

Using CG-CAHPS at Academic Medical Centers

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Who is University HealthSystem Consortium?

- Formed in 1984 and located in Chicago, Illinois, UHC is an alliance of 120 academic medical centers and 299 of their affiliated hospitals representing the nation's leading academic medical centers.
- UHC offers an array of performance improvement products and services. Powerful databases provide comparative data in clinical, operational, faculty practice management, financial, patient safety, and supply chain areas. Listservers allow members from across the country to share information.
- UHC members have about 60-80 million outpatient visits per year.
- UHC members are names you recognize.

CG-CAHPS Pilot Studies at UHC

In 2010, 28 UHC members pilot tested the Visit version 1.0 among primary care clinics.

- Members submitted 78,974 patient records to the CAHPS Database from 119 clinic sites working with 3 vendors

In 2012, 6 UHC members pilot tested the Visit version 2.0 among primary and specialty care clinics.

- Members submitted 113,653 patient records to the CAHPS Database from 141 clinic sites working with 2 vendors