

What’s Available for the CAHPS® Cancer Care Survey

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Documents Available for the CAHPS Cancer Care Survey

This document is part of a set of instructional materials that address implementing the Cancer Care Survey, analyzing the data, and reporting the results. All documents are available on the [Agency for Healthcare Research and Quality's Web site](#). For assistance in accessing these documents, please contact the CAHPS Help Line at 800-492-9261 or cahps1@westat.com.

For descriptions of these documents, refer to *What's Available for the CAHPS Cancer Care Survey*.

Available for the Cancer Care Survey:

Questionnaires

- *CAHPS Cancer Care Survey* (English and Spanish)
 - *Radiation Therapy Survey*
 - *Drug Therapy Survey*
 - *Cancer Surgery Survey*

Supplemental Items

- *Supplemental Items for the CAHPS Cancer Care Survey*

Survey Administration Guidelines

- *Preparing a Questionnaire Using the CAHPS Cancer Care Survey*
- *Fielding the CAHPS Cancer Care Survey*
- *Sample Notification Letters and Emails for the CAHPS Cancer Care Survey*

Reporting Measures and Guidelines

- *Patient Experience Measures from the CAHPS Cancer Care Survey*

Available for all CAHPS surveys:

- [Analyzing CAHPS Survey Data](#): Free programs for analyzing the data, guidance on preparing survey results for analysis, and instructions for using the CAHPS Analysis Program.
- [Translating Surveys and Other Materials](#): Guidelines for translating surveys and selecting translators and translation reviewers.

The following materials are available to support users in implementing the CAHPS Cancer Care Survey:

- Three versions of the survey:
 - Radiology Therapy Survey
 - Drug Therapy Survey
 - Cancer Surgery Survey
- Supplemental items that you can add to your survey
- Guidance on preparing a survey that meets your needs
- Guidance on administering the survey
- SAS®-based analysis programs and instructions for analyzing survey results
- Guidance on reporting survey results

Survey Instruments

Core Questionnaires

The CAHPS Cancer Care Survey asks adult patients with cancer to report on and rate their experiences with the treatment received at their outpatient or inpatient cancer center. For the purposes of this survey, “cancer centers” include independent community oncology practices as well as cancer centers at community hospitals and academic medical centers.

There are three parallel versions of the survey, one for each of the three most common treatment modalities: medical oncology, radiation oncology, and cancer surgery. Each questionnaire consists of a standard set of core items that must be administered. All questionnaires are available in English and Spanish.

Supplemental Items

[Supplemental items](#) are optional questions that survey users may add to the core items; they are also available in both English and Spanish. The supplemental items either ask about patients’ experiences in areas that are not covered in the core survey (such as shared decision-making) or provide additional information on existing topics (such as access to information).

Guidelines

Survey Administration

The following documents are available to help guide survey users through the process of administering the survey:

- *Preparing a Questionnaire Using the CAHPS Cancer Care Survey* explains how to prepare a questionnaire that meets your needs by adding supplemental

items to the core items. It also provides tips on translating and formatting the questionnaire. More detailed guidance on [translating surveys and other materials](#) is available on AHRQ's CAHPS site.

- *Fielding the CAHPS Cancer Care Survey* provides guidelines and protocols for constructing a sample frame, selecting the sample, administering the survey, collecting data, calculating response rates, and determining whether a survey is complete.
- *Sample Notification Letters and Emails for the CAHPS Cancer Care Survey* provides instructions for preparing and sending letters and emails about the survey to respondents. It also offers sample letters and emails in English and Spanish that can be adapted as needed.

Data Analysis

To support consistent [analyses of CAHPS surveys](#), AHRQ's CAHPS site offers guidance on preparing survey results for analysis, access to free programs for analyzing the data, and instructions for using the CAHPS Analysis Program.

The CAHPS Analysis Program for SAS, commonly referred to as the CAHPS macro, is designed to generate statistically valid comparisons among different providers. Detailed instructions available on the AHRQ site explain how the CAHPS macro works and how CAHPS survey sponsors and vendors can use it to interpret the results of their survey. The CAHPS Consortium updates the macro occasionally. Before you use the macro to analyze survey results, please visit the AHRQ site to confirm that you have the most recent version.

Reporting Measures

Patient Experience Measures from the CAHPS Cancer Care Survey lists the measures for analysis and reporting purposes. Like other CAHPS surveys, the CAHPS Cancer Care Survey generates three types of measures:

- Composite measures, which summarize performance on two or more related survey questions
- Single-item measures, which indicate performance on one survey question
- Global ratings, which ask respondents to rate some aspect of their care on a scale of 0 to 10

Tables in the appendix specify the survey items included in each of the measures.

Using Benchmarks from the CAHPS Clinician & Group Database

To facilitate useful comparisons of patient experience scores, the CAHPS Cancer Care Survey was purposely designed to mirror the CAHPS Clinician & Group Survey, which asks about patient experience with physician practices and groups. As a result, the two surveys share the same measures of patient experience with access to care, communication with providers, and customer service.

Using data voluntarily submitted by users of the Clinician & Group Survey, AHRQ's CAHPS Database generates comparators for these measures at the State, regional, and national level. Thus, users of the Cancer Care Survey can compare their performance on those measures to benchmarks from the Clinician & Group Survey that are available through the [CAHPS Database Online Reporting System](#).

The usefulness of a CAHPS Cancer Care Survey as a tool for comparing and assessing cancer centers depends on your fidelity to the survey administration guidelines. In order to compare your results to those of other survey users and to report comparative information based on the data from the survey, it is critical that you follow the guidelines as closely as possible. If you must deviate from the guidelines, please first consult with the CAHPS User Network by e-mail (cahps1@westat.com) or telephone (1-800-492-9261).

For More Information

AHRQ's CAHPS Web site offers additional information about this and other [CAHPS surveys](#). Visitors also have access to relevant presentations (such as Webcasts and podcasts) and guidance related to improving patients' experiences with care and reporting survey results to consumers.