



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



# AHRQ Data Tools & CAHPS Data Reporting

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CAHPS User Network



## Explore the AHRQ Data Tools

### Medical Coverage and Expenditures



The **Medical Expenditure Panel Survey (MEPS)** helps researchers and the public explore health insurance coverage, access to care, quality of care, healthcare use, and expenditures.

#### Healthcare | MEPS-HC

##### Household Component

For the U.S. civilian population, explore topics like:

- Healthcare use and spending
- Health insurance coverage
- Access to care, quality of care, and diabetes care
- Treated medical conditions
- Prescribed drugs

#### Health Insurance | MEPS-IC

##### Insurance Component

Explore national and state-level employer-based health insurance:

- Employer characteristics/offerings
- Employee take-up
- Premiums
- Contributions
- Cost-sharing

National- and state-level statistics and trends about employer-based health insurance

### Quality and Disparities

Learn how the **National Healthcare Quality and Disparities Report (NHQDR)** shows the progress and opportunities for improving healthcare quality and reducing disparities.

#### NHQDR

- View the NHQDR Annual Report
- Explore the National Benchmarks
- Explore State Snapshots
- Query the NHQDR Data





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### Patient Experience



The **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** program.

#### CAHPS®

Explore aggregated results from CAHPS surveys that ask patients to report on their experiences with access to care, communication with providers, and customer service.

- **Health Plan**
  - Adult Medicaid 5.0/5.1
  - Child Medicaid 5.0/5.1
  - CHIP 5.0/5.1
  - Medicare 4.0
- **Clinician & Group**
  - Adult 3.0
  - Adult 3.0 with PCMH

### Hospital Inpatient and Outpatient Use, Cost, and Quality



Query **Healthcare Cost and Utilization Project (HCUP)** data to access detailed or summary statistics on inpatient stays and emergency department visits by patient, hospital, and encounter characteristics.

#### Deep Dive | HCUPnet

Generate your own healthcare statistics and query information for hospital inpatient and emergency department settings, as well as population-based healthcare in counties.

- Hospital inpatient (**New Data**)
- Emergency Department
- Community inpatient

#### Priority Topics | Fast Stats

Select easy-to-access summary statistics and graphics on hospital inpatient stays and emergency department visits, including information at the national and state levels, trends over time, and selected priority topics.

- State Trends in Hospital Use by Payer
- National Hospital Utilization & Costs (**New Data**)
- Hurricane Impact on Hospital Use
- Opioids & Neonatal Abstinence Syndrome
- Severe Maternal Morbidity

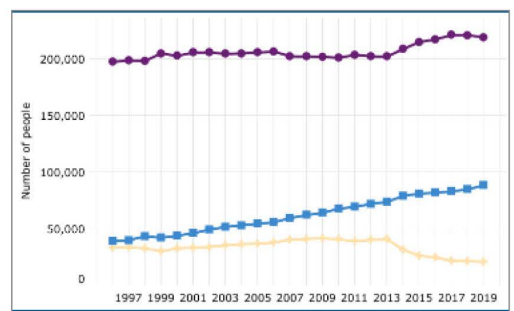


- Health Equity
- Health Insurance
- Health Plans
- Healthcare Cost
- Healthcare Providers
- Healthcare Utilization
- Hospital Stays
- Household Expenditures
- Hurricane
- Injuries
- Medical Conditions
- Metro Area Estimates
- Neonatal Abstinence Syndrome (NAS)
- Older Adults
- Opioids
- Patient Experience**
- Patient Safety
- People with Disabilities
- Premiums
- Prescribed Drugs
- Patient Experience

Search Across Data Tools

Search input field with a blue Search button

### Featured Dashboard

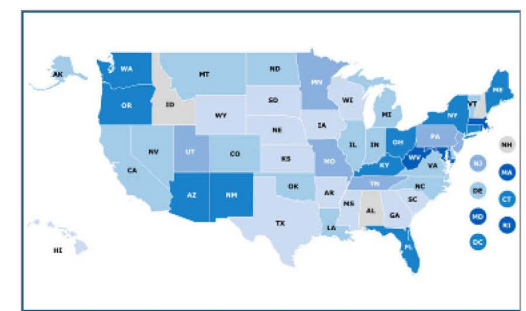


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Health Insurance Coverage US, 1996 - 2019

