

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
- CAHPS Consortium – AHRQ, Yale University, RAND Corporation, Westat

CAHPS Surveys



- 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.
- Surveys are developed using standardized methodology and research findings.
- Trademark is held by AHRQ; all surveys must adhere to CAHPS design principles to earn trademark.

CAHPS Research and Products



- 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

Patient Experience of Care Research at AHRQ



- Active research program in patient experience and its measurement
- Current research topics:
 - ▶ Patients' experiences with care coordination, shared decision-making, patient engagement, and patient safety
 - ▶ Collecting patient experience data using narrative protocols for purposes of facilitating quality improvement
 - ▶ Effectiveness of different survey administration modes for collecting CAHPS data

What's New!

- New database!
 - ▶ CAHPS for Home and Community-Based Services
- New Webpage!
 - ▶ CAHPS Research on Survey Design and Administration
- New Program Brief!
 - ▶ CAHPS: Assessing Healthcare Quality From the Patient's Perspective