

Measuring Patients' Experiences with Medical Homes Using the CAHPS PCMH Item Set

Welcome and Background on AHRQ and CAHPS

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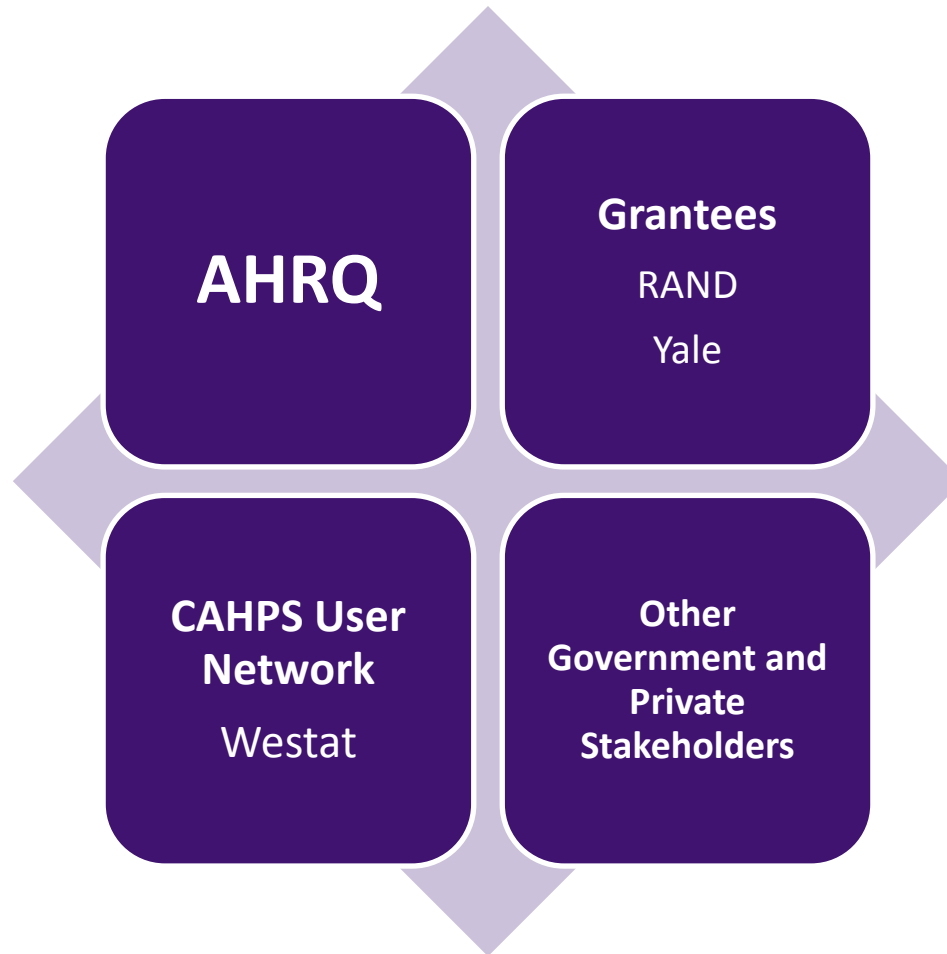
To improve the quality, safety, efficiency, and effectiveness of health care for all Americans

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** program is a public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

CAHPS: Surveys and Tools to Advance Patient-Centered Care

Consumers, health care organizations, public and private purchasers, and researchers use CAHPS results to:

- Assess the patient-centeredness of care;
- Compare and report on performance; and
- Improve quality of care.



- **Family of surveys: comprehensive and evolving**
- **Patients evaluate their experiences with ambulatory and facility health care**
- **All surveys are in the public domain**



CAHPS surveys ask about experiences with ...

- **AMBULATORY CARE**

- **Clinicians and Medical Groups**
- Health plans
- Behavioral health services
- Dental plans

- **FACILITIES**

- Hospitals
- Nursing homes
- Dialysis facilities

- **Introducing the CAHPS PCMH Item Set**

How will PCMH Item Set be used?

- **URAC: PCHCH Practice Achievement**
 - Recognizes CAHPS C&G + PCMH for Quality Performance Reporting & Improvement
- **NCQA: Distinction in Patient Experience Reporting**
- **Others**



Thank you!