



# AHRQ's CAHPS<sup>®</sup> Program

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# AHRQ: A Research & Development Agency

- The Agency for Healthcare Research and Quality (AHRQ) is the lead federal agency charged with improving the safety and quality of America's health care system. AHRQ:
  - Invests in research on the Nation's health delivery system to understand how to make health care safer and improve quality
  - Creates materials to teach and train health care systems and professionals to put results into practice
  - Generates measures and data used by providers and policy makers
- ***AHRQ is not a regulatory agency.***

# What is CAHPS?

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

# CAHPS Surveys

- 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

***CAHPS is the gold standard for patient experience measurement.***

***CAHPS is committed to capturing the patient's voice.***

# Uses of CAHPS Surveys

- Reimbursement – hospitals, home health care, hospice care, health plans, in-center hemodialysis facilities
- Public reporting – see CMS “Compare” Web sites, for example
- Accreditation
- Quality improvement
- Health services research

# Patient Experience of Care Research at AHRQ

- Active research program in patient experience measurement
- Current research topics include:
  - Patients' experiences with care coordination, shared decision-making, patient engagement, and patient safety
  - Collecting patient experience data using patient narrative information; effectiveness of different survey administration modes for collecting CAHPS data