

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.

The AHRQ CAHPS Program

- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- Program advancing the understanding, measurement, and improvement of patients' experiences with their health care
- Initiated and funded by AHRQ since 1995

- The CAHPS program
- ▶ Conducts research to further...
 - our understanding of patient experience of care
 - our knowledge of measuring PE and collecting PE data
 - informative reporting of patient experience data
 - Quality improvement involving CAHPS
- ▶ Develops surveys and related materials to assess PE in health care settings, and with health plans and providers

CAHPS Surveys: Patient Focus

- CAHPS surveys are the gold standard for patient experience measurement.
- The CAHPS program captures the patient's voice.
- Surveys measure patient experience of care in different settings, with health plans and with providers.
- Surveys are developed using standardized methodology and research findings.

Goal of Survey Administration

Survey responsiveness

Survey representativeness

Many factors can influence survey responsiveness and representativeness. Today's presentation discusses one such important determinant.