Welcome from AHRQ

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AHRQ’s Core Competencies

• AHRQ is a research and development agency in the U.S. Department of Health and Human Services

  ► **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

• **The CAHPS program conducts research to advance:**
  ► Tools and methods for measuring patient experience of care
  ► Strategies for reporting patient experience measures
  ► Methods for improving quality based on CAHPS survey results

• **AHRQ does not mandate the use of CAHPS surveys**
  ► Requirements for using CAHPS surveys are established by other organizations
CAHPS Surveys

• **CAHPS surveys measure experience:**
  ▶ What happened to the patient in the care encounter, or how often did it happen?
  ▶ Patient experience of care ≠ patient satisfaction

• **CAHPS measures encompass the range of interactions patients have with the healthcare system**

• **Measures include:**
  ▶ Communication with providers
  ▶ Access to care and information
  ▶ Care coordination

• **CAHPS surveys can be customized with supplemental items**
CAHPS Supplemental Narrative Item Sets

• **Narrative Item Sets (NIS) are a structured series of open-ended questions that:**
  ► Prompt survey respondents to tell a story about their experiences in their own words
  ► Complement the core set of closed-ended CAHPS survey questions
  ► Provide value-added information that is helpful to patients, consumers, clinicians, and staff

• **NIS are developed and tested with an established methodology to ensure scientific rigor**