

AHRQ'S CAHPS® PROGRAM

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AHRQ's Core Competencies



- Health Systems Research: Invest in research and evidence to make health care safer and improve quality.
- Practice Improvement: Create tools for health care professionals to improve care for their patients.
- Data & Analytics: Generate measures and data to track and improve performance, and evaluate progress of the US health care system.

About CAHPS



- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- CAHPS Program advances the understanding, measurement, improvement, and reporting of patients' experiences with their health care
 - ▶ Patient experience vs patient satisfaction whether something happened or how often it happened vs how patient felt about a care encounter

CAHPS Program Activities



- The CAHPS program
 - ► Conducts research to further our knowledge of ...
 - Understanding patient experience
 - Measuring and collecting CAHPS data
 - Informative reporting of CAHPS data
 - -Quality improvement using CAHPS data
 - Develops surveys and related materials to assess patient experience in health care settings and with health plans and providers
 - Develops and operates voluntary databases for CAHPS survey data

CAHPS Surveys: Gold standard for patient experience measurement



CAHPS Surveys:

- ► Measure patient experience, not patient satisfaction
- Capture the patient's voice in development and testing
- Measure what patients tell us is important to them
- Use standardized methodology and research findings to develop valid and reliable surveys

CAHPS Trademark recognizes adherence to CAHPS design principles; ensures comparability across settings, plans, providers, programs

Uses of CAHPS Surveys



- Value-based purchasing
- Public reporting
- Accreditation
- Quality improvement
- Health services research