

What's Available for the CAHPS® Nursing Home Surveys

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What Materials Are Available?

The *CAHPS Nursing Home Surveys and Instructions* offer access to a limited number of materials to support users in implementing the CAHPS Nursing Home Surveys:

- Questionnaires for adults
- SAS®-based analysis programs and instructions for analyzing survey results
- Guidance on reporting survey results

Additional guidance on administering these surveys is in development. For assistance, please contact the CAHPS User Network by e-mail (cahps1@ahrq.gov) or telephone (1-800-492-9261).

The Questionnaires

The CAHPS Nursing Home Surveys ask residents and their families to report on and rate their experiences with care and services from a nursing home. The surveys are available in both English and Spanish:

- Long-Stay Resident Survey
- Discharged Resident Survey
- Family Member Survey

Survey users may add items to the questionnaire to capture information about patients' experiences in domains not addressed by the survey. However, no supplemental items were developed for the Nursing Home Surveys.

Data Analysis Programs and Guidelines

The *CAHPS Nursing Home Surveys and Instructions* include a set of 10 SAS files that comprise the CAHPS Analysis Program, also known as the CAHPS macro. This macro allows users to analyze and statistically adjust the survey data in order to make valid comparisons among different providers.

The CAHPS Consortium updates the macro occasionally to address issues raised by users. Before you use the macro to analyze survey results, please check the CAHPS site (www.cahps.ahrq.gov) or contact the CAHPS User Network (cahps1@ahrq.gov or 1-800-492-9261) to confirm that you have the most recent version.

Instructions for Analyzing Data from CAHPS Surveys (Document No. 2015) contains instructions on using the CAHPS macro to analyze the survey data for reporting purposes. It explains how the analytic programs work and how CAHPS survey sponsors and vendors can use the programs to interpret the results of their survey. Note that these instructions are generic, in that they have been written to be useful for all CAHPS surveys.

Reporting Measures and Guidelines

Patient Experience Measures for the CAHPS Nursing Home Surveys (Document No. 609) lists the recommended measures and corresponding items for the Family Member Survey only. Measures for the other two surveys are in development. Like other CAHPS surveys, the Nursing Home Surveys use two types of measures for reporting purposes:

- Global ratings, which ask respondents to rate some aspect of their care on a scale of 0 to 10
- Composite measures, which summarize performance on two or more related survey items

For More Information

The CAHPS Web site offers descriptive information on the history and purpose of the Dental Plan Survey. Visitors also have access to –

- relevant presentations
- guidance related to improving patients' experiences with care and reporting survey results to consumers

Visit the CAHPS site at www.cahps.ahrq.gov.