

HIGHLIGHTS FROM RECENT CAHPS WORK

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CAHPS V Accomplishments

- Survey and Item Set Development and Revision:
 - ▶ Incorporating Telehealth:
 - CAHPS Clinician & Group 4.0 (beta)
 - CAHPS Clinician & Group 3.1
 - CAHPS Health Plan 5.1
 - ▶ Narrative Item Set for CAHPS Clinician & Group
 - ▶ Mental Health Supplemental Item Sets
 - For CAHPS Health Plan and CAHPS Clinician & Group
- New CAHPS Databases:
 - ▶ Home and Community-Based Services
 - ▶ Child Hospital

CAHPS V Accomplishments, continued

- Tools and Guidance
 - ▶ [Your CAHPS Tool](#)
 - ▶ Analytic techniques – adjusting for differences in patient population characteristics when comparing CAHPS scores
- Survey Methods Research
 - ▶ Survey methods webpage for users
 - ▶ Reliability and validity of CAHPS surveys
 - ▶ Enhancing response rates and representativeness of surveys– survey length, layout, mode of administration, solicitation messages

CAHPS V Accomplishments, continued



- Quality improvement research:
 - ▶ Shadow coaching to improve provider communication with patients in an outpatient setting (AltaMed)
 - ▶ Using CAHPS data to support transformation of physician practices into patient-centered medical homes
 - ▶ Use of patient narratives to inform improvement efforts for healthcare organizations
 - ▶ Evaluation and documentation of effective QI strategies
 - ▶ Association of provider burnout with involvement in quality improvement
 - ▶ Demonstration of creativity-implementation paradox for patient experience and how it can be overcome

CAHPS V Accomplishments, continued



- Sharing CAHPS work and supporting users:
 - ▶ 4 Research Meetings
 - ▶ 20 webcasts (including today!)
 - ▶ Enhancements to the CAHPS website