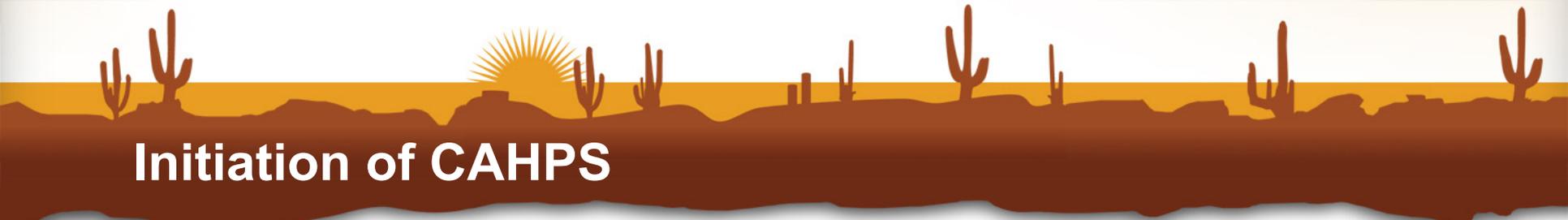


CAHPS COLLEGE

History of CAHPS

Christine Crofton, PhD
CAHPS Project Officer
AHRQ



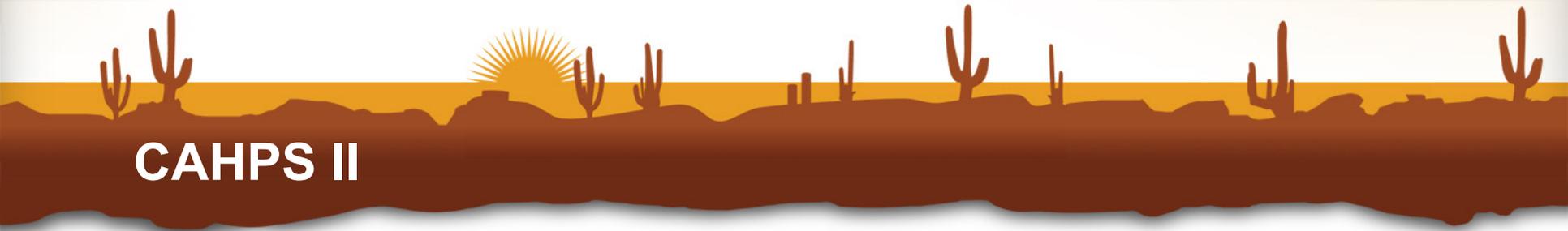
Initiation of CAHPS

- *Launched in 1995 – Quality of health plans from consumer’s perspective*
- *CAHPS I grants with Harvard, RAND Corporation and Research Triangle Institute*
- *Westat as the Survey Users Network contractor*
- *Develop surveys and reports to consumers and other users*
- *Standardization of surveys*



Important Events in CAHPS I

- *Centers for Medicare & Medicaid Services and National Committee for Quality Assurance adopt CAHPS health plan survey*
- *Also:*
 - Most Medicaid programs
 - Department of Defense
 - United States Office of Personnel Management
- *141,000,000 Americans enrolled in plans for which CAHPS data are collected*



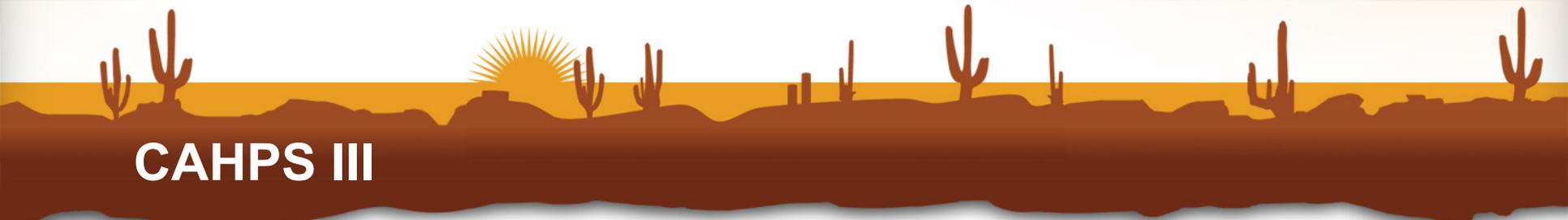
CAHPS II

- *2002 – 2007*
- *American Institutes for Research, Harvard, RAND*
- *Westat*
- *Expanding to other areas of the health care system*
- *Updated CAHPS name to Consumer Assessment of Healthcare Providers and Systems*
- *Tools useful for quality improvement as well as choice*



