

A Decade of Advancing Patient-Centered Care:  
**The 10th National CAHPS® User Group Meeting**



**Real World Implementation Issues:  
*Reports from CAHPS Clinician &  
 Group Survey Field Test Partners***



**Panel Overview**



- **13 field test sites across the 3 grantees**
- **Multiple testing issues, e.g.:**
  - *Item wording and sample confirmation*
  - *4-point vs. 6-point scales*
  - *Mode and protocol for administration*
- **Final analysis of field test results this spring**
- **Submission to NQF in June**
- **Today's panel: Reports from 3 test sites**
  - *Kaiser Permanente (AIR)*
  - *HealthPlus of Michigan (RAND)*
  - *Pacific Business Group on Health (Harvard)*

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