

A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting



CAHPS Principles

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CAHPS Principles



Underlying development of CAHPS
questionnaires, procedures, and reports are
9 principles

2



Emphasis on consumers and patients



CAHPS surveys ask about aspects of care for which:

- Patients/Consumers are the best or only source of information
- Patients and consumers have identified as being important

3



Reporting on actual experiences



- **CAHPS surveys are NOT satisfaction surveys**
 - They do include ratings
- **Focus is on experiences and behaviors**
 - More actionable, understandable, specific, and objective than general ratings

4



Standardization



- **Instrument**
 - Everyone administers items in same way
- **Protocol**
 - Sampling, communicating with potential respondents, and data collection procedures are standardized
- **Analysis**
 - Standardized programs and procedures
- **Reporting**
 - Standard reporting measures and presentation guidelines

5



Access to benchmarks



- **National CAHPS Benchmarking Database (CAHPS Database)**
 - Enables comparisons with other users

6



Applicability across heterogeneous populations



- **Designed for all types of users**
 - Medicaid, Medicare, commercial users, all delivery systems
- **Spanish language versions**
 - Cognitive testing
 - Cultural comparability research
- **Special population applicability**

7



Extensive testing with consumers



- **Cognitive testing**
 - Several rounds
 - Testing in Spanish as well as English
- **Field testing**
 - Effectiveness and feasibility of survey administration procedures and guidelines

8





Meaningful information

- **Cognitive testing of report formats and language**
 - Maximize usability and comprehensibility

9



Input from all affected parties

- **Involvement of ALL major stakeholders**
 - Calls for measures
 - Technical Expert Panels
 - Outreach efforts
 - Federal Register Notices

10



Public Resources



- **Free!**
 - Products
 - Technical assistance through CAHPS Help Line
 - 800-492-9261
 - cahps1@ahrq.gov

11

