

Part I: Engaging Patients and Families in Survey Development and Other Research

Overview of the CAHPS Survey Development Process

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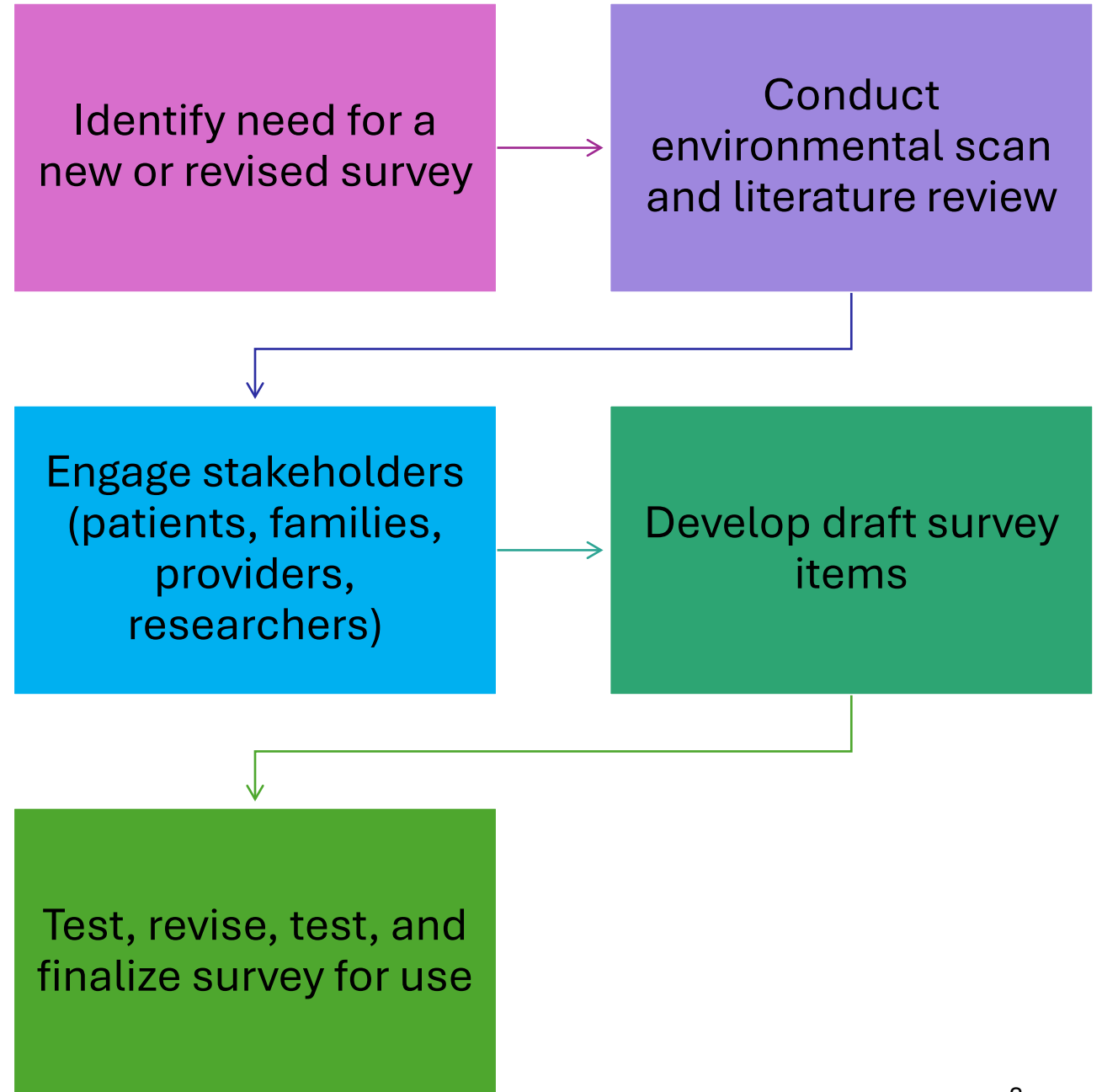
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The CAHPS® Survey Development Process

- Capturing patient and family voices in healthcare quality measurement
- AHRQ Consumer Assessment of Healthcare Providers and Systems (CAHPS®)



Overview of CAHPS Development Process



Role of Patients and Families

- Central to ensuring surveys reflect real experience
- Involved from early scoping to final testing
- Provide input on:
 - What matters most in care (e.g., communication, access, respect)
 - Clarity and relevance of survey items
- Help to ensure language is understandable and meaningful

Methods of Patient and Family Engagement

Focus groups with patients and/or families to explore and confirm priorities for care

Cognitive interviews to test survey item wording and comprehension

Advisory panels to inform design and testing decisions

Field tests to ensure final survey items work across patient populations

Benefits of Patient and Family Engagement

- Produces surveys that are:
 - Patient-centered and relevant
 - Culturally and linguistically appropriate
 - Actionable for providers and health systems
- Builds trust and credibility across patient and provider stakeholder groups



Engagement Makes CAHPS Surveys Stronger

- Reflects what truly matters to patients
- Improves usability of survey results for patients, providers, and policy makers
- Supports better measurement which leads to better care