

# Introduction to CAHPS VI

**Caren Ginsberg, PhD**  
**Director, CAHPS & SOPS Programs, AHRQ**

# AHRQ's CAHPS® Program



- **AHRQ is a research and development agency in the U.S. Department of Health and Human Services**
  - ▶ Since 1995, AHRQ's CAHPS Program has advanced the science of patient experience:
    - Valid and reliable surveys that can be used for high-stakes purposes
    - Supplemental items, including narrative items, to customize CAHPS surveys
    - Quality improvement tools to improve patient experience
    - Voluntary databases for selected surveys for quality improvement
    - Research to advance the science of patient experience, including best methods to administer CAHPS surveys and report CAHPS survey findings

# Background



First funded in 1995, to address consumer needs for health quality information on health plans.

What do consumers want to know?

What are the existing sources of information?

Does the information represent the consumer perspective?

# Background



After 28 years, AHRQ, in its unique role as an independent research agency, ensures that surveys and related materials are:

- Current
- Responsive to users, changing health service delivery
- Patient centered and reflect the patient's voice
- Focused on improving patient experience
- Use the best survey science in questionnaire development and survey administration

# The Patient's Voice



CAHPS Surveys reflect the patient's voice.

All CAHPS survey development begins with asking patients/consumers about what's important to measure and report. The resulting survey reflects their input.

# CAHPS VI: AHRQ's 2022 Notice of Funding Opportunity (NOFO)



- NOFO invited applications to conduct research and related activities in 5 broad areas
- Applicants had to address all 5 areas
- AHRQ was open to topic area but listed areas of interest
- Successful applicants had to demonstrate experience and ability to complete research, as well as collaborate and work in teams; develop partnerships with other organizations

# Area 1: Survey and supplemental item set development, revision, trademarking



## 1A: Survey and item set development:

Applicants must propose developing at least one survey or supplemental item set. Interested in the following:

- ▶ inpatient mental health setting
- ▶ respectful care
- ▶ perceived bias
- ▶ trust
- ▶ patient safety
- ▶ experience of care for the disabled
- ▶ experience of care in clinical trials

# Area 1: Survey and supplemental item set development, revision, trademarking



## 1B: Survey and item set revision:

- Applicants must propose at least one survey or item set needing updating to remain current with users need, and propose an approach including stakeholders and patients in the process.
- AHRQ is interested in updates to CAHPS Health Plan, CAHPS Clinician and Group surveys.



# Area 2: Survey methods research aimed at achieving health equity

- Applicants must propose at least one study of survey methods research aimed at achieving health equity.
- Examples:
  - ▶ Effectiveness of survey administration modes to facilitate participation by underserved patients or those who have limited means of participating in CAHPS surveys, including web-based surveys
  - ▶ Developing, administering, analyzing or reporting measures of sexual orientation and gender identity (SOGI)

# Area 3: Analysis and reporting of patient experience data



- Applicants must propose at least one study that examines the analysis and reporting of CAHPS patient narrative data.
  - ▶ AHRQ is interested in
    - Further the analysis of patient narratives using natural language processing
    - Reporting patient narrative data
    - Using patient narrative data for consumer choice, quality improvement, and improving health equity

# Area 4: Patient experience quality improvement studies



- Applicants must propose at least one study of quality improvement using CAHPS data.
- Examples:
  - ▶ How health care organizations use CAHPS data for pre and post measures of change
  - ▶ Clinical implications of improving patient experience and patient safety
  - ▶ Business case for improving patient experience
  - ▶ Exploring the relationship between patient experience and healthcare worker job satisfaction, workforce burnout, workplace safety

# Area 5: Developing internal and external program communication strategies



## A. Develop and Support Annual CAHPS Research Meeting:

- ▶ Patient Experience, Patient Safety, and Provider Well-Being: Associations and Paths for Quality Improvement.
  - October 19, 11 am – 4pm ET, Virtual, free, open to the public
  - Registration link at: [www.ahrq.gov/cahps/news-and-events/research-meetings](http://www.ahrq.gov/cahps/news-and-events/research-meetings)

## B. Supporting dissemination and promotion activities of the CAHPS Program