

# AHRQ'S CAHPS PROGRAM

Consumer Assessment of Healthcare Providers and Systems

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## Agency for Healthcare Research and Quality (AHRQ)





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

### Measuring Patient Experience: CAHPS<sup>®</sup> Program





#### **CAHPS Surveys** Measuring patient experience of care in different settings

<ul> <li>Clinicians and Medical Groups</li> <li>Hospices</li> <li>Home Health Care</li> <li>Surgical Care</li> </ul>	Experience with Providers	Experience with Facility- Based Care	<ul> <li>Hospitals (adult and pediatric)</li> <li>Dialysis Centers</li> <li>Nursing Homes</li> <li>Outpatient Ambulatory Surgical Centers</li> </ul>
	Experience		
<ul> <li>Cancer Care</li> <li>Mental Health</li> </ul>	with Condition- Specific Care	Experience with Health Plans	<ul> <li>Health Plans</li> <li>Dental Plans</li> <li>Home and</li> </ul>
Care			Community- Based Services

#### **Uses for CAHPS Surveys**



Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health service research