

AHRQ and AHRQ's CAHPS® Program

Caren Ginsberg, Ph.D.

Director, CAHPS Division, Center for Quality

Improvement and Patient Safety

Agency for Healthcare Research and Quality

AHRQ's Core Competencies

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.

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys

The CAHPS program is committed to capturing the patient's voice. CAHPS surveys are the gold standard for patient experience measurement.

- Program advancing the understanding and measurement of patients' experiences with their health care
- Initiated and funded by AHRQ since 1995
- CAHPS Consortium: AHRQ, RAND, Yale, and Westat

Patient Experience of Care Research at AHRQ

- Active research program in patient experience measurement
- Current research topics include:
 - Patients' experiences with care coordination, shared decision-making, patient engagement, and patient safety
 - Best methods for collecting patient experience data, including effectiveness of different survey administration modes; using patient narrative information