



AHRQ's CAHPS[®] Program

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AHRQ: An R & D Agency

- AHRQ:
 - Advances science
 - Creates knowledge from data
 - Creates tools, data, training
 - Support Learning Health Systems to assist organizations learn from data

CAHPS = Consumer Assessment of Healthcare Providers and Systems

- Develops standardized surveys and related products according to established principles
- First funded in 1995
- Assesses quality of care from the patient's point of view across different settings
- Trademark held by AHRQ; all surveys must adhere to CAHPS design principles to earn trademark

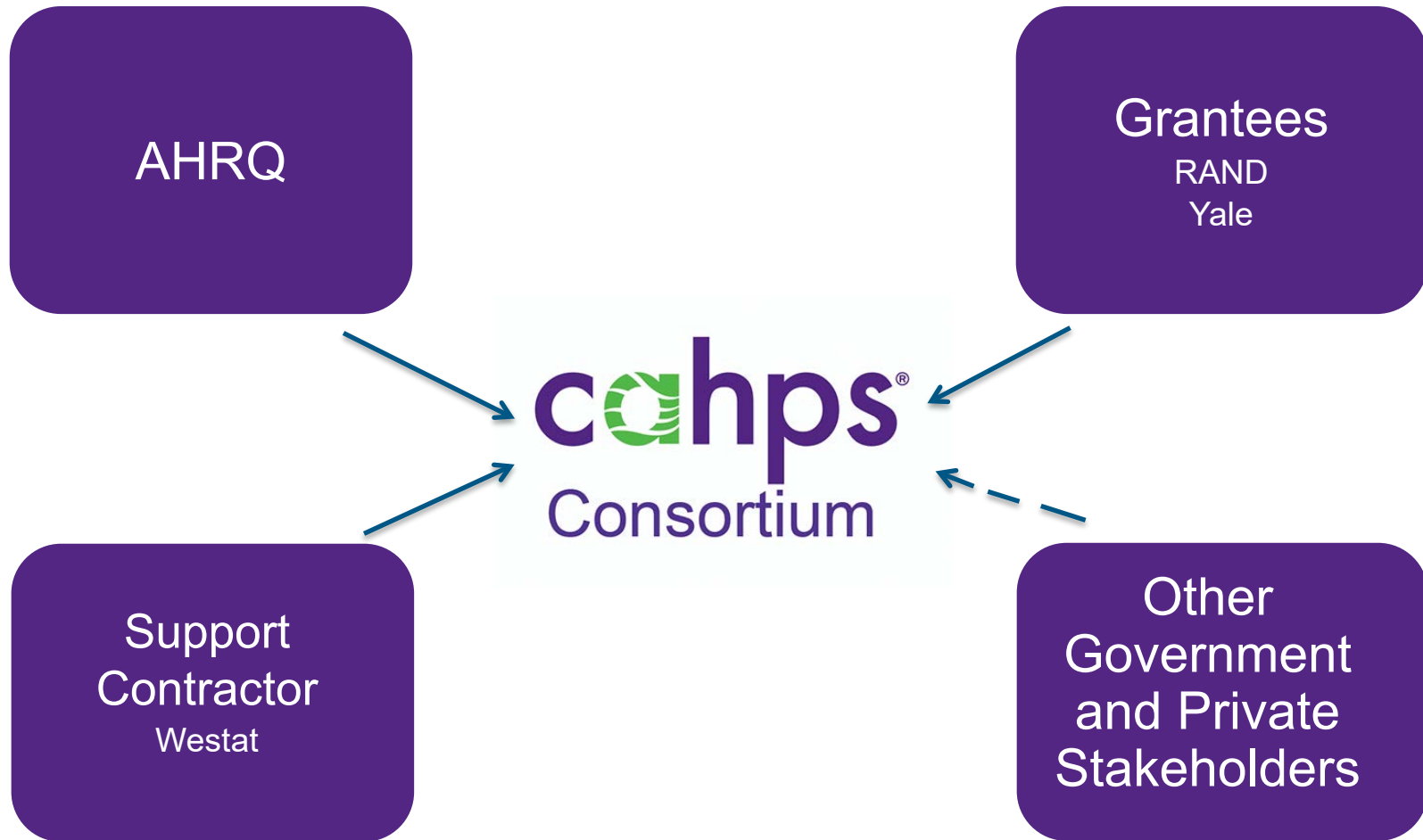
The AHRQ CAHPS Program

- Underlying Premise:
 - Understanding the patient's perspective in health care is vital for enhancing the quality and safety of their care and for creating a patient-centered care environment
- Aims of the Program:
 - Researching patient experience of care concepts and measurement
 - Creating CAHPS tools
 - Supporting CAHPS users

CAHPS Program

- To accomplish the work of the CAHPS program, AHRQ funds:
 - 2 cooperative agreements (RAND Corporation, Yale University):
 - Independent research moving CAHPS and patient experience forward; developing tools; ensuring that CAHPS surveys adhere to established standards of development; quality improvement
 - 1 User Network Contractor (Westat)
 - Supporting research; producing tools; developing and maintaining voluntary databases; reporting; technical support

CAHPS Consortium



Uses of CAHPS Surveys

- Value-based payment
- Public reporting
- Accreditation and certification
- Quality improvement
- Health services research

Things to know about the AHRQ CAHPS Program

- Our work is patient-focused.
- We have a legacy of listening and responding to user needs.
- We partner with organizations, health plans, patient groups in our product development and testing.