

AHRQ'S CAHPS PROGRAM



Consumer Assessment of Healthcare Providers and Systems

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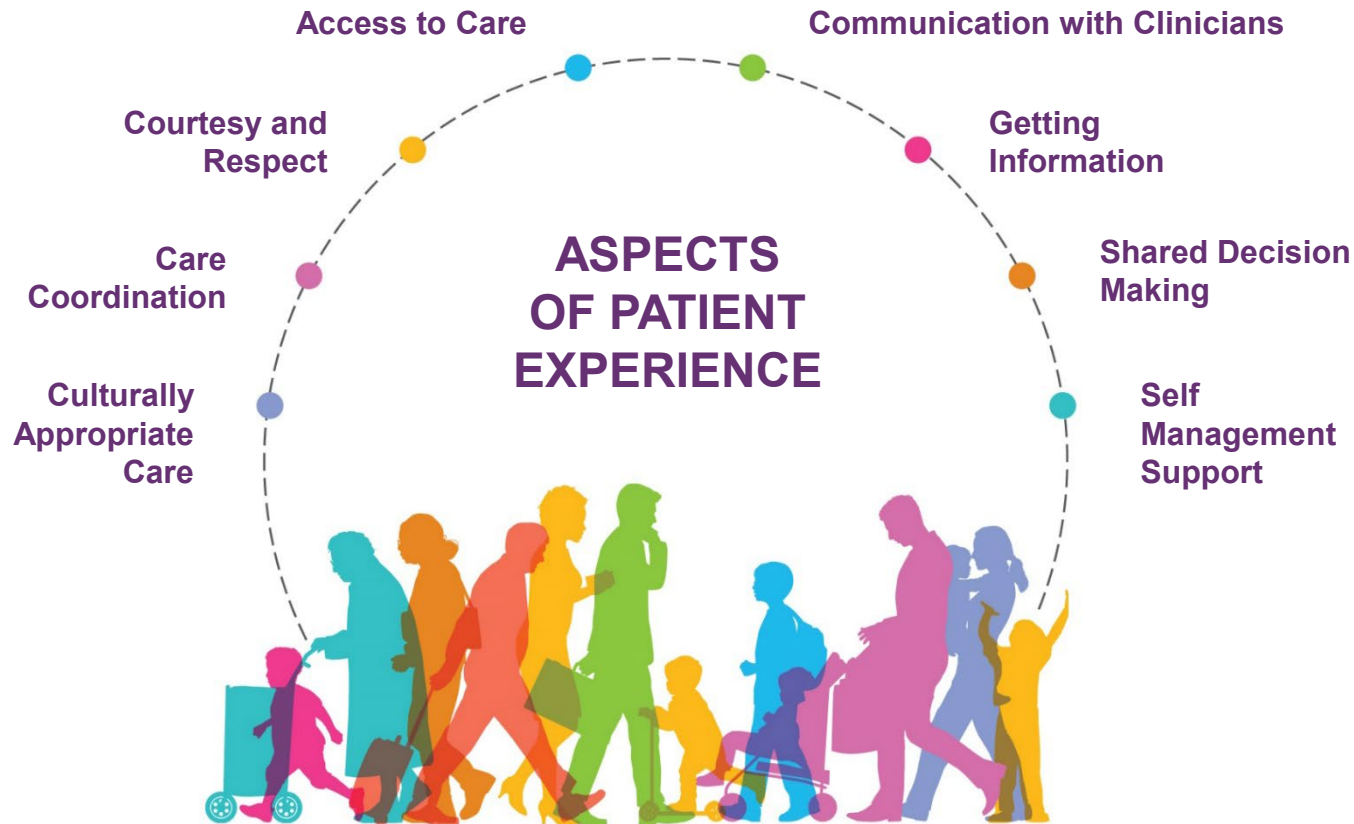


AHRQ is:

- ▶ A research and science-based agency
- ▶ Lead federal agency: Improving the safety and quality of the U.S. healthcare system

AHRQ is **not**: A regulatory agency

About CAHPS: Patient Experience



- ▶ CAHPS: Consumer Assessment of Healthcare Providers and Systems
- ▶ Captures the patient's voice

