

# **AHRQ'S CAHPS<sup>®</sup> PROGRAM**

**Jonathan Bakdash, Ph.D.**

**Social Science Analyst, CAHPS<sup>®</sup> & SOPS<sup>®</sup> Programs  
Center for Quality Improvement & Patient Safety,  
AHRQ**

# AHRQ's Core Competencies



- AHRQ is a research and development agency in the US Department of Health and Human Services
  - ▶ Core competencies: Health System Research, Practice Improvement, and Data & Analytics
- AHRQ is not a regulatory agency:
  - ▶ AHRQ does not require use of tools, products, and databases
- Encourage CAHPS database submissions for Quality Improvement
- AHRQ's investment is in patient experience of care survey development, research, and hosting databases for selected CAHPS surveys

# Patient Experience



# CAHPS Program: Gold Standard for Patient Experience

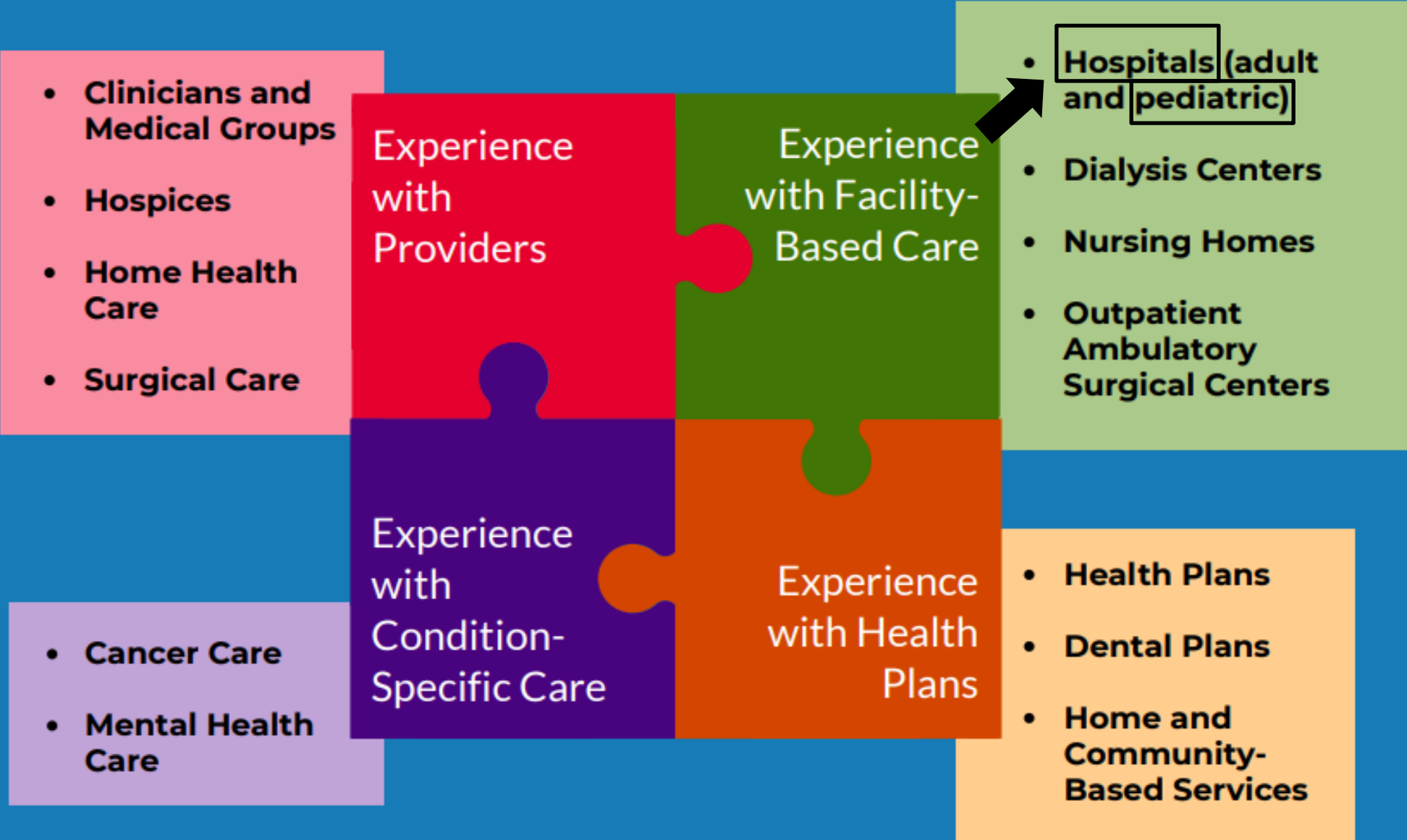


CAHPS surveys are considered the gold standard for patient experience measurement because they:

- Capture the patient's voice during the development process
- Use a standardized methodology for development, validation, and revision
- Extensively tested with patients

# CAHPS Surveys

Measuring patient experience



# Uses for CAHPS Surveys

Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health services research