

# **AHRQ'S CAHPS<sup>®</sup> PROGRAM**

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# AHRQ's Core Competencies



- **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.

# About CAHPS



- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- CAHPS Program advances the understanding, measurement, improvement, and reporting of ***patients' experiences*** with their health care
  - ▶ Patient experience vs patient satisfaction – whether something happened or how often it happened vs how patient felt about a care encounter

# CAHPS Program Activities

- The CAHPS program .....
- ▶ Conducts research to further our knowledge of ...
  - Understanding patient experience
  - Measuring and collecting CAHPS data
  - Informative reporting of CAHPS data
  - Quality improvement using CAHPS data
- ▶ Develops surveys and related materials to assess patient experience in health care settings and with health plans and providers
- ▶ Develops and operates voluntary databases for CAHPS survey data

# CAHPS Surveys: Gold standard for patient experience measurement



## CAHPS Surveys:

- ▶ Measure patient experience, not patient satisfaction
- ▶ Capture the patient's voice in development and testing
- ▶ Measure what patients tell us is important to them
- ▶ Use standardized methodology and research findings to develop valid and reliable surveys

CAHPS Trademark recognizes adherence to CAHPS design principles; ensures comparability across settings, plans, providers, programs

# Uses of CAHPS Surveys

- Value-based purchasing
- Public reporting
- Accreditation
- Quality improvement
- Health services research