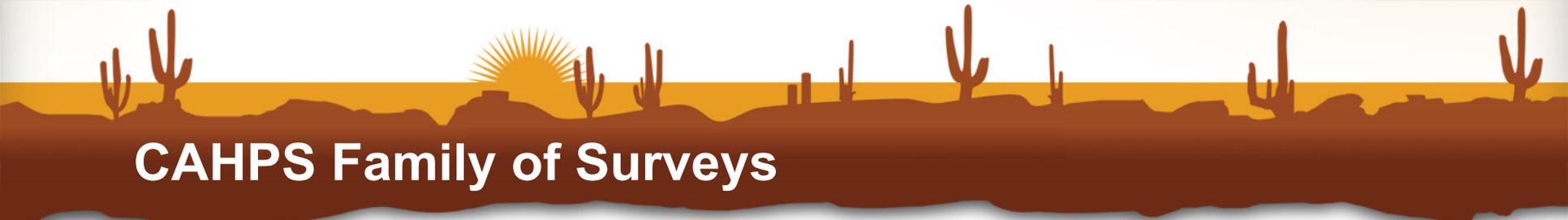
Important Events in CAHPS II

- *Centers for Medicare & Medicaid Services adopt Hospital CAHPS survey*
- *National Quality Forum endorses several CAHPS surveys as measures of patient experience of care*
 - Health Plan Survey
 - Clinician & Group Survey
 - ECHO (behavioral health)
 - In-center Hemodialysis Survey



CAHPS III

- *2007 – 2012*
- *Yale and RAND*
- *Westat*
- *Focus on evaluation of quality improvement efforts and use of reporting*
- *Limited survey development*



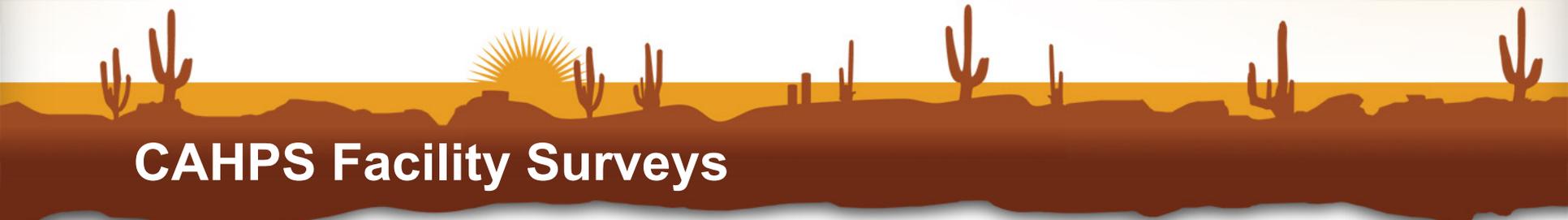
CAHPS Family of Surveys

- *Ambulatory care*
- *Facility care*



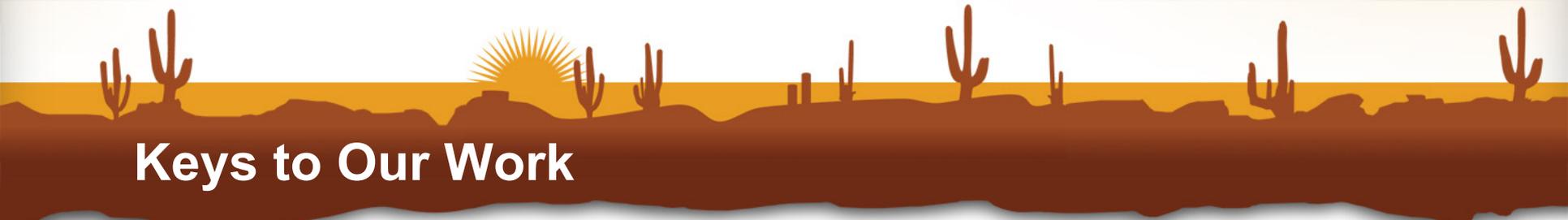
CAHPS Ambulatory Care Surveys

- *Health Plan Survey*
- *Clinician & Group Survey*
- *ECHO Survey*
- *Home Health Care Survey*
- *Adult Dental Care Survey*
- *Additional item sets*
 - *Prescription drug plan enrollees (Medicare Part D)*
 - *People with mobility impairments*
 - *PPO enrollees*
 - *Health literacy (Health Plan Survey)*
 - *Patient assessment of cultural competence*
 - *Health information technology*
 - *Quality improvement*



CAHPS Facility Surveys

- *CAHPS Hospital Survey*
Supplemental health literacy items
- *CAHPS In-Center Hemodialysis Survey*
- *CAHPS Nursing Home Resident Survey*
- *CAHPS Nursing Home Family Survey*



Keys to Our Work

- *Working closely with stakeholders to get their input into the products*
- *Providing sound scientific evidence for the surveys and reports*
- *Providing technical support throughout*