

WELCOME FROM AHRQ

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Agency for Healthcare Research and Quality



- AHRQ is:
 - ▶ A research and science-based agency of the US Department of Health and Human Services that supports evidence-based practices.
 - ▶ The lead Federal agency charged with improving the safety and quality of America's healthcare system.
 - ▶ Core competencies: Health Systems Research, Practice Improvement, Data & Analytics

- AHRQ is not:
 - ▶ A regulatory agency. AHRQ can not require the use of our tools and products.

CAHPS surveys of patient experience of care



Standardized surveys: What happened to the patient in the care encounter, or how often did it happen?

- Encompasses the range of interactions patients have with the healthcare system
- Patient experience of care \neq patient satisfaction
- Measures include: communication with providers; timely appointments; coordinated care; easy access to information

CAHPS Surveys can be customized with supplemental items

CAHPS Supplemental Narrative Item Sets



Narrative items are a structured series of open-ended questions that:

- ▶ Prompt survey respondents to tell a story about their experiences in their own words;
- ▶ Complement the core set of closed-ended CAHPS survey questions; and
- ▶ Provide value-added information that is helpful patients, consumers, clinicians, and staff.

Developed and tested with an established methodology to ensure scientific rigor.

A Growing Family of Narrative Item Sets

CG-CAHPS Narrative Item Set

Health Plan
Narrative Item Set

Inpatient Narrative Items:
For Child HCAHPS