



# How Are CAHPS Surveys Administered?

Stephanie Fry  
Senior Study Director  
Westat

# Administration of CAHPS Surveys

- Recall that AHRQ is a research and development agency
  - AHRQ provides information about best survey science in surveys and administration
  - Organizations requiring CAHPS surveys specify administration protocol

# Sampling

- CAHPS Consortium conducts extensive testing to assess level of reliability and validity of CAHPS items and composites based on number of completed surveys
- Factors to consider when selecting sampling approach:
  - Level of reporting (group level, practice level, other)
  - Data use and response rate to support data use

# Data Collection Modes We Have Tested

- Mail
- Telephone
- Interactive Voice Response (IVR)
- In-office distribution
- Email distribution
- Patient portal
- SMS
- In-person interviews

# Modes That Currently Yield Higher Response Rates

- Mail
- Telephone
- Mixed Mode
  - Mail with Telephone follow-up
  - Email with Mail or Telephone follow-up
- *Survey environment rapidly evolving; CAHPS Consortium continues extensive testing*

# Analysis and Reporting

- Calculation of survey composites
- Case mix adjustment
  - Available SAS macro
- Reporting goals
  - Quality improvement
  - Public reporting

# Resources

- AHRQ CAHPS Web site
  - Surveys and reporting measures
  - Research on survey administration & reporting
  - Frequently asked questions and answers
  - Searchable bibliography
  - CAHPS Ambulatory Care Improvement Guide
- AHRQ CAHPS Database Web site
- TalkingQuality
- Technical assistance for users