

What Is Patient Experience and How Does CAHPS Measure It?

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What is Patient Experience?

“Patient experience encompasses the ***range of interactions*** that patients have with the health care system, including their care from ***health plans***, and from ***doctors, nurses, and staff in hospitals, physician practices, and other health care facilities***. As an integral component of health care quality, patient experience includes several ***aspects of health care delivery that patients value highly when they seek and receive care***, such as getting timely appointments, easy access to information, and good communication with health care providers.”

<https://www.ahrq.gov/cahps/about-cahps/patient-experience/index.html>

Experience vs. Satisfaction

- Patient Experience

- Focus on patient **reports**
- Whether something that should happen actually did happen, and how often it happened
- Frequency scales
- Objective assessment

- Patient Satisfaction

- Focus on patient **ratings**
- Whether patients' *expectations* were met and how they felt about their care
- Likert (rating) scales
- Subjective assessment

Core CAHPS Survey Principles

- Focus on topics for which patients are the best or only source of information
- Base survey items on rigorous scientific development and testing, as well as extensive stakeholder input
- Include patient reports and ratings of experiences (not satisfaction)
- All surveys and services are in the public domain

Patient Experience Is Strongly Correlated with Other Key Outcomes

- Health Outcomes:
 - Patient adherence
 - Process of care measures
 - Clinical outcomes
 - Business Outcomes:
 - Malpractice risk
 - Employee satisfaction
 - Financial performance
-
- Anhang Price R, Elliott MN, Zaslavsky AM, et al. Examining the role of patient experience surveys in measuring health care quality. *Med Care Res Rev* 2014 July;71(5): 522-54.
<http://www.ncbi.nlm.nih.gov/pubmed/25027409>.
 - Browne K, Roseman D, Shaller D, Edgman-Levitan S. "Measuring Patient Experience As a Strategy for Improving Primary Care", *Health Affairs*, May 2010 (29)5, 921-925.

Patient experience matters
because it matters to
patients and families.

CAHPS Survey Content



CAHPS Core Questionnaires

Core domains include:

- Access to care
- Communication with provider or health care team
- Coordination of care
- Customer service
- Overall rating

CAHPS Supplemental Items

Common Domains:

