

# AHRQ'S CAHPS PROGRAM



**Consumer Assessment of Healthcare Providers and  
Systems**

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# Agency for Healthcare Research and Quality (AHRQ)

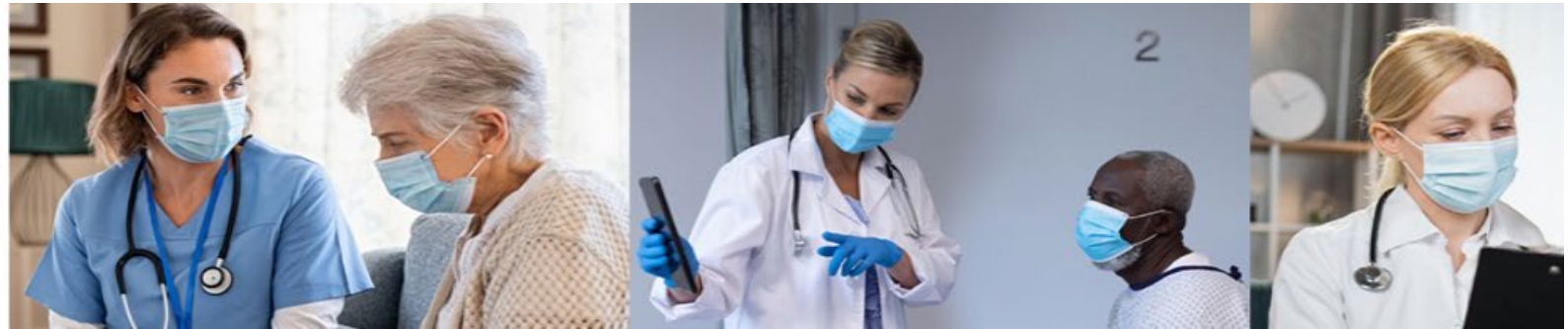


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- ▶ A research and science-based agency
- ▶ Lead Federal agency: Improving the safety and quality of the U.S. healthcare system

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# CAHPS Program



- ▶ AHRQ's CAHPS program has advanced the science of measuring and improving **patient experience**:
  - Validated surveys for high-stakes purposes
  - Supplemental questions, including narrative items
  - Quality improvement resources
  - Voluntary databases for selected CAHPS surveys
  - Research to advance the science of patient experience measurement and improvement
- ▶ Free tools, materials, technical support, and other resources

# What is Patient Experience?



# Methods for Collecting Patient Experience Information

In addition to CAHPS surveys, there are *many ways* to gather experience information from patients:

## Quantitative Methods

- CAHPS surveys, proprietary surveys, “home grown” surveys

## Qualitative Methods

- *Patient narratives*, complaints, focus groups, interviews, patient shadowing, journey mapping

## Patient Partnerships

- Patient and family advisory committees, and patient partners on improvement teams

# Examples of CAHPS Narrative Items

- 1 What do you look for in a provider?
- 2 How does your provider measure up?
- 3 What has gone well?
- 4 What hasn't gone well?
- 5 How do you and your provider get along?

# Gain for Adding Narrative Items

CAHPS  
Clinician &  
Group  
Composite  
Measures



**Actionable information**  
that offers  
insights into  
scores for  
CAHPS  
measures



Information  
about  
aspects of  
experience  
**related to  
CAHPS  
measures**



Information  
about aspects of  
experience  
**not measured  
by CAHPS  
surveys**

# CAHPS Narrative Item Sets



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**Patient Narrative Items**

## CAHPS Patient Narrative Item Sets

The CAHPS Patient Narrative Item Sets—also referred to as Narrative Elicitation Protocols—are sets of open-ended questions that prompt survey respondents to tell a clear and detailed story about their healthcare experiences. Patients' narratives provide a valuable complement to standardized survey scores, both to help clinicians understand what they can do to improve their care and to engage and inform patients about differences among providers. The CAHPS narrative items generate insights into the topics addressed by the survey's measures as well as other important aspects of patient experience that may not be captured by closed-ended questions.<sup>1</sup>

### Currently available:

- [Narrative items for the Clinician & Group Survey.](#)
- [Narrative items for the Child Hospital Survey \(Child HCAHPS\).](#)

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- Clinician & Group Survey (CG-CAHPS) Items for Ambulatory Care
- Child Hospital Survey (Child HCAHPS) Items for In-patient Pediatric Care