



## **AHRQ's CAHPS Program: Advancing the Measurement of Patient-Centered Care**

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## **AHRQ's Mission**

Improve the quality, safety,  
efficiency and effectiveness of  
health care for all Americans





## HHS Organizational Focus

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<b>NIH</b>	<b>CDC</b>	<b>AHRQ</b>
Biomedical research to prevent, diagnose and treat diseases	Population health and the role of community-based interventions to improve health	Long-term and system-wide improvement of health care quality and effectiveness



## AHRQ Budget: Fiscal Year 2004 - 2006

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- FY 2004 Appropriation = \$303,695,000
- FY 2005 Appropriation = \$318,695,000
- FY 2006 Appropriation = \$318,695,000



## CAHPS Program at AHRQ

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- Major contributor to putting research into practice
- Providing tools and technical assistance to make maximum use of them



## CAHPS I

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- Focused on measuring and reporting the consumer's perspective on health plans
- Widespread use assured when CMS and NCQA adopted surveys
- 130,000,000 Americans in health plans for which CAHPS data are collected



## Lessons Learned from the Early Experience

- Stakeholders look to AHRQ and its grantees to apply sound science
- Stakeholders expect to not just be consulted, but to be involved
- Both sound science and stakeholder involvement are needed for adoption



## CAHPS II: Expansion Across the Health Care Spectrum

- CAHPS Health Plan Survey
- CAHPS Clinician Group Survey
- ECHO Survey
- CAHPS Hospital Survey
- CAHPS Nursing Home Resident Survey
- CAHPS Nursing Home Family Survey
- CAHPS In-Center Hemodialysis Survey
- CAHPS Survey for People with Mobility Impairments



## CAHPS II

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- Growing acceptance of CAHPS as the standard for measuring the patient's perspective on health care quality
- Increased focus on quality improvement



## Today's Environment

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- Coordination of measurement
  - Ambulatory Care Quality Alliance
  - Hospital Quality Alliance
  - IOM Report
- Pay for performance
- Consumer's need for better information
- Accountability among health care providers
- Focus on patient-centered care



## CAHPS Program Meeting the Challenge

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- Continued leadership by AHRQ
- Growing involvement of stakeholders