

# WHAT IS PATIENT EXPERIENCE AND HOW DOES CAHPS MEASURE IT?

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# What is Patient Experience?

Patient experience encompasses the **range of interactions** that patients have with the health care system, including:



Coordinated care from **doctors and nurses** in health care facilities



Good **communication** with health care providers



Ability to schedule **timely** appointments



Easy **access** to information

# Patient Experience vs. Patient Satisfaction

<b>Experience</b>	<b>Satisfaction</b>
<ul style="list-style-type: none"><li>• Whether something happened, or how often it happened</li><li>• Frequency scales</li><li>• Objective assessment</li></ul>	<ul style="list-style-type: none"><li>• Whether patients' <i>expectations</i> were met and how they felt about their care</li><li>• Likert (rating) scales</li><li>• Subjective assessment</li></ul>

# CAHPS Survey Principles

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- Surveys are developed and administered using research evidence:
  - ▶ Surveys focus on what patients said they want/need to know
  - ▶ Stakeholder and user input are fundamental and ongoing
  - ▶ Surveys are extensively field tested
  - ▶ Standardization supports comparability
  - ▶ All surveys, tools, and resources are public

# Correlation with Other Key Outcomes

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Patient experience is strongly correlated with:

## Health Outcomes

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

## Business Outcomes

- Malpractice risk
- Employee satisfaction
- Financial performance

# CAHPS Core Surveys: Some Examples

## Patient Experience with Providers

- ▶ Clinician & Group
- ▶ Hospice
- ▶ Home Health Care
- ▶ Surgical Care
- ▶ American Indian

## Patient Experience with Facility-Based Care

- ▶ Hospital
- ▶ In-Center Hemodialysis
- ▶ Nursing Home
- ▶ Outpatient and Ambulatory Surgery

## Patient Experience with Condition-Specific Care

- ▶ Cancer Care
- ▶ Mental Health Care

## Enrollee Experience with Health Plans

- ▶ Health Plan
- ▶ Dental Plan
- ▶ Home and Community-Based Services

# CAHPS Survey Content



# Examples of CAHPS Composite Measures

## Clinician & Group Survey

- ▶ Access to care
- ▶ Communication
- ▶ Care coordination
- ▶ Customer service
- ▶ Overall rating

## Hospital Survey

- ▶ Communication
- ▶ Responsiveness
- ▶ Discharge information
- ▶ Hospital environment
- ▶ Overall rating
- ▶ Willingness to recommend