

# **AHRQ'S CAHPS<sup>®</sup> PROGRAM**

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# AHRQ's Core Competencies



- AHRQ is a research and development agency in the US Department of Health and Human Services
  - ▶ Core competencies: Health System Research, Practice Improvement, and Data & Analytics
- AHRQ is not a regulatory agency:
  - ▶ AHRQ does not require use of tools, products, and databases
- Encourage CAHPS database submissions for Quality Improvement
- AHRQ's investment is in patient experience of care survey development, research, and hosting databases for selected CAHPS surveys

# Patient Experience



# CAHPS Program: Gold Standard for Patient Experience

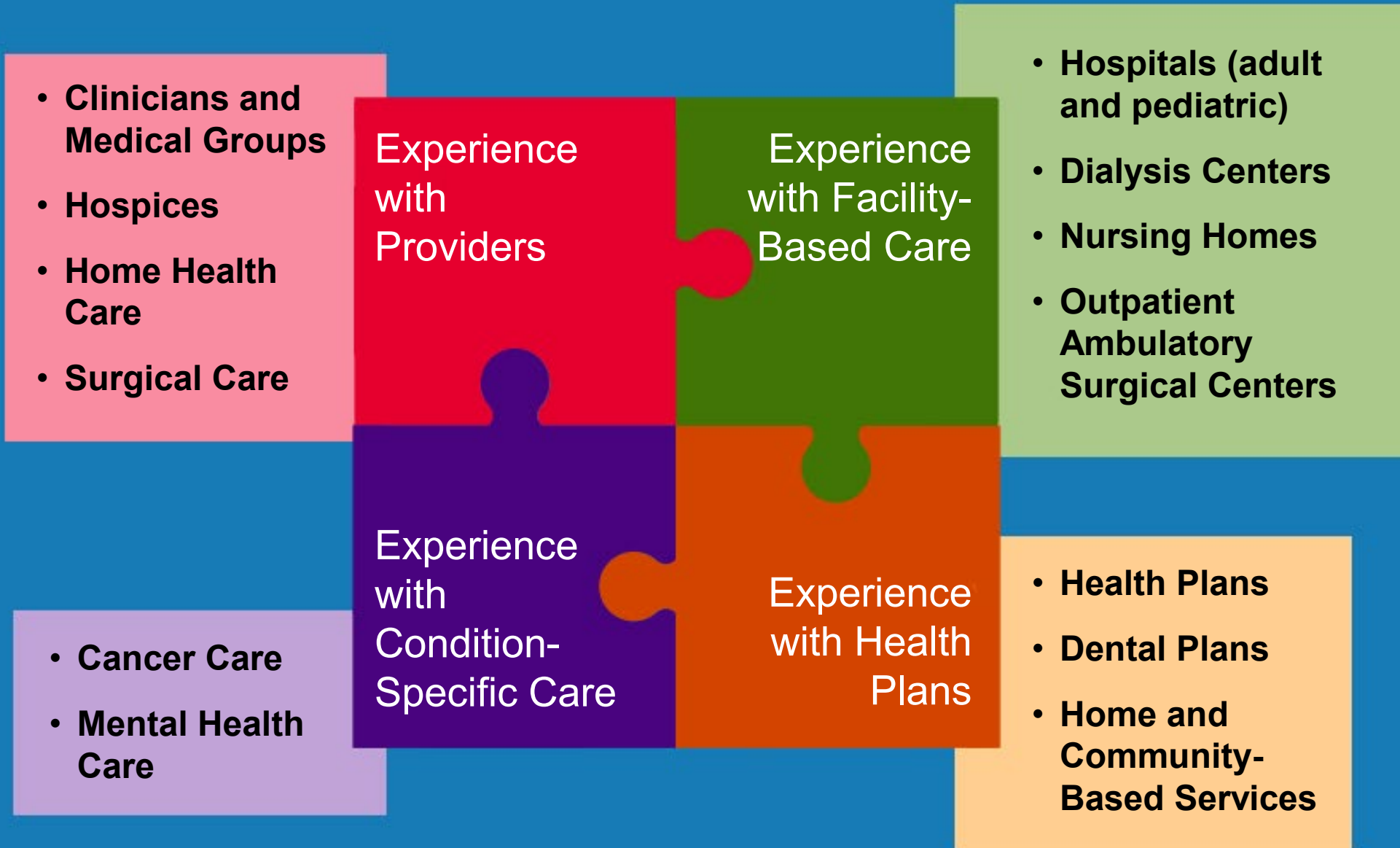


CAHPS surveys are considered the gold standard for patient experience measurement because they:

- Capture the patient's voice during the development process
- Use a standardized methodology for development, validation, and revision
- Extensively tested with patients

# 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

# CAHPS Survey Administration: Improving Response Rates and Representativeness



## Example of a Search Query from CAHPS Bibliography

### CAHPS Bibliography

Browse or search for publications about the development and use of CAHPS surveys and other topics related to assessing patients' experiences with care.

### Results

1-46 of 46 Bibliography Items Found

**Selections:** Survey Administration

Anhang Price R, Quigley DD, Hargraves JL, et al. A systematic review of strategies to enhance response rates and representativeness of patient experience surveys. *Medical Care*. 2022 Dec, 60(12): 910-918. <https://pubmed.ncbi.nlm.nih.gov/36260705/>

Brenner PS, Hargraves JL, Cosenza C. Testing a Planned Missing Design to Reduce Respondent Burden in Web and SMS Administrations of the CAHPS Clinician & Group Survey (CG-CAHPS). *Journal of Official Statistics*. 2021

Deyoreo M, Price RA, Bradley MA, et al. Adding Telephone Follow-up Can Improve Representativeness of Surveys of Seriously Ill People. *J Am Geriatrics Soc*. 2022 Jun, 70(6): 1870-1873. <https://pubmed.ncbi.nlm.nih.gov/35224725>

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