

National CAHPS Benchmarking Database

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Key Applications

- Facilitate comparisons of CAHPS survey results among the range of CAHPS survey sponsors, to support quality measurement and improvement
- Provide authorized access to CAHPS data, to support health services and policy research related to consumer assessments of care

Management and Funding

- NCBD is administered as a partnership between QMAS, The Picker Institute, and Westat
- Advice and counsel is provided by an NCBD Advisory Group
- Phase I (1998) funding through Hartford Foundation grant
- Phase II (1999) and III (2000) funding through AHRQ contract with Westat

Participation in the NCBD

- All sponsors of CAHPS surveys that are administered independently according to CAHPS specifications are invited to participate
- Sponsors include:
 - Public and private employers
 - Medicaid agencies and CHIP programs
 - Medicare
 - Health plans

Database Components

- CAHPS Survey Response and Survey Administration Data
- Health Plan and Provider Characteristics Data
- Market Characteristics Data (future)
- Population Statistics from MEPS (future)

1999 Database Composition

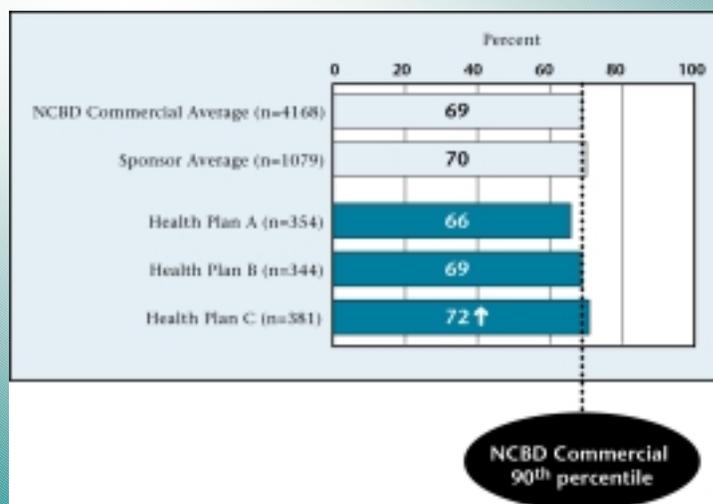
Table A-2. *Distribution of Health Plan Sampling Units and Respondents by Population Sector*

Population Sector	Adult Population		Child Population	
	Sampling Units	Respondents	Sampling Units	Respondents
Commercial	307	168,234	149	42,879
Medicaid	77	28,420	67	14,467
Medicare Managed Care	367	166,072	—	—
Total	751	362,726	216	57,346

Products and Services

- Core Products and Services
 - Sponsor Reports and Sponsor Support Activities
 - Annual Report
 - Access to Data Files (AHRQ and Researchers)
- Secondary Products and Services
 - Custom Analysis and Reports
 - Consulting and Technical Assistance

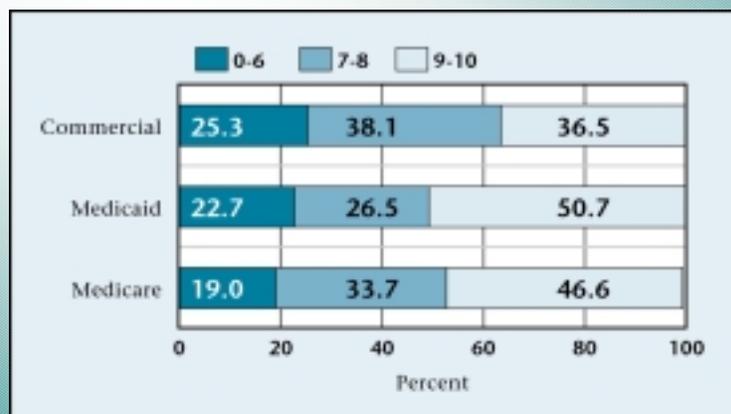
Sample Sponsor Comparison Chart (Getting Needed Care)



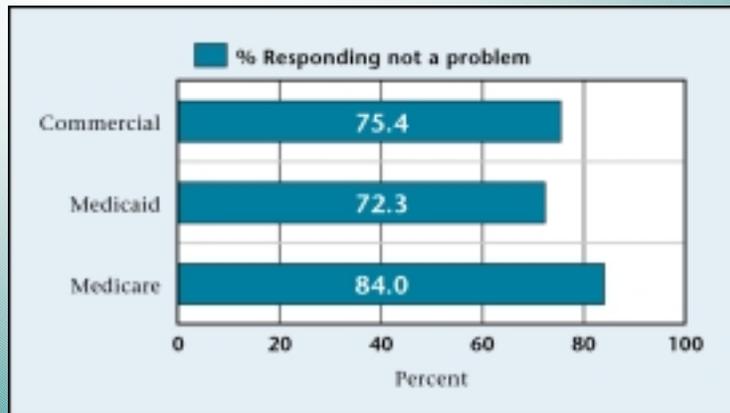
NCBD Annual Report

- Cross-Sector Comparisons
- Trends (future)
- Research Highlights
- Detailed Benchmark Tables
- Coordination with AHRQ National Quality Report (future)

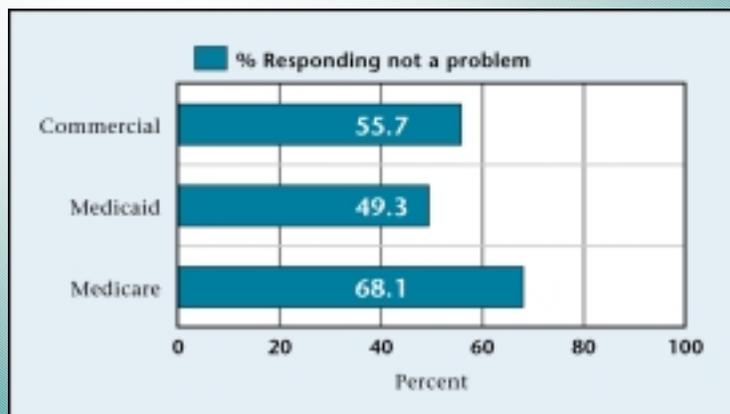
Adult Ratings of Health Plan



Adult Reports on Getting Needed Care



Adult Reports on Customer Service



NCBD Data Access Process

- Applicant submits a written proposal to the NCBD Executive Research Committee (ERC)
- Proposal specifies:
 - Principal researcher
 - Research questions and study design
 - Data sets requested
 - Proposed products
- Data release agreement signed upon ERC approval

Selected Research Projects

- Hays (RAND): Impact of race/ethnicity
- Thompson (AHRQ): Medicaid child analyses
- Sangl (AHRQ): Adult versus child results
- Zaslavsky (Harvard): Impact of plan characteristics
- Manocchia (Picker): Impact of HMO tax status

Next Steps

- Expand database to include new CAHPS derived surveys, e.g.:
 - Group CAHPS
 - Behavioral CAHPS
 - Children with Special Health Care Needs
- Focus on use of NCBD data and reports for improvement:
 - Purchasers
 - Plans and Providers

For More Information

- NCBD Web Page: ncbd.cahps.org
- SUN Helpline: 1-800-492-9261
- QMAS: 651-430-0759