CAHPS Surveys

CAHPS Surveys

Measuring patient experience of care in different settings

- Clinicians and Medical Groups
- Hospices
- Home Health Care
- Surgical Care

Experience with Providers

Experience with Facility-Based Care

- Hospitals (adult and pediatric)
- Dialysis Centers
- Nursing Homes
- Outpatient Ambulatory Surgical Centers

- Cancer Care
- Mental Health Care

Experience with Condition-Specific Care

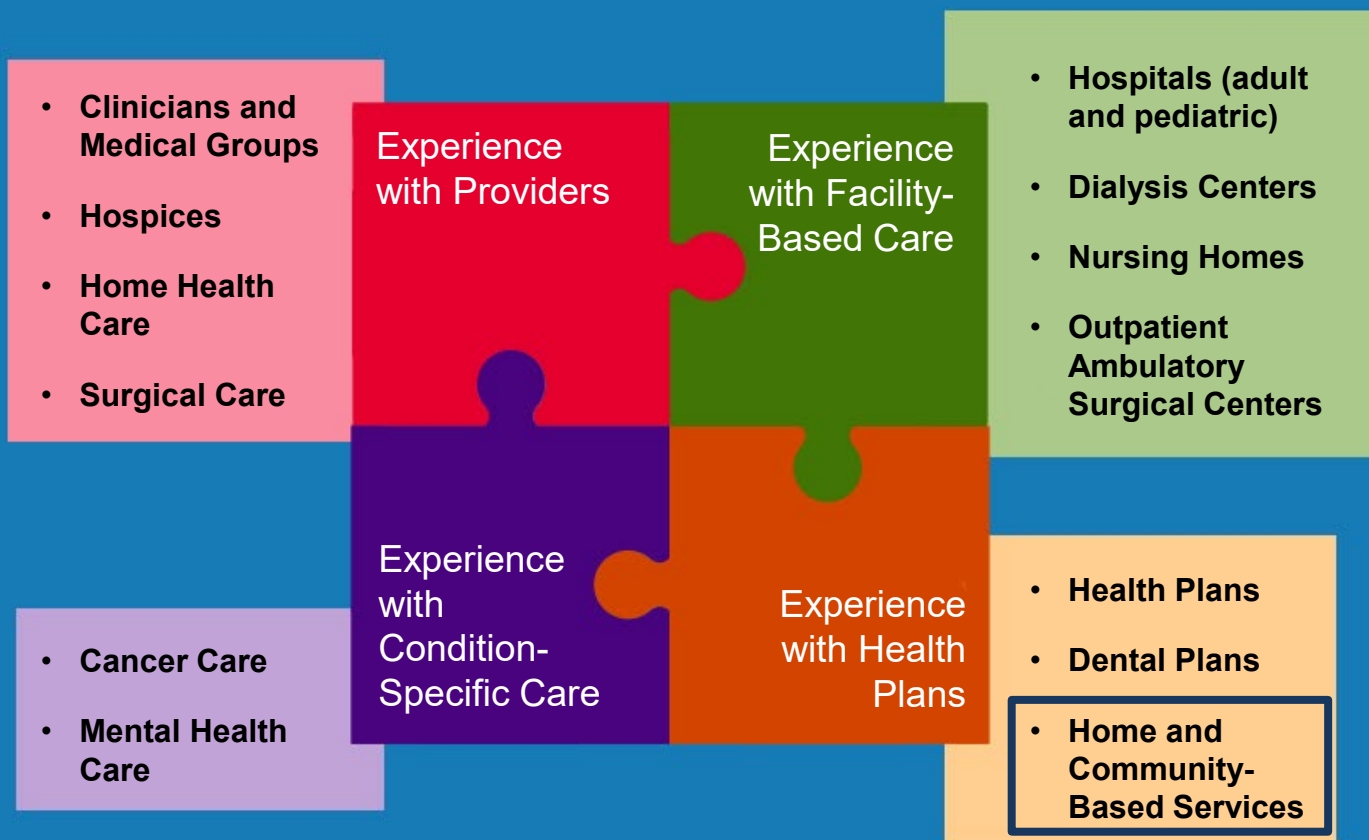
Experience with Health Plans

- Health Plans
- Dental Plans
- Home and Community-Based Services

CAHPS Surveys

CAHPS Surveys

Measuring patient experience of care in different settings



Uses for CAHPS Surveys

Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health service research