DHCF
2019 Nursing Home CAHPS Surveys

March 18, 2019
Agenda

- Introduction of SPH Analytics
- Nursing Home CAHPS Project Overview
- Long-Stay Resident Survey Process
- Interviewing Staff
- The Role of the Nursing Home Lead
Our Clients

And 28 Blues Plans across the US and Puerto Rico
2019 Nursing Home CAHPS Surveys

• The Nursing Home CAHPS study is comprised of three unique surveys:

Discharge Resident Survey
- Survey to those that have been discharged from the nursing home facility
- 2-wave mail survey
  - 1st Survey, 1st reminder, 2nd survey, and 2nd reminder mailed to address on file
- Telephone follow-up to non-responders of the mail survey

Family Member Survey
- Survey to family members of nursing home residents
- 2-wave mail survey
  - 1st Survey, 1st reminder, 2nd survey, and 2nd reminder mailed to address on file
- Telephone follow-up to non-responders of the mail survey

Long-Term Stay Resident Survey
- In-person interviews conducted with beneficiaries that have been in the nursing home for 90 or more days
A brief timeline of the Nursing Home CAHPS data collection is detailed below.

- Each nursing home will receive a report of their results in July/August.

**Nursing Home CAHPS Timeline**

- **March**
  - Discharge Resident Survey Mail Fielding Begins
  - Last week of March
  - Coordination with Nursing Home Lead Begins
    - March 19 - 29

- **April**
  - Family Member Survey Mail Fielding Begins
    - Early April
  - Long-Term Stay In-Person Interviewing
    - April 2 - 16

- **May**
  - Discharge Resident Survey Phone Fielding Begins
    - Early May
  - Family Member Survey Phone Fielding Begins
    - Late May

- **July/Aug**
  - Data Processing and Reporting
    - Late May – Late July
The survey instrument will be read verbatim to the participant.

The CAHPS survey instrument will be programmed and data captured on a hand-held electronic device (e.g. tablet); PHI will not be stored on the device.

The CAHPS survey requires the following responses:

- Yes/No/Sometimes
- Scale of 0 – 10, 0 being worst possible to 10 being the best possible
- Definitely no/Probably no/Probably yes/Definitely yes
- Often/sometimes/rarely/never
- Excellent/very good/good/fair/poor

Interviewers will use the survey supplied response cards as an aide and accept “pointed at” responses for those unable to verbalize their answer.

For the 10-point scale, SPH will also offer a more visual scale with smiley face icons.

Participant may refuse to answer any question.
### Schedule Interviewing w/ Nursing Home Lead
- March 19 – 29, 2019
- Interviewing process will be explained
- Interview days will be assigned
- Confirmation email will be sent following the call, along with FAQs
- NH will be sent list of eligible beneficiaries prior to appointment to gather information that will assist the interviewing staff:
  - Room number
  - Language spoken
  - Private/shared room

### Collect Beneficiary Information from Nursing Homes
- March 19 – April 5, 2019
- Nursing homes return beneficiary information that will assist in onsite coordination prior to arrival
- Deadline will be assigned based on interviewing window
- NH will be sent list of eligible beneficiaries prior to appointment to gather information that will assist the interviewing staff:
  - Room number
  - Language spoken
  - Private/shared room

### Interviewer Training
- April 1, 2019
- SPH Analytics will be onsite to train the local interviewing staff
- Training will include:
  - The importance of this research
  - Overall process and expectations
  - HIPAA information
  - Review of the survey instrument and disposition codes

### In-Person Interviews Conducted
- April 2 – 16, 2019
- Amount of time spent at each nursing home dependent on number of eligible beneficiaries
- Interview will be attempted with as many eligible beneficiaries as possible (goal = 411)
The Interviewing Schedule Development

1. Map out the locations of each participating nursing home.

2. Schedule developed in ‘windows’ of 2-3 days vs. a specific date and time for each nursing home. This will allow for flexibility, such as early completion at a facility, or if more time is needed at a facility. If a facility is unable to allow interviewing when we arrive, this will allow us to easily shift to a nearby facility in an effort to reduce travel time.

