AHRQ’s CAHPS® Program

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• The Agency for Healthcare Research and Quality (AHRQ) is the lead federal agency charged with improving the safety and quality of America’s health care system. AHRQ:
  ▪ Invests in research on the Nation’s health delivery system to understand how to make health care safer and improve quality
  ▪ Creates materials to teach and train health care systems and professionals to put results into practice
  ▪ Generates measures and data used by providers and policy makers

• **AHRQ is not a regulatory agency.**
What is CAHPS?

• CAHPS = Consumer Assessment of Healthcare Providers and Systems

• Program advancing the understanding and measurement of patients’ experiences with their health care

• Initiated and funded by AHRQ since 1995

• Oversight by the CAHPS Consortium: AHRQ, RAND, Yale, and Westat
CAHPS Surveys

• 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

CAHPS is the gold standard for patient experience measurement.

CAHPS is committed to capturing the patient’s voice.
Uses of CAHPS Surveys

- Reimbursement – hospitals, home health care, hospice care, health plans, in-center hemodialysis facilities
- Public reporting – see CMS “Compare” Web sites, for example
- Accreditation
- Quality improvement
- Health services research
Patient Experience of Care Research at AHRQ

• Active research program in patient experience measurement
• Current research topics include:
  ▪ Patients’ experiences with care coordination, shared decision-making, patient engagement, and patient safety
  ▪ Collecting patient experience data using patient narrative information; effectiveness of different survey administration modes for collecting CAHPS data