

AHRQ'S CAHPS PROGRAM



**Consumer Assessment of Healthcare Providers and
Systems**

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Agency for Healthcare Research and Quality (AHRQ)



AHRQ is:

- ▶ A research and science-based agency
- ▶ Lead Federal agency: Improving the safety and quality of the U.S. healthcare system

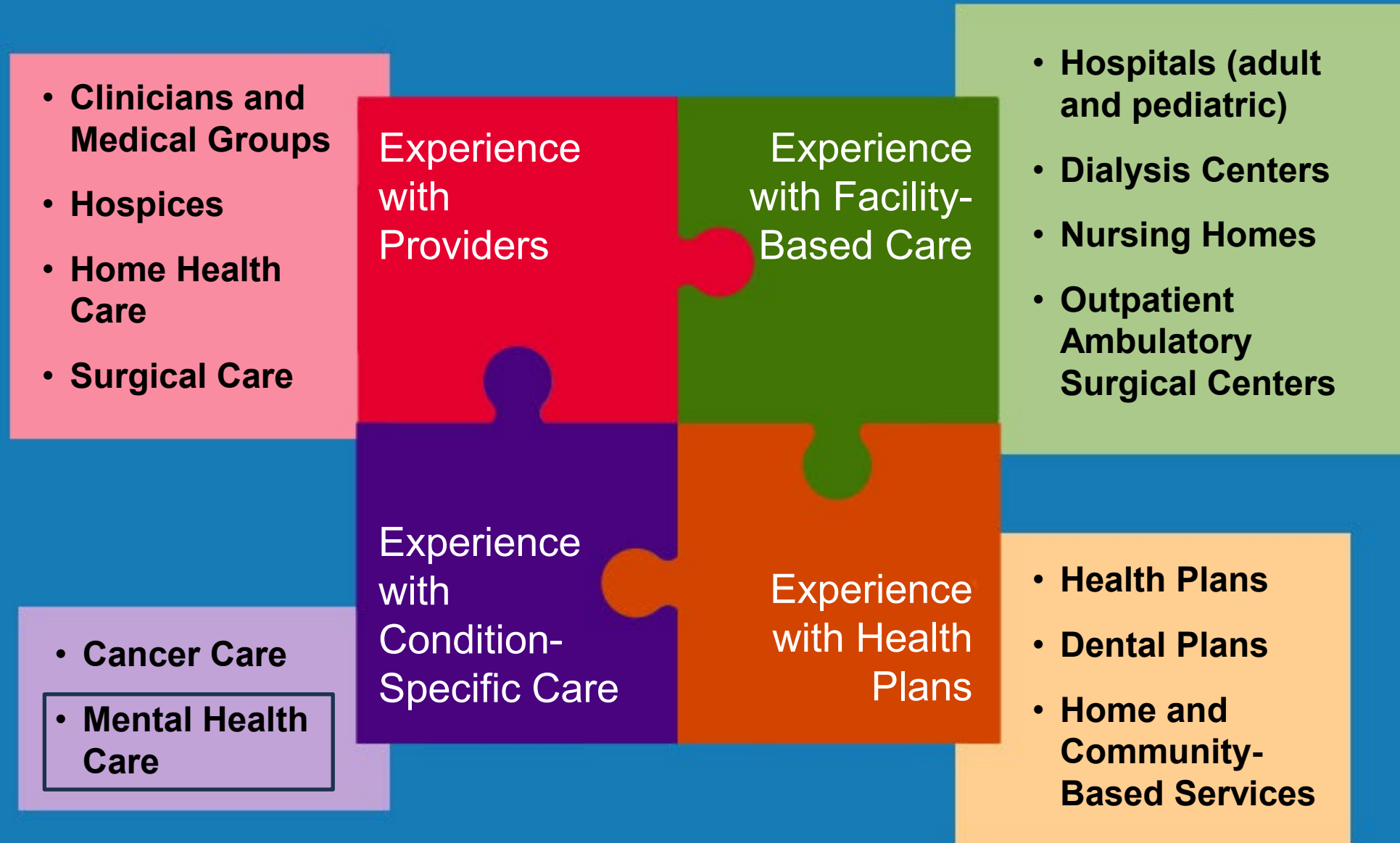
AHRQ is **not**: A regulatory agency

Patient Experience



CAHPS Surveys

Measuring patient experience



Uses for CAHPS Surveys

Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health service research