3. Number of interviews desired from each nursing home will also be taken into account when developing the schedule.
SPH will call each nursing home lead to ask questions that will help prepare for on-site visit, explain the process, and answer any questions nursing home leads may have.

On-site interviewing ‘window’ will be conveyed during this call.

SPH will send a confirmation email after the call reiterating the details discussed, along with the list of eligible beneficiaries for room assignments prior to arrival.

SPH will call one or two business days prior to the interviewing window as a reminder.
• A file containing the eligible beneficiaries first and last name will be sent via secure email and will be password protected.
  • Password will be sent in a separate email.
• Provide room number, language spoken and whether they are in a private or shared room.
• Fill out and return as quickly as possible as this information is being used to plan ahead for the onsite visit.
• We ask that the file be sent back via secure email. If you do not have secure email capabilities, SPH can send a drop-off link allowing you to use our secure email system.
Interviewing Team

- Pam Cunningham from SPH Analytics will be on-site in DC for interviewer training and the first few days of interviewing to ensure that everything is running smoothly and make any adjustments needed along the way.

- SPH Analytics is hiring seven (7) field interviewers from the Washington DC area to assist with the in-person interviewing, along with one (1) field supervisor to oversee interviewing once Pam returns to Michigan.
  - The number of interviewers on-site at a particular location is dependent on the number of eligible beneficiaries and the desired number of completed interviews.

- The field supervisor will be in close contact with SPH throughout the in-person interviewing process.
Check-In

- Interviewing supervisor will check-in with the appointed contact person at each nursing home before beginning any interviewing and answer any questions the staff may have.
- The facility’s guest/visitor sign-in process will be followed by all interviewers.
- If for some reason interviewing cannot take place when staff arrives, interviewers will notify SPH immediately and be redirected to another facility in the area.
  - Postponed interviewing must be rescheduled during the 2-week interviewing timeframe.
  - Any nursing home that postpones in the last few days will most likely not be included.

Conduct Interviews

- Interviewing staff will meet with beneficiaries to conduct the interview either in their room or in a private area.
- The interviewer will explain the purpose of the survey and assure confidentiality.
- Per CAHPS guidelines, participation is voluntary and residents may refuse to participate; no follow-up attempt will be made to anyone who refuses. They may end the interview at any time and skip questions they don’t want to answer.
- Interviews will be conducted in either English or Spanish. If other languages are needed, the interviewer will call the QH-provided language line and will conduct the interview via telephone translator.
- Multiple attempts to interview a beneficiary will be made the day the team is on-site; interviewers will not go back to a facility on another day.
- SPH assumed one completed interview per hour. If more interviews can be completed in the time allowed, we will go above 411 interviews.

Check-Out

- Interviewing supervisor will notify the appointed contact person when interviewing is completed.
- Any guest/visitor exit process will be abided by all interviewing staff.
Your cooperation along the way will greatly help the SPH team execute this phase of the Nursing Home CAHPS research as smoothly and as efficiently as possible.
How Can I Help?

**Make Time for the Scheduling Call**
- This call should take less than 10 minutes and is essential in coordinating this effort among 18 nursing homes.
- If unavailable, messages will be left along with a phone number to return the call at your convenience. Please make every effort to respond promptly to keep the scheduling process moving forward.

**Assign a Point Person**
- Assign a point person as the interviewing staff’s main contact for the day on-site. This will help to alleviate confusion on interviewing day, and the point person will serve as the go-to person while on-site.

**Alert the Entire Staff**
- Communicate this initiative with the entire staff so that everyone is aware and expecting our presence.

**Promptly return the Eligible Beneficiary File**
- This file is essential to ensuring a smooth interviewing process once interviewers are on-site.
Questions?