

AHRQ'S CAHPS[®] PROGRAM

**Caren Ginsberg, Ph.D., CPXP,
Director, CAHPS Division**

Center for Quality Improvement & Patient Safety, AHRQ

AHRQ's Core Competencies

- **Research:** Invest in research and evidence to make health care safer and improve quality.
- **Practice Improvement:** Create tools for health care professionals to improve care for their patients.
- **Data & Analytics:** Generate measures and data to track and improve performance, and evaluate progress of the US health care system.

What is CAHPS?

- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- Program advancing the understanding, measurement, and improvement of patients' experiences with their health care
- Initiated and funded by AHRQ since 1995
- CAHPS Consortium: AHRQ, RAND, Yale, and Westat

CAHPS Surveys

- CAHPS surveys are the gold standard for patient experience measurement.
- The CAHPS program captures the patient's voice.
- Surveys measure patient experience of care in different settings.
- Surveys are developed using standardized methodology and research findings.
- Trademark is held by AHRQ; all surveys must adhere to CAHPS design principles to earn trademark.

Uses of CAHPS Surveys

- Value-based purchasing
- Public reporting
- Accreditation
- Quality improvement
- Health services research

Patient Experience of Care Research at AHRQ

- Active research program in patient experience and its measurement
- Current research topics:
 - ▶ Patients' experiences with care coordination, shared decision-making, patient engagement, and patient safety
 - ▶ Collecting patient experience data using narrative protocols for purposes of facilitating quality improvement
 - ▶ Effectiveness of different survey administration modes for collecting CAHPS data