

# AHRQ'S CAHPS PROGRAM



**Consumer Assessment of Healthcare Providers and  
Systems**

**Jonathan Bakdash, Ph.D.  
Social Science Analyst,  
Center for Quality Improvement & Patient Safety, AHRQ**

# 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

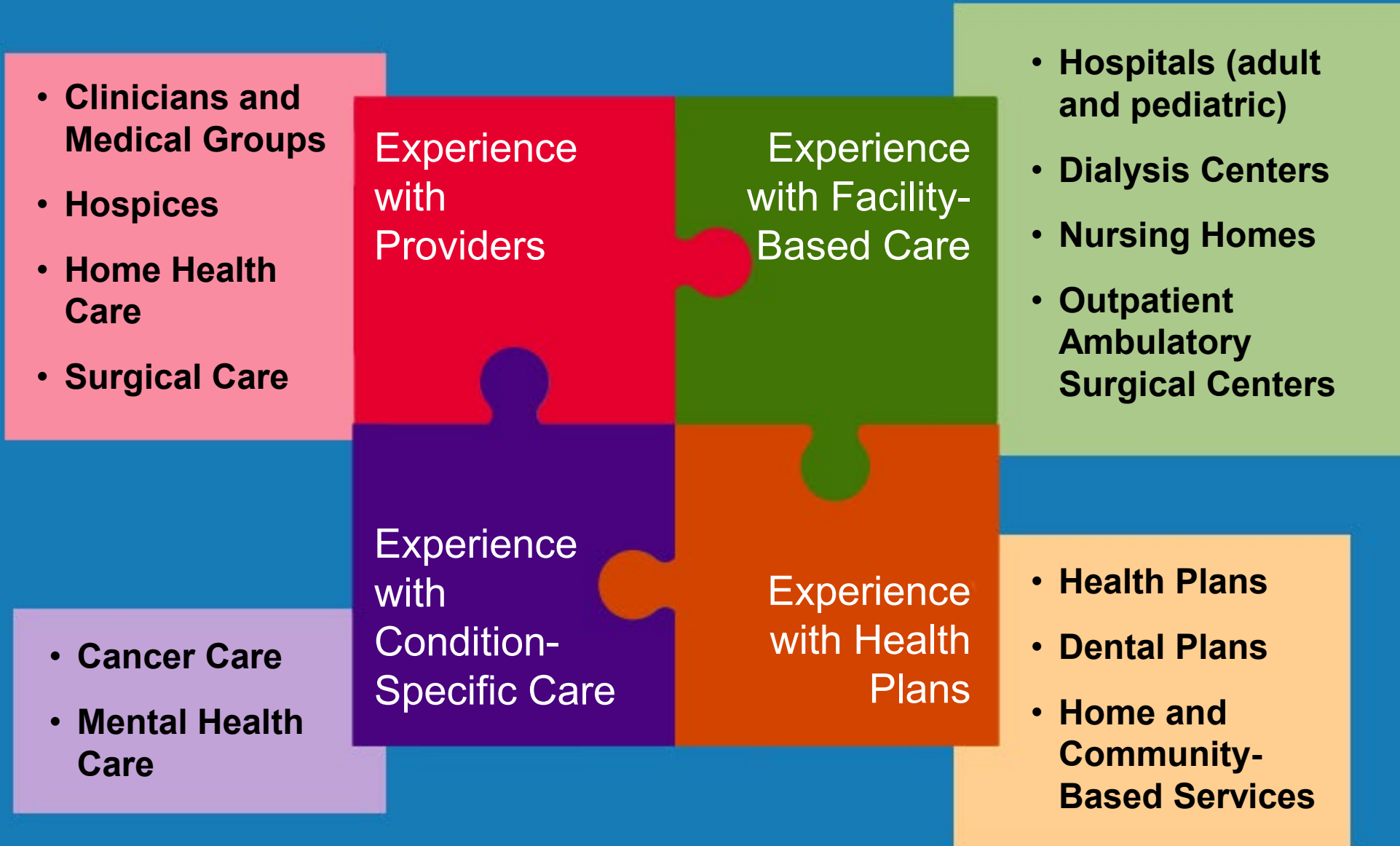
AHRQ is **not**: A regulatory agency

# Measuring Patient Experience: CAHPS® Program



# CAHPS Surveys

Measuring patient experience of care in different settings



# Uses for CAHPS Surveys

Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health service research