem</p> <p>Not a problem</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>	<p>Response choice set revised to improve comprehension among low-income populations and to improve cross-cultural comparisons.</p> <p>Due to overall changes to the composite, results cannot be trended to previous years' results.</p>
3.0H W/CCC	4.0H W/CCC	Access to Specialized Services	Response Choices	Considerations
Q55	Q19	<p>Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child with this problem?</p>	<p>Yes</p> <p>No</p> <p>Appropriately skipped</p>	
Q57	Q21	<p>In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?</p> <p>In the last 6 months, how often was it easy to get this therapy for your child?</p>	<p>A big problem</p> <p>A small problem</p> <p>Not a problem</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>	
Q58	Q22	<p>Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child with this problem?</p>	<p>Yes</p> <p>No</p> <p>Appropriately skipped</p>	
Q60	Q24	<p>In the last 6 months, how much of a problem, if any, was it to get this treatment or counseling for your child?</p> <p>In the last 6 months, how often was it easy to get this treatment or counseling for your child?</p>	<p>A big problem</p> <p>A small problem</p> <p>Not a problem</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>	
Q61	Q25	<p>Did anyone from your child's health plan, doctor's office or clinic help you get this treatment or counseling for your child with this problem?</p>	<p>Yes</p> <p>No</p> <p>Appropriately skipped</p>	
3.0H W/CCC	4.0H W/CCC	Family-Centered Care: Personal Doctor or Nurse Who Knows Child	Response Choices	Considerations

Q8	Q36	In the last 6 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing or behaving?	Yes No	Overall changes to the survey may influence results. Trending performance over time should be considered with caution.
Q10	Q41	Does your child's personal doctor or nurse understand how these medical, behavioral or other health conditions affect your child's day-to-day life?	Yes No	
Q11	Q42	Does your child's personal doctor or nurse understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life?	Yes No	

3.0H W/CCC	4.0H W/CCC	Family-Centered Care: Shared Decision Making	Response Choices	Considerations
Q45		When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?	Never Sometimes Usually Always	A Shared Decision Making composite is added to the CAHPS Health Plan Survey 4.0H, Child Version. It replaces the CCC version of the composite. The new composite cannot be trended to the prior years' CCC composite.
Q46		When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?	Never Sometimes Usually Always	
Q47		When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?	Never Sometimes Usually Always	
Q48		When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?	Never Sometimes Usually Always	
3.0H W/CCC	4.0H W/CCC	Family-Centered Care: Getting Needed Information	Response Choices	Considerations
Q41		In the last 6 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?	Never Sometimes Usually Always	In feedback provided to AHRQ by survey users, questions 41 and 42 were identified as least important when reviewed in context of other communication items throughout the survey. Therefore the questions were deleted to reduce survey length and respondent burden. Due to overall changes to the composite, results cannot be trended to previous years' results.
Q42		In the last 6 months, how often did you get the specific information you needed from your child's doctors and other health providers?	Never Sometimes Usually Always	
Q43	Q9	In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	Never Sometimes Usually Always	

3.0H W/CCC	4.0H W/CCC	Coordination of Care for Children With Chronic Conditions	Response Choices	Considerations
Q52	Q16	In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	Yes No	No changes to this composite. The composite name is revised to differentiate it from the CAHPS 4.0H new content area composite also titled Coordination of Care.
Q63	Q27	In the last 6 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services?	Yes No	