

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**