CAHPS Research Tools and Resources

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Sunday, October 4, 2015
4:00 – 5:30 p.m.
Crystal Gateway Marriott Hotel and Convention Center
Overview of the Session

• “CMS Data Sets for CAHPS Surveys” (Liz Goldstein)
• “The SEER and Medicare CAHPS Linked Dataset” (Ron Hays)
• “The CAHPS Database Research Files” (Janice Ricketts and Naomi Yount)
• “The CAHPS Macro Program” (Kayo Walsh)
• Brief Q/A sessions after each speaker with a larger Q/A session at the end
Today’s Presenters

- **Liz Goldstein**, Ph.D., Director, Division of Consumer Assessment and Plan Performance, Centers for Medicare & Medicaid Services
- **Ron Hays**, Ph.D., Adjunct Researcher, RAND Corporation; Professor of Medicine, University of California, Los Angeles
- **Janice Ricketts**, CAHPS Project Manager; Senior Study Director, Westat and **Naomi Yount**, Ph.D., Senior Study Director, Westat
- **Kayo Walsh**, M.S., Data Manager/Programmer, Department of Health Care Policy, Harvard Medical School
CAHPS Program

• Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Program
  – Funded by the Agency for Healthcare Research and Quality (AHRQ)
  – Develops standardized surveys and related products, including the CAHPS Database

• CAHPS Surveys
  – Assess patients’ experiences with care
  – Developed for both ambulatory and facility-based care
The CAHPS Family of Surveys
CAHPS Core Questionnaire + CAHPS Supplemental Items = CAHPS Customized Survey
Supplemental Item Sets

• For the Clinician & Group Surveys
  – Cultural Competence Item Set
  – Health Information Technology Item Set
  – Item Set for Addressing Health Literacy
  – Patient-Centered Medical Home Item Set

• For the Health Plan Surveys
  – Item Set for Children with Chronic Conditions
  – Item Set for People With Mobility Impairments

• For the Hospital CAHPS (HCAHPS) Survey
  – Health Literacy Item Set

• CAHPS surveys and items go through constant review and update to keep pace with changing environment of health care delivery.