Pediatric Hospital Consumer Assessment of Healthcare Providers and Systems Survey (Pediatric HCAHPS)

Developing a Family Experience of Pediatric Inpatient Care Measure

Patient-centeredness is increasingly recognized as a direct component of the quality of healthcare. Evaluating the experiences that families and children have when a child stays overnight in the hospital is critical to understanding the quality of care received.

Pediatric healthcare organizations strive to address quality improvement through comprehensive, valid, and reliable measures that can be used nationally by payers (public and private), providers, and consumers for public reporting, quality management, and tracking purposes. To that end, there is a strong demand for a standardized survey that can be used to assess family experience of pediatric inpatient care. This brief discusses the development of the Pediatric Hospital Consumer Assessment of Healthcare Providers and Systems (Pediatric HCAHPS) survey to meet this need.

Pediatric HCAHPS, funded by the federal Agency for Health Care Research and Quality (AHRQ) and the Centers for Medicare & Medicaid Services (CMS), will be part of the CAHPS portfolio of instruments. CAHPS surveys are free, non-proprietary instruments designed to support standardized measurement of patient experiences with healthcare in a variety of settings. These survey instruments are developed and maintained by a team of prominent research organizations under the auspices of the U.S. Agency for Healthcare Research and Quality (AHRQ). Learn more at https://www.cahps.ahrq.gov.

Development Process for the Pediatric HCAHPS Survey

The Boston Children’s Hospital Center of Excellence for Pediatric Quality Measurement (CEPQM) is working with the CAHPS Consortium to develop the Pediatric HCAHPS survey. Pediatric HCAHPS builds on the adult HCAHPS instrument, which is used throughout the country for national reporting and benchmarking and is considered by most to be the gold standard in the field.

In accordance with all other CAHPS surveys, Pediatric HCAHPS is following a rigorous development process that includes the following steps:

- **Literature review:** CEPQM conducted an extensive literature review of more than 1,300 peer-reviewed abstracts, research articles, and existing resources to ensure that the survey reflects the most up-to-date research in the inpatient experience of care field. These activities led to the identification of potential key domains besides those not already covered by HCAHPS.

- **Expert interviews:** CEPQM interviewed experts in the fields of quality measurement, pediatric care, and patient experience, including providers, payers, and professional organizations, to provide input on the development and use of Pediatric HCAHPS to assess pediatric inpatient experience. These expert interviews provided technical and clinically-relevant advice on quality measurement, quality improvement, health disparities, and information technology.
• **Stakeholder input:** CEPQM has gathered ample feedback from provider, payer, and consumer stakeholders vested in child and family healthcare quality on the development of Pediatric HCAHPS. In particular, CEPQM has convened a National Stakeholder Panel (NSP) to advise on the validity, feasibility, and usefulness of Pediatric HCAHPS to support public reporting and quality improvement.

• **Focus group input (English and Spanish):** During November-December 2011, CEPQM conducted focus groups in 3 locations nationally. Two groups were conducted with recently hospitalized adolescents, and 6 groups were conducted with parents of recently hospitalized children. These focus groups, which were led in both English and Spanish, provided input to confirm domains of interest identified by the literature review, experts and other stakeholders. They also helped identify additional domains for potential inclusion.

• **Federal Register Notice (FRN) input:** On behalf of CEPQM, AHRQ requested input from researchers, vendors, hospitals, stakeholders, and other interested parties through a Federal Register Notice (FRN) in January 2012. The aim of this FRN was to solicit candidate measures, including existing instruments, or relevant key concepts measuring aspects of families' experience with the quality of inpatient pediatric care.

• **Cognitive testing (English and Spanish):** CEPQM conducted cognitive testing of a draft version of Pediatric HCAHPS in Spring 2012. Cognitive testing of the English language version was completed in Boston, Los Angeles, and St. Louis. Cognitive testing of the Spanish language version was completed in Los Angeles and Miami. This testing examined whether the survey items were understandable and how to improve the draft instrument.

• **Field testing (English and Spanish):** CEPQM will conduct a national field test of Pediatric HCAHPS in Fall 2012. Over the course of 6-9 months, HCAHPS-approved vendors will administer the survey by mail or telephone to families whose children had an inpatient stay in participating hospitals. In preparation for this extensive national field test, CEPQM conducted a smaller field test of Pediatric HCAHPS at 9 hospitals during Summer 2012.

• **Analysis of field test:** CEPQM will analyze the data collected during field testing to refine the survey instrument, develop a case-mix adjustment model, and finalize the Pediatric HCAHPS measure specifications. The final version of the Pediatric HCAHPS instrument will allow for the calculation of a global score with select composite measures.

• **Public release:** A final version of Pediatric HCAHPS is planned for release in 2014. It will be available on the [CAHPS web site](http://www.cahps.com).

Organizations interested in field testing the Pediatric HCAHPS instrument may contact Shanna Shulman at shanna.shulman@childrens.harvard.edu or (617) 919-3550 or their HCAHPS-approved vendor for more information. Hospitals are strongly encouraged to indicate interest as soon as possible to begin the survey planning process.
Key Characteristics of the Pediatric HCAHPS Survey

Pediatric HCAHPS builds on the core domains of the HCAHPS instrument for adults. Many items featured in the survey are derived from the existing HCAHPS instrument and are adapted for pediatric care. In addition, new questions reflect expanded domains and new domains identified as important through the survey development process, which followed the design principles for CAHPS surveys.

Pediatric HCAHPS will cover many aspects of patient-centered care.

Domains being tested include:

Core HCAHPS Domains
- Communication with doctors and nurses
- Responsiveness of hospital staff
- Pain management
- Communication about medicines
- Discharge information
- Hospital environment (i.e., cleanliness, quietness)

Proposed Expanded Domains
- Communication
- Hospital environment
- Discharge process

Proposed New Domains
- Admission process
- Care coordination
- Family involvement
- Cultural competence
- Child-appropriateness
- Privacy
- Safety
- Age-specific items (e.g., adolescence)

Pediatric HCAHPS can be administered by mail, telephone, or both.

CAHPS surveys are typically administered by mail, telephone, or a mixed mode of mail with telephone follow-up. The Pediatric HCAHPS field test will follow standard HCAHPS protocols for these modes.

Additional Resources

For more information, visit: www.childrenshospital.org/pediatrichcahps.