

AHRQ'S CAHPS® PROGRAM

Jonathan Bakdash, Ph.D.

Social Science Analyst, CAHPS[®] & SOPS[®] Programs Center for Quality Improvement & Patient Safety, AHRQ

AHRQ's Core Competencies



- AHRQ is a research and development agency in the US Department of Health and Human Services
 - Core competencies: Health System Research, Practice Improvement, and Data & Analytics
- AHRQ is not a regulatory agency:
 - AHRQ does not require use of tools, products, and databases
- Encourage CAHPS database submissions for Quality Improvement
- AHRQ's investment is in patient experience of care survey development, research, and hosting databases for selected CAHPS surveys

Patient Experience



Agency for Health



CAHPS surveys are considered the gold standard for patient experience measurement because they:

- Capture the patient's voice during the development process
- Use a standardized methodology for development, validation, and revision
- Extensively tested with patients

CAHPS Surveys

Measuring patient experience

Clinicians and			Hospitals (adult and pediatric)
Medical Groups	Experience	Experience	Dialysis Centers
 Hospices 	with	with Facility-	
Home Health	Providers	Based Care	Nursing Homes
Care			Outpatient
Surgical Care	\square		Ambulatory Surgical Centers
	Experience		
	with	Experience	Health Plans
Cancer Care	Condition-	with Health	Dental Plans
	Specific Care	Plans	
Mental Health			Home and Community
Care			Community- Based Services

Uses for CAHPS Surveys



Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health services research