### AHRQ Priority Topic



OPIOIDS Data and Research





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## Topic Area Search Results: Patient Experience

### AHRQ Data Tool - Topic Areas

[Access to Care](#)  
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[Disparities](#)  
[Emergency Department Visits](#)  
[Employers](#)  
[Health Equity](#)  
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[CAHPS Clinician & Group Survey Database - Top Box Results](#) | CAHPS

# CAHPS Data Reporting



- The CAHPS Databases are AHRQ's data repositories for selected CAHPS surveys
- Data are voluntarily submitted for the following CAHPS Surveys:
  - ▶ Health Plan (Medicaid and Children's Health Insurance Program)
  - ▶ Child Hospital
  - ▶ Home and Community-Based Services (HCBS)
- CAHPS Data Tools provides access to survey results
  - ▶ Launched in July 2021
  - ▶ Replaced CAHPS Database Online Reporting System (retired in December 2021)

# Which CAHPS Survey Results are Available?

- CAHPS Health Plan Survey Database
  - ▶ Aggregated survey results since 2019
  - ▶ Updated annually in the fall/winter
- Clinician & Group Survey Database
  - ▶ Aggregated survey results for 2018 and 2019
  - ▶ Suspended in 2021
  - ▶ All existing products for this database remain available
- Child Hospital Survey and Home and Community-Based Services Survey results expected in the future

# Features of CAHPS Data Tools

- Facilitates comparisons of CAHPS survey results by survey users and researchers
- Displays aggregated results in the form of:
  - ▶ Top box scores
  - ▶ Percentiles
  - ▶ Bar charts
  - ▶ Download data in Excel or PDF format
- Does not include live frequencies
- Available at: <https://datatools.ahrq.gov/cahps>



# CAHPS Data Tools

[AHRQ Data Tools](#) > CAHPS Data Tools



Search Across Data Tools

## Consumer Assessment of Healthcare Providers and Systems

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### Surveys of Patient Experience

AHRQ Data Tools +

Chartbooks +

CAHPS Databases Submission System

Learn More +

[Learn more about CAHPS®.](#)

### Explore the CAHPS® Data Tools

The CAHPS Databases are AHRQ's repositories for data from selected CAHPS surveys of patient experience with care. The purpose of the CAHPS Databases is to facilitate comparisons of CAHPS survey results by survey users and researchers. The CAHPS Databases currently include data from the [CAHPS Health Plan Survey](#) and the [CAHPS Clinician & Group Survey](#).

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### CAHPS Health Plan Survey Database

### CAHPS Clinician & Group Survey Database

[Overview](#) [Top Box Results](#) [Percentiles](#) [Bar Charts](#)

Direct link to this dashboard: <http://datatools.ahrq.gov/cahps?type=tab&tab=cahpscarhps>

**What is the CAHPS Health Plan Survey?** The Health Plan Survey asks enrollees about their recent experiences with health plans and their services. This standardized survey was designed to support health plans and purchasers in improving quality, and consumers in assessing and comparing enrollees' experiences across plans.

**What is the CAHPS Health Plan Survey Database?** AHRQ's CAHPS Health Plan Survey Database provides access to aggregated survey results. Organizations submitting survey

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### Surveys of Patient Experience

AHRQ Data Tools	+
Chartbooks	+
CAHPS Databases Submission System	
Learn More	+

### Explore the CAHPS® Data Tools

The CAHPS Databases are AHRQ's repositories for...  
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The CAHPS Databases currently include data from  
[Survey](#).

