What is CAHPS?

• Consumer Assessment of Healthcare Providers and Systems (CAHPS) Program
  • Funded primarily by the Agency for Healthcare Research and Quality (AHRQ)
  • Develops standardized surveys to assess patients’ experiences with care in multiple settings
  • Conducts research and develops guidance on methods for reporting and using CAHPS survey results to improve: 1) consumer choice and 2) the delivery of patient-centered care
Our Focus Today

- CAHPS reporting research on patient experience narratives (or comments)
  - Reporting of comments
  - Elicitation (collection) of comments
  - Integration of comments into public reporting websites
- Research supported by AHRQ through
  - CAHPS grantee funds to RAND and Yale
  - R21 grant to Yale
Why is this research important?

- Physician reporting websites posting patient comments are growing rapidly.
Why is this research important?

- Consumer information seeking for comments is also increasing

Spike in U.S. traffic to healthtalkonline.org in the U.K.
Why is this research important?

- Recent surge in public reporting and search for comments highlights consumer interest but also poses concerns:
  - Posted comments are typically not drawn from a representative sample of patients
  - Posted comments provide only a partial picture of physician performance
- How can the collection and reporting of patient comments with other measures be improved?
Today’s Speakers

• Dale Shaller, Managing Director, CAHPS Database; Shaller Consulting Group, Stillwater, MN (Moderator)

• Steven Martino, PhD, Behavioral Scientist, RAND, Pittsburgh, PA

• Rachel Grob, PhD, Senior Scientist, Center for Patient Partnerships and Department of Family Medicine, University of Wisconsin, Madison, WI

• Mark Schlesinger, PhD, Professor of Health Policy, Yale School of Public Health, New Haven, CT
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