

AHRQ'S CAHPS[®] PROGRAM

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AHRQ's Core Competencies



- **Health Systems 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.

The AHRQ CAHPS Program



- 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, Yale University, RAND Corporation, Westat

CAHPS Research and Products



- The CAHPS program...
 - ▶ Conducts research to further...
 - our understanding of patient experience of care
 - our knowledge of measuring patient experience and collecting relevant data
 - informative reporting of patient experience data
 - quality improvement involving CAHPS
 - ▶ Develops surveys and related materials to assess patient experience in health care settings, and with health plans and providers

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 the trademark.

AHRQ and COVID-19 Response



- AHRQ’s COVID-19 “Strike Team” developed short, intermediate, and long-term approaches to COVID-19 response and recovery efforts
- Strike Team and AHRQ’s National Advisory Council identified areas where AHRQ can help accelerate the response.
 - ▶ Identified evaluating healthcare system’s response and **expanded use of telehealth**
- The CG CAHPS Visit 4.0 (beta) survey is one product in support of the response
- For more info: www.AHRQ.gov/coronavirus/index

AHRQ CAHPS Program Response to COVID-19



- New: CAHPS Clinician & Group Visit 4.0 (beta) survey
- Update:
 - ▶ CAHPS Health Plan 5.1 Survey
- Updates In Progress:
 - ▶ CAHPS Clinician & Group 3.1 survey including Patient Narrative Supplemental Items