

AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



Patient Experience and the Patient's Voice: Introduction and Background

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AHRQ and the CAHPS Program



- AHRQ is a research and development Agency in the US Department of Health and Human Services.
- AHRQ's CAHPS program has advanced the science of **patient experience**:
 - Validated surveys for high-stakes purposes
 - Supplemental questions, including narrative items
 - Quality improvement resources
 - Voluntary databases
 - Research to advance the science of patient experience measurement and improvement
- AHRQ's CAHPS program, now 29 years old, has acquired deep experience in measuring and improving the patient's experience of care.
- All tools and materials are in the public domain and can be downloaded without charge. We provide free technical support for the AHRQ CAHPS tools and resources.

What is Patient Experience?



Why Measure Patient Experience?

Patient experience is strongly associated with:

Health Outcomes

- Patient adherence
- Process of care measures
- Clinical outcomes
- Patient safety

Business Outcomes

- Malpractice risk
- Employee satisfaction
- Financial performance

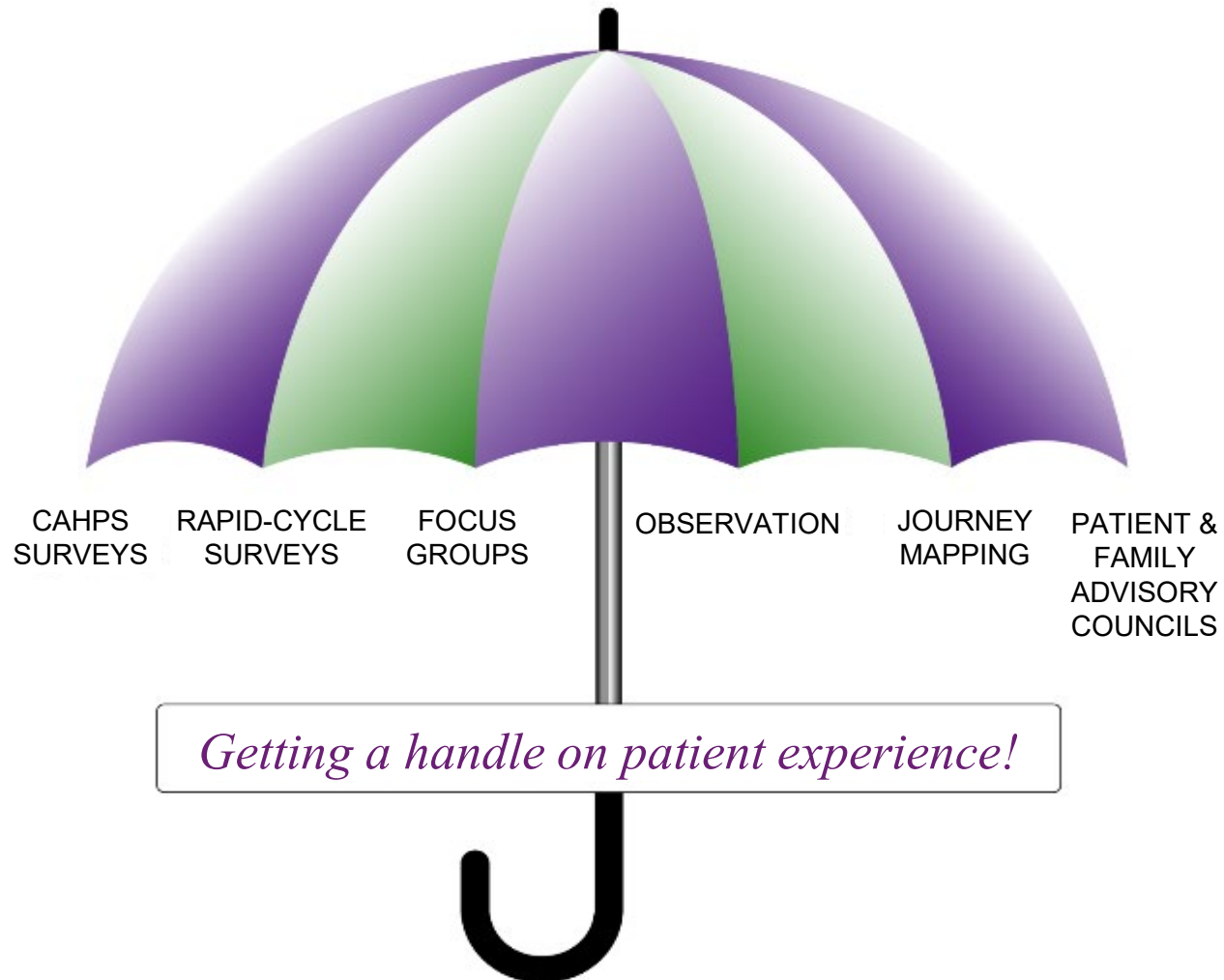
Collecting Patient Experience Information

The CAHPS surveys collect patient experience information. There are many ways to gather information from patients:

- **Quantitative Methods:**
 - ▶ CAHPS surveys, proprietary surveys, rapid-cycle surveys
- **Qualitative Methods:**
 - ▶ Patient narratives, complaints, focus groups, interviews, patient shadowing, journey mapping, malpractice claims
- **Patient Partnerships:**
 - ▶ Patient and family advisory committees, patient partners on improvement teams

Patient Experience Umbrella

PATIENT EXPERIENCE



Using the Patient's Voice to Collect Patient Experience Information

- Methods discussed today all require listening to the patient.
 - ▶ *CAHPS survey development starts with asking patients or consumers about what's important to measure and report.*
- All of these methods together contribute to a fuller picture of what happens to patients.

