

The CAHPS Database

The CAHPS Database is funded by the U.S. Agency for Healthcare Research and Quality (AHRQ) to support the use of the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) patient experience surveys by health plans, medical groups and practices. CAHPS surveys ask consumers and patients to report on and evaluate their experiences with health care.

The CAHPS Database receives data voluntarily submitted by users that have administered either the CAHPS Health Plan Survey or the CAHPS Clinician & Group Survey. The CAHPS Database includes an Online Reporting System displaying aggregated data to facilitate comparisons of CAHPS survey results by users, researchers, and other interested organizations. Learn more about AHRQ's CAHPS Database at: www.cahpsdatabase.ahrq.gov.

The CAHPS Program

For nearly 20 years, AHRQ's CAHPS program has supported the development and promotion of CAHPS surveys, toolkit materials, and comparative databases, and provided technical assistance to survey users. Learn more about AHRQ's CAHPS program at: <https://cahps.ahrq.gov/>.

CAHPS Health Plan Survey Component

The CAHPS Health Plan Survey component contains data collected since 1998 from over 5.6 million survey responses. These respondents were sampled from enrollees in commercial health plans, Medicaid, Children's Health Insurance Program (CHIP), and Medicare Managed Care health plans.

CAHPS Clinician & Group Survey Component

The CAHPS Clinician & Group Survey (CG-CAHPS) component is the newest addition to the CAHPS Database. It was developed in response to the growing demand for comparative results for the various versions of the CG-CAHPS Surveys, including the 12-Month, Visit, and Patient-Centered Medical Home versions. The CG-CAHPS Survey component is currently comprised of 1.5 million survey responses from over 5,000 medical practices in the United States.



CAHPS Online Reporting System

The CAHPS Online Reporting System is a Web-based platform for viewing Health Plan and Clinician & Group Survey results. The reporting system consists of two major components:

- a public site available to anyone with access to the Internet
- a submitter's site available only to survey users that voluntarily contribute data

Public Site

The public site presents a variety of aggregated de-identified survey results in the form of composite measures, rating items, and other individual survey items, organized according to survey version and field period. Displays allow users to view:

- **Top Box Scores:** The percent of respondents reporting the most positive response for a composite, rating, or question item by region, survey mode, and other plan or practice characteristics.
- **Frequencies:** The distribution of scores (by percent and number of respondents) for all response options. Users may also run custom displays by selected respondent and plan or practice characteristics.
- **Bar charts:** Graphical distributions of survey results that

show the top, bottom, and middle response categories. Bar charts present results for the overall Database distribution as well as for selected plan or practice characteristics.

- **Percentiles:** The percentage of health plans or practice sites that scored at or below a particular top box score.
- **Report builder feature:** Users may create custom downloadable reports.

Submitter's Site

Survey users that voluntarily submit data to the CAHPS Database are provided access to a secure, password-protected area of the CAHPS Online Reporting System that allows them to compare their own results to selected benchmarks. This secure site has all of the features of the public site, with the added benefit of viewing the health plan or practice site scores that were contributed by the submitting organization. In addition, the bar chart feature on the submitter's site shows tests of statistical differences for individual health plans or practice site scores.

Research Files

Researchers may gain authorized access to de-identified research data files from the CAHPS Database to help answer important health services research questions related to patient experience of care. CAHPS survey data may be granted to researchers by submitting an application. Learn more about research data at:

<http://cahpsdatabase.ahrq.gov/DataResearchers.aspx>.

For More Information

To learn more about the CAHPS Database products and services, visit <https://www.cahpsdatabase.ahrq.gov/>.