

# What's Available for the CAHPS® Child Hospital Survey

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## Documents Available for the CAHPS Child Hospital Survey

This document is part of a set of instructional materials that address implementing the Child Hospital Survey, analyzing the data, and reporting the results. All documents are available on the [Agency for Healthcare Research and Quality's Web site](#). For assistance in accessing these documents, please contact the CAHPS Help Line at 800-492-9261 or [cahps1@westat.com](mailto:cahps1@westat.com).

For descriptions of these documents, refer to *What's Available for the Child Hospital Survey*.

### Available for the Child Hospital Survey:

#### Questionnaires

- *CAHPS Child Hospital Survey: Overview of the Questionnaire*
- *CAHPS Child Hospital Survey 1.0* (English and Spanish)

#### Survey Administration Guidelines

- *Fielding the CAHPS Child Hospital Survey*
- *Sample Notification Letters and Emails for the CAHPS Child Hospital Survey*
- *Sample Telephone Script for the CAHPS Child Hospital Survey*

#### Reporting Measures and Guidelines

- *Patient Experience Measures from the CAHPS Child Hospital Survey*

### Available for all CAHPS surveys:

- [Analyzing CAHPS Survey Data](#): Free programs for analyzing the data, guidance on preparing survey results for analysis, and instructions for using the CAHPS Analysis Program.
- [Translating Surveys and Other Materials](#): Guidelines for translating surveys and selecting translators and translation reviewers.

## What Materials Are Available?

The following materials are available to support users in implementing the Child version of the CAHPS Hospital Survey (Child HCAHPS):

- The survey for children
- Guidance on administering the survey
- SAS®-based analysis programs (known as the CAHPS macro)
- Instructions for cleaning and preparing survey data and using the CAHPS macro to analyze survey results
- Guidance on reporting survey results

The Child Hospital Survey is fully supported by AHRQ's CAHPS User Network. The Adult Hospital Survey, or Adult HCAHPS, is maintained and implemented by the Centers for Medicare & Medicaid Services (CMS). To find the Adult Hospital Survey and all supporting documentation for survey administration, please visit [CMS's Web site for the CAHPS Hospital Survey](#); no documentation for the Adult Survey is included in this set of instructions.

## Questionnaire

The CAHPS Child Hospital Survey (Child HCAHPS) assesses the experiences of pediatric patients (17 and younger) and their parents or guardians with inpatient care. The survey is available in both English and Spanish.

The questionnaire consists of a standard set of core items that must be administered. Survey users may incorporate supplemental items at the end of the questionnaire to capture information about patients' experiences in specific areas.

The document called *CAHPS Child Hospital Survey: Overview of the Questionnaire* reviews the topics covered by the survey.

## Survey Administration Guidelines

A few documents are available to help guide survey users through the process of administering the survey:

- *Fielding the CAHPS Child Hospital Survey* provides guidelines and protocols for constructing a sample frame, selecting the sample, administering the survey, collecting data, and determining whether a survey is complete.

- *Sample Notification Letters and Emails for the CAHPS Child Hospital Survey* provides instructions for preparing and sending letters and emails about the survey to respondents. It also offers sample letters and emails in English and Spanish that can be adapted as needed.
- *Sample Telephone Script for the CAHPS Child Hospital Survey* offers a template for administering the survey over the phone in English or Spanish.

You may also want to consult recommendations for [translating CAHPS surveys and selecting translators](#).

The usefulness of the CAHPS Child Hospital Survey as a tool for comparing and assessing the experiences of pediatric inpatients and their parents depends on your fidelity to the guidelines presented in these documents. If you must deviate from these guidelines, please first consult with the CAHPS User Network by e-mail ([cahps1@westat.com](mailto:cahps1@westat.com)) or telephone (1-800-492-9261).

### Data Analysis Programs and Guidelines

To support consistent [analyses of CAHPS surveys](#), AHRQ's CAHPS site offers guidance on preparing survey results for analysis, access to free programs for analyzing the data, and instructions for using the CAHPS Analysis Program.

The CAHPS Analysis Program for SAS, commonly referred to as the CAHPS macro, is designed to generate statistically valid comparisons among different providers. Detailed instructions available on the AHRQ site explain how the CAHPS macro works and how CAHPS survey sponsors and vendors can use it to interpret the results of their survey. The CAHPS Consortium updates the macro occasionally. Before you use the macro to analyze survey results, please visit the AHRQ site to confirm that you have the most recent version.

### Reporting Measures and Guidelines

*Patient Experience Measures from the CAHPS Child Hospital Survey* lists the measures for analysis and reporting purposes. It also offers basic guidance on reporting the survey results to consumers and other audiences. Tables in the appendix indicate which survey items are included in each of the composite, single-item, and rating measures generated by this survey.

### For More Information

AHRQ's CAHPS Web site offers additional information about this and other [CAHPS surveys](#). Visitors also have access to relevant presentations (such as Webcasts and podcasts) and guidance related to improving patients' experiences with care and reporting survey results to consumers.