

SUBMISSION OF INFORMATION COLLECTION UNDER THE Request for Approval under AHRQ's Generic Clearance "Questionnaire and Data Collection Testing, Evaluation, and Research for the Agency for Healthcare Research and Quality" (OMB Control Number: 0935-0124)

DATE OF REQUEST: March 25, 2019

SUB AGENCY (I/C): HHS/AHRQ

TITLE: Field Test of Low Literacy Version of CAHPS® Clinician & Group Survey

GENERIC CLEARANCE UNDER OMB#: 0935-0124 **EXP. DATE:** 11/30/2020

ABSTRACT: The CAHPS program develops standardized surveys to measure what happened, or how often something happened, in a health care encounter. The surveys ask questions for which patients are the best or sometimes the only source of the information. The CAHPS surveys reflect the patient's voice and include questions that reflect what they've stated is important to measure when seeking high quality health care. The CAHPS surveys are the gold standard for patient experience of care measurement.

The CAHPS suite of surveys is extensive and includes surveys covering health care facilities (hospital, nursing home, in-center hemodialysis); providers (clinician and group practices; hospices); health care plans (commercial, Medicaid, Medicare); and condition-specific care (mental health, cancer). CAHPS survey data are used as a component of provider quality payments, including pay-for-reporting by ACOs under the Medicare Shared Savings Program, hospital value-based purchasing payments, quality bonus payments for Medicare Advantage Plans, and dialysis center value-based purchasing payments. Given the widespread use of CAHPS surveys such as the Clinician & Group Survey in payment and recognition programs, it is important that they are accessible to the broadest range of patients including those with limited education and/or reading skills.

The current CG-CAHPS Survey is at a 10th grade reading level. To promote survey participation from individuals with limited literacy, we propose to test CG-CAHPS EZ, a modified CG-CAHPS survey, which is at a 5th to 6th grade reading level.

CG-CAHPS EZ was designed using plain language principles and two new methods to simplify the CG-CAHPS survey: *grammatical parsing* and *stanzaic versification*. Grammatical parsing identifies conjunctives (connector words within sentences) and parses compound and complex sentences into their grammatical components (phrases and clauses); stanzaic versification converts simple survey sentences into 2 or 3 shorter lines to create a survey akin to a stanza in poetry. Each line of the survey stanza, usually a phrase or clause, represents a single idea. Unlike the unsystematic truncation produced by automatic text wrapping from word processing programs, stanzaic versification breaks are designed to represent a single idea.

TOTAL ANNUAL BURDEN APPROVED: 8900 Hours Per year

BURDEN USED TO DATE: 165 hours.

BURDEN THIS REQUEST: 92 hours.

FEDERAL COST: The estimated annual cost to the Federal government is \$705,392_____.

IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?

YES NO x N/A

OBLIGATION TO RESPOND:

x VOLUNTARY
 REQUIRED TO OBTAIN OR RETAIN BENEFITS
 MANDATORY

HOW WILL THIS SURVEY BE OFFERED?

WEB SITE
 TELEPHONE INTERVIEW
 X MAIL RESPONSE [email]
 IN PERSON INTERVIEW
 OTHER: _____

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