

# AHRQ'S CAHPS PROGRAM

Consumer Assessment of Healthcare Providers and Systems

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## Agency for Healthcare Research and Quality (AHRQ)





AHRQ is:

- A research and science-based agency
- Lead Federal agency: Improving the safety and quality of the U.S. healthcare system

AHRQ is **not**: A regulatory agency

#### **Patient Experience**



Agency for Health

### CAHPS Surveys

Measuring patient experience

- Clinicians and Medical Groups
- Hospices
- Home Health Care
- Surgical Care

Cancer Care

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Care

Mental Health

Experience with Providers

Experience with Condition-Specific Care Experience with Health Plans

Experience

with Facility-

Based Care

- Hospitals (adult and pediatric)
- Dialysis Centers
- Nursing Homes
- Outpatient Ambulatory Surgical Centers

- Health Plans
- Dental Plans
- Home and Community-Based Services

#### **Uses for CAHPS Surveys**



Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health service research