What You Should Know About All CAHPS Surveys

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CAHPS Surveys: What You Should Know

• **Surveys focus on what patients want/need to know**
  - Focus groups
  - Cognitive interviews
  - Patient and consumer advocacy group input
CAHPS Surveys: What You Should Know

• Surveys focus on what patients want/need to know

• **Stakeholder and user input are fundamental and ongoing**
  - Advisory panels
  - Public comment periods
  - Feedback after surveys are released
  - Field testing partners
CAHPS Surveys: What You Should Know

- Surveys focus on what patients want/need to know
- Stakeholder and user input are fundamental and ongoing

- **Surveys are based on latest methodological research evidence**
  - Sampling and administration methods
  - Analysis methods
  - Reporting methods
CAHPS Surveys: What You Should Know

- Surveys focus on what patients want/need to know
- Stakeholder and user input are fundamental and ongoing
- Surveys are based on latest methodological research evidence

- **Surveys are extensively field tested**
  - Multiple rounds
  - Focus on representativeness and reliability of data
• Surveys focus on what patients want/need to know
• Stakeholder and user input are fundamental and ongoing
• Surveys are based on latest methodological research evidence
• Surveys are extensively field tested

• **Standardization supports comparability**
  - Comparison data are key to improvement
  - CAHPS Database available for selected surveys
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- Stakeholder and user input are fundamental and ongoing
- Surveys are based on latest methodological research evidence
- Surveys are extensively field tested
- Standardization supports comparability

**All surveys, tools, and resources are public**

- Open access
- Free to all users