

Developing and Testing a CAHPS® Health Literacy Item Set



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Health Literacy



- Healthy People 2010 defines health literacy as “the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.”(HHS 2000 and Institute of Medicine 2004)
- According to the 2003 National Assessment of Adult Literacy (NAAL), only 12 percent of adults have the skills to proficiently manage their own medical care

Background



- Individuals with low health literacy are more prone to medication errors, have poorer adherence to recommended treatment, have poorer health status, worse health outcomes, and are more likely to be hospitalized.
- In addition, they are less likely than those with adequate health literacy to:
 - have knowledge of their disease,
 - possess disease self-management skills or
 - use preventive health care services



Purpose

- Develop a set of items that can be used to measure patients' perspective on how well health information is communicated to them by healthcare professionals
- Designed as a supplemental item set for the CAHPS Clinician and Group Survey

What is CAHPS?



- CAHPS: Consumer Assessment of Health Providers and Systems
- Program funded by the Agency for Healthcare Research and Quality (AHRQ)
- Aim is to produce a set of standardized, evidence-based surveys for assessing patients' experiences with the health care system

CAHPS Family of Surveys



Facility Level-

- Hospitals
- Dialysis Facilities
- Nursing Homes

Ambulatory Level-

- Health Plan
- Clinician and Group
- ECHO Survey
- Dental Plan
- American Indian

Supplemental item sets-

- Children w/Chronic Conditions
- People w/mobility impairment
- Health Literacy (in development)
- Health Information Technology (in development)

CAHPS Instrument Design Principles



- Emphasis on consumers and patients
- Reporting on actual experiences
- Reports and ratings on experiences, not just patient satisfaction
- Standardization across the board
- Input from stakeholders
- Extensive testing and validation
- Publicly available (www.ahrq.gov)

CAHPS Health Literacy Item Set



- Purpose: develop a set of items that can be used to measure patients' perspective on how well health information is communicated to them by healthcare professionals
- Supplemental item sets: one for the CAHPS Clinician and Group Item Set and one for HCAHPS
- Data gathered using this tool can help health providers improve communications skills and patients' health literacy
- Developed by CAHPS grantees under the leadership of RAND



Instrument development process



- *Environmental scan*
- *Call for measures through Federal Register*
- *Identified health literacy domains and sub domains of interest*
- *Adapted existing measures in public domain and wrote new ones*
- *Conducted interviews with key informants*
- *Stakeholder meeting*
- *Translation*
- *Two rounds of cognitive testing in both*
- *Field test*

Overview of the Health Literacy Item Set for CAHPS CG



Six composites and 29 items:

- *Patient-Provider Communication (10 items)*
- *Communication about health problems or concerns (2 items)*
- *Disease self-management (5 items)*
- *Communication about medications (6 items)*
- *Communication about tests (2)*
- *Communication about forms (4)*



Cognitive testing

- *Assess patients' understanding of draft survey items*
- *Assess whether patients' understand key concepts as intended*
- *Assess appropriateness of Spanish language translation/identify problems w/translation*
- *Identify terms, items, response options that are problematic*
- *Findings used to revise and refine survey items*

Stakeholder meeting



- *Invited key stakeholders to one day meeting*
 - Researchers
 - Clinicians
 - Health Plans
 - Health Literacy Advocates (including consumer)
 - Representatives from government agencies, NCQA
- *Purpose: present item set, review cognitive interview findings, obtain feedback on domains/item wording, how to prioritize items, how to disseminate*



Field test

- *Conducted by RAND and DataStat, Inc. in October and November 2008*
- *Two field test partners*
 - Affinity Health Plan
 - University of Mississippi Medical Center
- *Sample of 1200 patients*
- *Fielded in English and Spanish*
- *Mail with phone follow-up*

Analysis of Field Test Data



- *Psychometric analysis focusing on the reliability and construct validity of the items included in the analyses (including by race/ethnicity)*
- *Items will be assessed for their ability to discriminate among clinicians and plans on their CAHPS performance*
- *Examination of item missing data,*
- *Item distribution (including ceiling and floor effects),*
- *Internal consistency reliability of composites,*
- *Reliability of global rating items and composites at the clinician level*
- *Correlations of composites with global rating items*



Next steps...

- *Revise item set based on findings from field test*
- *Submit survey items/documentation to AHRQ*
- *Make items publicly available (www.ahrq.gov)*
- *Expected release date: Spring 2009*
- *Develop HCAHPS Health Literacy Item Set*

HCAHPS Health Literacy Item Set



- Supplemental item set that will address the health literacy domains that are not adequately addressed in the current version of HCAHPS
- Domains include:
 - Patient-provider communication
 - Shared Decision making
 - Communication about Care or Treatment
 - Communication With Nurses
 - Communication about Medications
 - Discharge Planning and Coordination
 - Communication about test results
 - Communication about forms

HCAHPS Health Literacy Item Set



- Item set currently under development
- Stakeholder meetings in March 2009
- Field test in Fall/Winter 2009
- Expected release date in Spring 2010

Questions?



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