



# CAHPS® and Patient Centered Care

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Consumer Assessment of  
Healthcare Providers and Systems



# Asking patients what they think

- Patient perspective on health care quality
- Reports on their experience and ratings
- Correlated with clinical measures, but important in its own right
- Information that is understood by consumers
- Standard instruments and reports in the public domain



# Asking patients what they think

- Health care quality elements for which patients are the best or only reliable reporter
- Employ the best science
- Get broad stakeholder input
- Public reporting
- Provide technical assistance to users
- Adoption of our measures is our goal



# Domains of Patient Centered Care

- Communication
- Access
- Coordination of care
- Patient involvement
- Cultural competence
- Health Literacy
- Health Information Technology
- Patient Safety



# Health Plan Survey Adopted

- NCQA
- Medicare
- Medicaid programs
- United States Office of Personnel Management
- DoD
- 138,000,000 Americans are in health plans for which CAHPS data are collected



# Evolving Family of CAHPS Surveys

- Facility surveys
  - CAHPS Hospital Survey
  - CAHPS Nursing Home Surveys
  - CAHPS In-Center Hemo-dialysis Survey
- Ambulatory Surveys
  - Health Plan
  - Clinician & Group
  - Home Health



# H-CAHPS

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- Example of need for a standard survey
- About 3000 hospitals have volunteered to field the survey
- CMS will publicly report the data in 2008
- Prime example of Federal partners working together



# Uses of CAHPS data

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- Public reporting
- Accountability
- Accreditation
- Certification
- Pay for Performance
- Quality Improvement





# Future Focus

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- Quality improvement
- Reporting to consumers
- CAHPS Clinician & Group Survey
- Focus on value
- Ambulatory Quality Alliance
- Hospital Quality Alliance



# Trusted Agent

- Single Database of CAHPS data across provider types
- Multiple stakeholders provide data and receive reports tailored to meet their needs
- Use may include public reporting, P4P, accountability, accreditation, certification, quality improvement.



# Trusted Agent

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- Called for in the IOM report on improving performance measurement
- Agreement on measuring and reporting on the patient's experience may be greater than that for measuring and reporting clinical quality
- Measuring and reporting on the quality of patient centered care can serve as a model



# Contacts

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