



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 MNCM 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](mailto:ncbd1@ahrq.gov)
  - Toll-free number: 888-808-7108
- **For more information: <https://www.cahps.ahrq.gov>**