AHRQ and AHRQ’s CAHPS® Program

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AHRQ’s Core Competencies

**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 CAHPS program is committed to capturing the patient’s voice. CAHPS surveys are the gold standard for patient experience measurement.

- Program advancing the understanding and measurement of patients’ experiences with their health care
- Initiated and funded by AHRQ since 1995
- CAHPS Consortium: AHRQ, RAND, Yale, and Westat
Patient Experience of Care Research at AHRQ

- Active research program in patient experience measurement
- Current research topics include:
  - Patients’ experiences with care coordination, shared decision-making, patient engagement, and patient safety
  - Best methods for collecting patient experience data, including effectiveness of different survey administration modes; using patient narrative information