

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

- Clinicians and Medical Groups
- Hospices
- Home Health
 Care
- Surgical Care

- Cancer Care
- Mental HealthCare

Experience with Providers

Experience with Facility-Based Care

- Hospitals (adult and pediatric)
- Dialysis Centers
- Nursing Homes
- Outpatient Ambulatory Surgical Centers

Experience with Condition-Specific Care

Experience with Health Plans

- Health Plans
- Dental Plans
- Home and Community-Based Services

Uses for CAHPS Surveys



Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health service research