AHRQ’s CAHPS® Program

Caren Ginsberg, PhD
Director, CAHPS Division
Center for Quality Improvement & Patient Safety
October 12, 2017
AHRQ: An R & D Agency

• AHRQ:
  • Advances science
  • Creates knowledge from data
  • Creates tools, data, training
  • Support Learning Health Systems to assist organizations learn from data
CAHPS = Consumer Assessment of Healthcare Providers and Systems

- Develops standardized surveys and related products according to established principles
- First funded in 1995
- Assesses quality of care from the patient’s point of view across different settings
- Trademark held by AHRQ; all surveys must adhere to CAHPS design principles to earn trademark
The AHRQ CAHPS Program

• Underlying Premise:
  
  • Understanding the patient’s perspective in health care is vital for enhancing the quality and safety of their care and for creating a patient-centered care environment

• Aims of the Program:
  
  • Researching patient experience of care concepts and measurement
  
  • Creating CAHPS tools
  
  • Supporting CAHPS users
CAHPS Program

• To accomplish the work of the CAHPS program, AHRQ funds:

  • 2 cooperative agreements (RAND Corporation, Yale University):
    • Independent research moving CAHPS and patient experience forward; developing tools; ensuring that CAHPS surveys adhere to established standards of development; quality improvement

  • 1 User Network Contractor (Westat)
    • Supporting research; producing tools; developing and maintaining voluntary databases; reporting; technical support
CAHPS Consortium

AHRQ

Grantees
RAND
Yale

Support Contractor
Westat

Other Government and Private Stakeholders
Uses of CAHPS Surveys

- Value-based payment
- Public reporting
- Accreditation and certification
- Quality improvement
- Health services research
Things to know about the AHRQ CAHPS Program

- Our work is patient-focused.
- We have a legacy of listening and responding to user needs.
- We partner with organizations, health plans, patient groups in our product development and testing.