AHRQ’S CAHPS® PROGRAM

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AHRQ's Core Competencies

• **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.
What is CAHPS?

- 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, RAND, Yale, and 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.
Uses of CAHPS Surveys

• Value-based purchasing
• Public reporting
• Accreditation
• Quality improvement
• Health services research
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