



Agency for Healthcare Research and Quality

Advancing Excellence in Health Care

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CAHPS Health Literacy Measures

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March 29, 2007



Evolving Family of CAHPS Surveys

n Ambulatory Surveys

- Health Plan
- Clinician and Group
- Home Health

n Facility surveys

- Hospital Survey
- Nursing Home Surveys
- In-Center Hemo-dialysis Survey



CAHPS C&G Survey Basics

- n Measure at the individual clinician level
- n Mail, telephone, mixed mode
- n 37 Core items
- n At least one visit in 6 or 12 months period
- n 6 or 12 month reference period



CAHPS C&G Survey: Provider Communication

In the last 12 months, how often did this doctor:

n Explain things in a way that was easy to understand?

n Listen carefully to you?

n Give you easy to understand instructions about taking care of these health problems or concerns?

n Check to make sure you understood everything? (Supplemental item)



CAHPS C&G Survey: Provider Communication

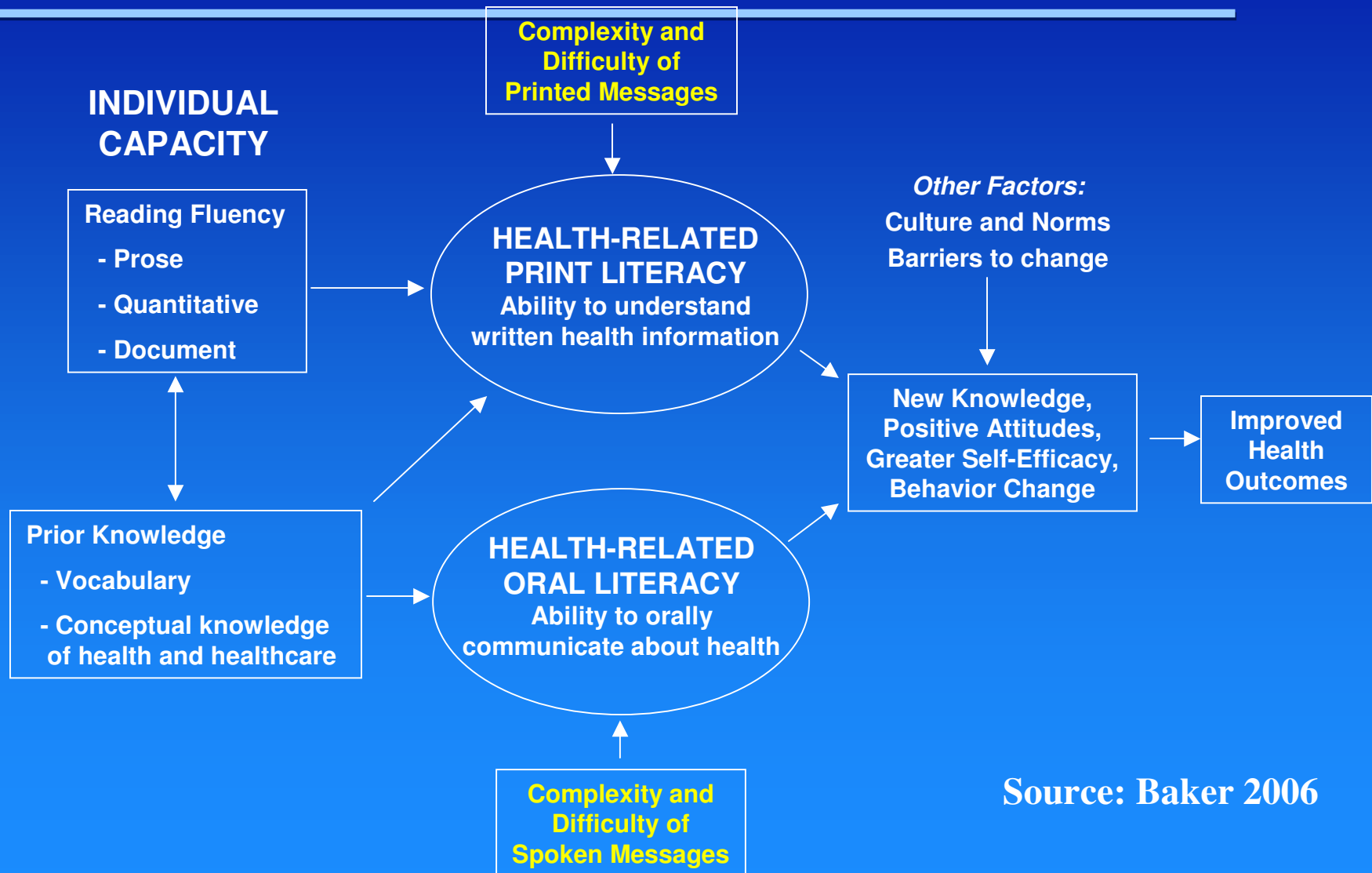
In the last 12 months, how often did this doctor:

- n Seem to know the important information about your medical history?
- n Show respect for what you had to say?
- n Spend enough time with you?



CAHPS Health Literacy Supplement

- n Part of CAHPS Cultural Competence Supplement
- n Goals:
 - Assess health literacy demands doctors make on their patients
 - Expand beyond general oral communication (e.g., medication, forms)
 - Provide information that can be used for quality improvement



Source: Baker 2006



Measure Development Process

- n Literature review
- n Call for Measures
- n Draft measurement set
- n Stakeholder interviews
- n Review and revision of measures
- n Testing



Measurement Domains

- n Patient-Provider Oral Communication
 - Communication about health problems or concerns
 - Disease management and teach/back
 - Communication about medications and test results
- n Forms and Signage
- n Print Information



Examples: Medicines

In the last 12 months, how often:

- n Did this doctor give you easy to understand instructions about how to take your medicines?
- n Did this doctor suggest ways to help you remember how to take your medicines?
- n Was the written information about how to take your medicines easy to understand?



Examples: Communication

In the last 12 months, how often did this doctor:

- n Use pictures, drawings, or models to explain things to you?
- n Talk too fast when talking with you?
- n Use words you didn't understand?
- n Give you too much information about your health all at one time?



Example: Forms

In the last 12 months, how often:

- n Did someone explain the purpose of a form before you signed it?
- n Were you offered help in filling out the form?
- n Were the forms easy to fill out?
- n Were the forms you had to fill out available in [LANGUAGE]?