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# CAHPS Data Tools

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Search Across Data Tools

## Consumer Assessment of Healthcare Providers and Systems

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# Top Box Results

## CAHPS Health Plan Survey Database

Overview **Top Box Results** Percentiles Bar Charts

## Health Plan Survey Top Box Scores

Survey Years:

2021

Survey Types:

Adult Medicaid

Detailed Information:

Overall

### 2021 Adult Medicaid Survey 5.0/5.1 Overall Top Box Scores

Composite Measure/Individual Item	Database Average
Composite: Getting Needed Care	56%
Easy to get necessary care, tests, or treatment	57%
Got appointment with specialists as soon as needed	54%
Composite: Getting Care Quickly	59%
Got care for illness, injury or condition as soon as needed	62%
Got check-up or routine care appointment as soon as needed	55%

2

# Percentiles

## Health Plan Survey Percentiles

Survey Years:

2021

Survey Types:

Adult Medicaid

### 2021 Adult Medicaid Survey 5.0/5.1 Overall Percentiles

Composite Measure/Individual Item	Lowest Score	10th	25th	50th	75th	90th	Highest Score
Composite: Getting Needed Care	40%	50%	52%	56%	59%	63%	69%
Easy to get necessary care, tests, or treatment	39%	50%	53%	57%	61%	65%	71%
Got appointment with specialists as soon as needed	29%	46%	51%	55%	59%	62%	74%
Composite: Getting Care Quickly	39%	52%	55%	59%	63%	66%	81%
Got care for illness, injury or condition as soon as needed	42%	54%	58%	65%	68%	71%	78%
Got check-up or routine care appointment as soon as needed	37%	47%	50%	55%	59%	63%	69%
Composite: How Well Doctors Communicate	61%	72%	75%	77%	80%	82%	92%

# Bar Charts

## Health Plan Survey Bar Chart Results

**Survey Years:**  
2021

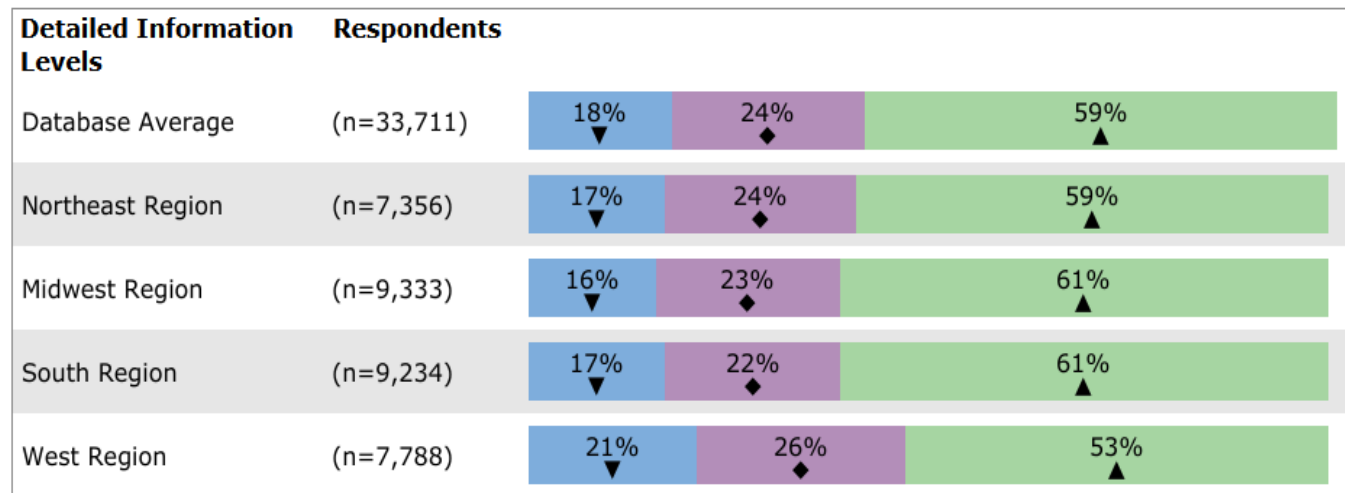
**Survey Types:**  
Adult Medicaid

**Composite Measures:**  
Getting Care Quickly

**Individual Items:**  
Database Average

**Detailed Information:**  
Regional

### 2021 Adult Medicaid Survey 5.0/5.1 Getting Care Quickly



NA is displayed when there are insufficient data to show a result.

#### Legend



Shapes within the bar chart are for visual aid purposes.

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