

# Understanding CAHPS® Surveys: A Primer for New Users

A Webcast on January 8, 2019

CAHPS: Consumer Assessment of Healthcare Providers and Systems

## The CAHPS Program

Goal of AHRQ's CAHPS program: Advancing knowledge, measurement, and improvement of patients' experiences with health care

## Understanding Patient Experience

Patient experience encompasses the range of interactions patients have with the health care system, including:



Good communication with health care providers



Coordinated care from doctors and nurses



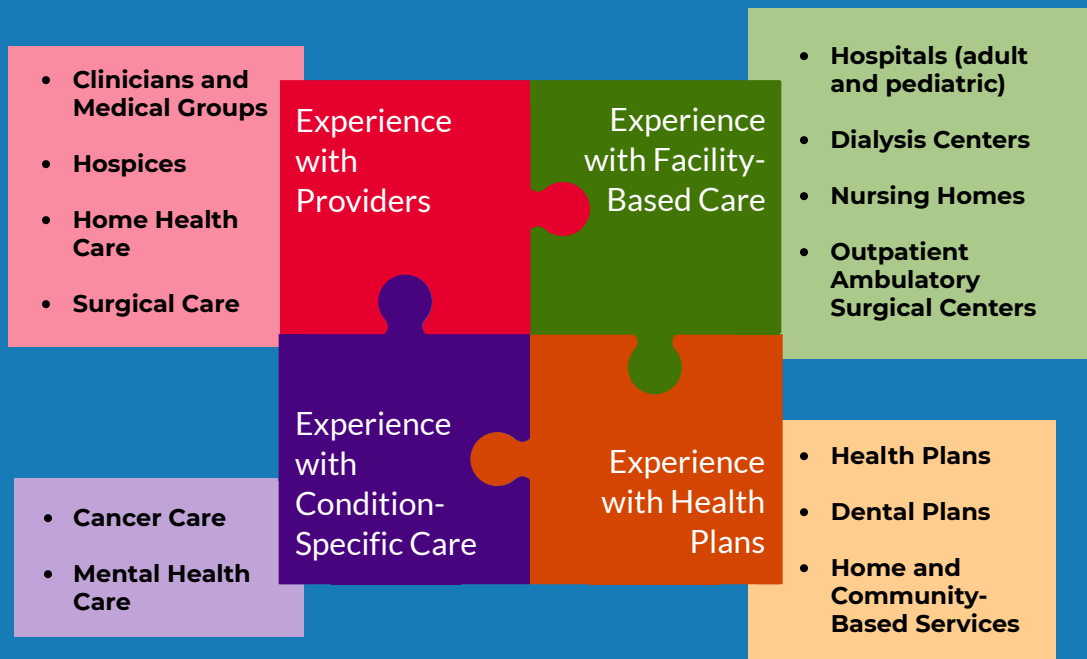
Ability to schedule timely appointments



Easy access to information

## CAHPS Surveys

Measuring patient experience of care in different settings



## Use of CAHPS Surveys



## Resources to Support Survey Users

