

AHRQ'S CAHPS[®] PROGRAM

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AHRQ's Core Competencies



- **AHRQ is a research and development agency in the US Department of Health and Human Services**
 - **Health Systems Research:** Invest in research and evidence to make health care safer and improve quality.
 - **Practice Improvement:** Create tools for health care professionals to improve care for their patients.
 - **Data & Analytics:** Generate measures and data to track and improve performance and evaluate progress of the US health care system.

The AHRQ CAHPS Program



- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- Program advancing the understanding, measurement, and improvement of patients' experiences with their health care
- Initiated and funded by AHRQ since 1995
- CAHPS Consortium – AHRQ, Yale University, RAND Corporation, Westat

AHRQ does not mandate the use of CAHPS surveys; requirements for using CAHPS surveys are established by other organizations

CAHPS Surveys

- CAHPS surveys are the gold standard for patient experience measurement.
- The CAHPS survey development process captures the patient's voice.
- Surveys measure patient experience of care in different health care settings, and with health plans and providers.
- Surveys are developed using standardized methodology and research findings.
- CAHPS® is a registered trademark of the DHHS. All surveys must adhere to CAHPS design principles and standards to use the trademark.

CAHPS Program Focus

- The CAHPS program conducts research and develops tools to advance
 - ▶ Understanding patient experience of care
 - ▶ Measuring patient experience; collecting patient experience data
 - ▶ Reporting of patient experience data
 - ▶ Improving quality based on CAHPS survey results

Patient Experience of Care Research at AHRQ



- ▶ Patients' experiences with care coordination, shared decision-making, patient engagement, and patient safety
- ▶ Collecting patient experience data using narrative protocols for purposes of facilitating quality improvement
- ▶ Effectiveness of different survey administration modes for collecting CAHPS data
- ▶ Measuring patient experience with telehealth
- ▶ Assessing racial and ethnic disparities in patient experience