

Session: CAHPS College

Date & Time: April 19, 2010

# Overview of the CAHPS® Products

**Julie Brown**  
RAND CAHPS Team



# CAHPS Ambulatory Surveys

Often called ACAHPS, this is a family of surveys to assess consumer experience across a range of ambulatory care providers or levels

- Health plans
- Dental plans
- Behavioral health organizations
- Home health care agencies
- Rural tribal health services
- Group practices or sites of care
  - Including patient-centered medical homes
- Individual clinicians

# CAHPS Facility Surveys

We also have a family of surveys to assess patient experience with care delivered within a facility

- Hospitals
- Hemodialysis centers
- Nursing homes

# Customizing CAHPS Surveys



# Supplemental Topics for Ambulatory Surveys

- Health Plan Survey
  - Adults with chronic conditions
  - Children with chronic conditions
  - HEDIS Items
  - Interpreter services
  - People with mobility impairments
  - Quality improvement
- Clinician & Group Survey
  - Children with chronic conditions
  - Health information technology
  - Health literacy
  - Patient assessment of cultural competence
  - Quality improvement
  - Surgical care

# Supplemental Topics for Facility Surveys

- Hospital Survey
  - Health literacy
- In-center Hemodialysis Survey
  - Interpreter services
  - Parking
  - Physical plant
  - Quality improvement

# Questions?

