



What You Should Know About All CAHPS Surveys

Dale Shaller, MPA
Principal
Shaller Consulting Group

CAHPS Surveys: What You Should Know

- **Surveys focus on what patients want/need to know**
 - Focus groups
 - Cognitive interviews
 - Patient and consumer advocacy group input

CAHPS Surveys: What You Should Know

- Surveys focus on what patients want/need to know
- **Stakeholder and user input are fundamental and ongoing**
 - Advisory panels
 - Public comment periods
 - Feedback after surveys are released
 - Field testing partners

CAHPS Surveys: What You Should Know

- Surveys focus on what patients want/need to know
- Stakeholder and user input are fundamental and ongoing
- **Surveys are based on latest methodological research evidence**
 - Sampling and administration methods
 - Analysis methods
 - Reporting methods

CAHPS Surveys: What You Should Know

- Surveys focus on what patients want/need to know
- Stakeholder and user input are fundamental and ongoing
- Surveys are based on latest methodological research evidence
- **Surveys are extensively field tested**
 - Multiple rounds
 - Focus on representativeness and reliability of data

CAHPS Surveys: What You Should Know

- Surveys focus on what patients want/need to know
- Stakeholder and user input are fundamental and ongoing
- Surveys are based on latest methodological research evidence
- Surveys are extensively field tested
- **Standardization supports comparability**
 - Comparison data are key to improvement
 - CAHPS Database available for selected surveys

CAHPS Surveys: What You Should Know

- Surveys focus on what patients want/need to know
- Stakeholder and user input are fundamental and ongoing
- Surveys are based on latest methodological research evidence
- Surveys are extensively field tested
- Standardization supports comparability
- **All surveys, tools, and resources are public**
 - Open access
 - Free to all users