



Surveys and Tools
To Advance Patient-Centered Care

The Evolution of the CAHPS Clinician & Group Survey: National CAHPS Benchmarking Database

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CAHPS Database Overview



- **National repository of data for the CAHPS® family of surveys**
- **Funded by AHRQ and administered by Westat through the CAHPS User Network**
- **Two major applications:**
 - **Benchmarking** to evaluate performance and support quality improvement
 - **Research** on patient assessments of quality
- **Three major components:**
 - CAHPS Health Plan Survey
 - CAHPS Hospital Survey
 - CAHPS Clinician & Group Survey

Clinician & Group Survey Database



- **Currently in development stage**
- **Now compiling existing data sets from available sources:**
 - Regional collaborations (e.g., MA and CA)
 - Health plans and medical groups
 - Department of Defense (TRICARE)
- **Working with MNMCM to serve as aggregator for visit-specific data from multiple vendors and medical groups**
- **Contacting national vendors to discuss development plans**
- **Working on data submission specifications for release in early 2009:**
 - Patient-level data files for multiple versions
 - Practice-level characteristics for summary comparisons

New Interactive Reporting System



- **Developing new online reporting system for all CAHPS surveys**
- **Features will include:**
 - For all users:
 - Detailed bank of survey questions
 - Views of 1- and 2-way frequency distributions
 - Views of 3-part bar charts and tables
 - Ability to create and download custom reports
 - For participating sponsors:
 - Password-protected area will allow sponsors to view detailed comparative data to assess their own scores by selected characteristics
- **Target release: December 2008**



How You Can Participate

- **All participation is voluntary**
- **All data are protected**
 - Only summary-level data are reported
 - No sponsor, plan, group, or practitioner names are published
- **To contribute data and obtain access to new online system, contact us:**
 - E-mail: ncbd1@ahrq.gov
 - Toll-free number: 888-808-7108
- **For more information: <https://www.cahps.ahrq.gov>**