

AHRQ'S CAHPS[®] Program

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AHRQ's Core Competencies



- **Health Systems Research:** Invest in research and evidence to make healthcare safer and improve quality.
- **Practice Improvement:** Create tools for healthcare professionals to improve care for their patients.
- **Data & Analytics:** Generate measures and data to track and improve performance and evaluate progress of the US healthcare 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 healthcare
- Initiated and funded by AHRQ since 1995

<https://www.ahrq.gov/cahps>



CAHPS Program Activities



- Conducting research to further...
 - ▶ our understanding of patient experience of care
 - ▶ our knowledge of measuring patient experience and collecting patient experience data
 - ▶ informative reporting of patient experience data
 - ▶ quality improvement efforts involving CAHPS surveys
- Developing surveys and related materials to assess patient experience in healthcare settings and with health plans and providers
 - ▶ Gold standard for patient experience measurement
 - ▶ Capturing the patient's voice

CAHPS Surveys

- **Provider:** Clinician & Group, Home Health, Hospice
- **Condition-specific:** Cancer Care, Surgical Care
- **Facility:** Hospital, Nursing Home, Ambulatory Surgery, In-Center Hemodialysis
- **Health Plan:** Medicaid, Commercial, Medicare, Mental Health (ECHO)
- **Program:** Home and Community Based Services (HCBS)

Versions include: adult and child; Spanish and other translations

Goals of Survey Administration

- CAHPS researchers use scientific research methods to develop and test methodologies for administering the surveys to get reliable and valid results.
- Specific goals:
 - ▶ Survey responsiveness
 - ▶ Survey representativeness

Ideal survey administration