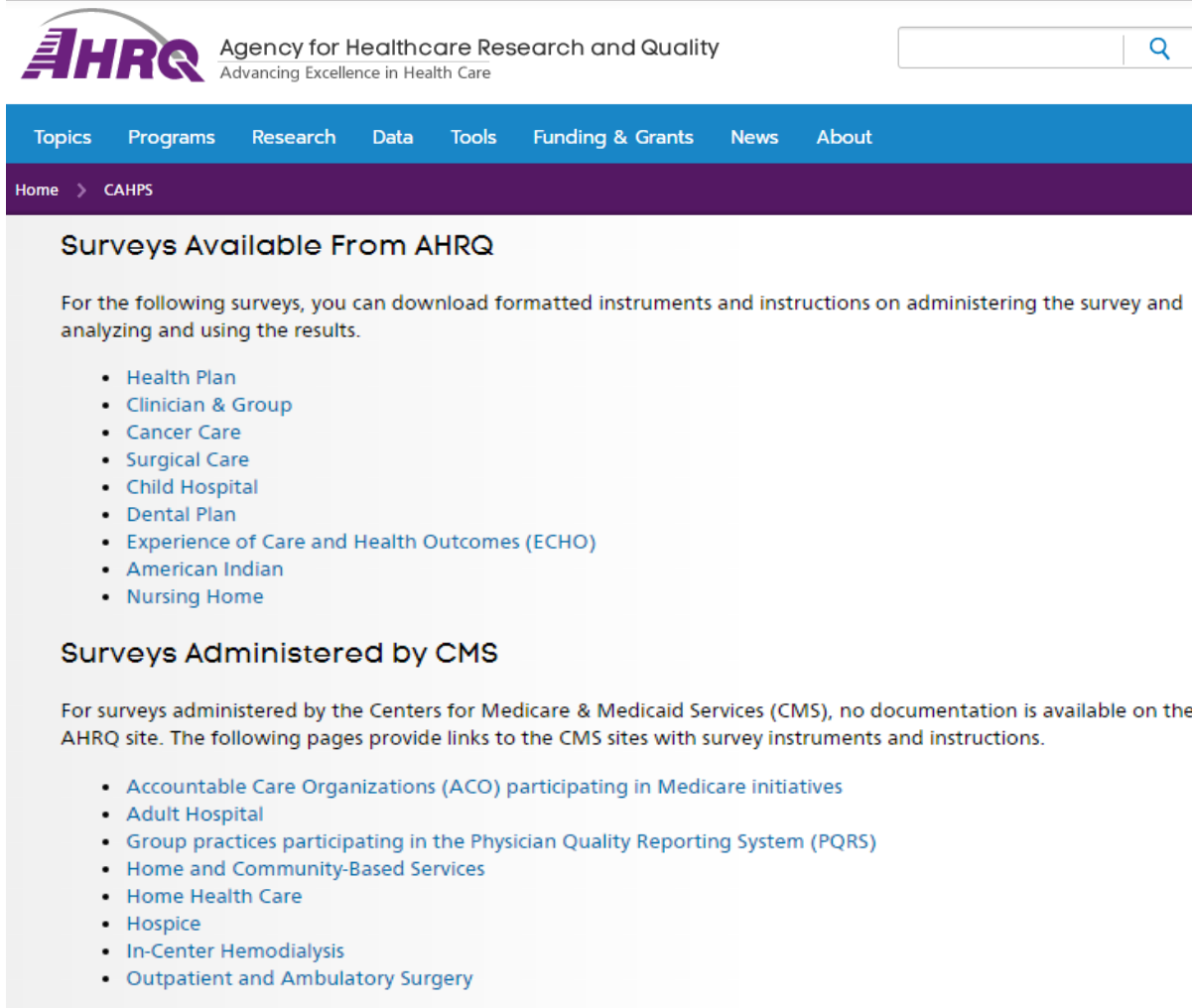
- Shared Decision-Making
- Health Literacy
- Interpreter Services
- Health Information Technology
- Narrative Elicitation
- Many others

CAHPS Core Surveys: Some Examples

- **Provider:** Clinician & Group, Home Health, Hospice
- **Condition-specific:** Cancer care, Surgical care
- **Facility:** Hospital, Nursing Home, Ambulatory Surgery, In-Center Hemodialysis
- **Health Plan:** Medicare, Medicaid, Commercial, Behavioral Health (ECHO[®])
- **Program:** Home and Community-Based Services (HCBS)

Versions include: adult & child (for many); Spanish and some other translations

Accessing CAHPS Surveys



The screenshot shows the AHRQ website interface. At the top left is the AHRQ logo with the text "Agency for Healthcare Research and Quality" and "Advancing Excellence in Health Care". To the right is a search bar. Below the logo is a navigation menu with links for Topics, Programs, Research, Data, Tools, Funding & Grants, News, and About. A secondary navigation bar shows "Home > CAHPS". The main content area is titled "Surveys Available From AHRQ" and includes a paragraph about downloading instruments and instructions. Below this is a bulleted list of survey categories. A second section is titled "Surveys Administered by CMS" and includes a paragraph about CMS documentation and a bulleted list of survey types.

AHRQ Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

Topics Programs Research Data Tools Funding & Grants News About

Home > CAHPS

Surveys Available From AHRQ

For the following surveys, you can download formatted instruments and instructions on administering the survey and analyzing and using the results.

- Health Plan
- Clinician & Group
- Cancer Care
- Surgical Care
- Child Hospital
- Dental Plan
- Experience of Care and Health Outcomes (ECHO)
- American Indian
- Nursing Home

Surveys Administered by CMS

For surveys administered by the Centers for Medicare & Medicaid Services (CMS), no documentation is available on the AHRQ site. The following pages provide links to the CMS sites with survey instruments and instructions.

- Accountable Care Organizations (ACO) participating in Medicare initiatives
- Adult Hospital
- Group practices participating in the Physician Quality Reporting System (PQRS)
- Home and Community-Based Services
- Home Health Care
- Hospice
- In-Center Hemodialysis
- Outpatient and Ambulatory Surgery