



A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting




***Development and Implementation of
the CAHPS Hospital Survey***

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**Rationale for Developing
the CAHPS Hospital Survey**



- **Desire to include the H-CAHPS Survey in the Hospital Quality Alliance Voluntary Reporting Initiative**
- **Acceptance of the importance of the patient's perspective on the quality of health care**
- **Need for a standardized survey to allow meaningful comparisons across hospitals**

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Comparability of Measurement



- A number of established surveys in use
- But needed a survey to provide valid and meaningful comparisons across hospitals

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Goals of the H-CAHPS Survey



- Provide reliable data for public reporting on quality of care in hospitals from the patient's perspective
- Provide an incentive for hospitals to improve the quality of care

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Hospital Quality Alliance



- American Hospital Association
- Federation of American Hospitals
- American Association of Medical Colleges
- Joint Commission
- Disclosure Group
- American Nurses Association
- American Medical Association
- Centers for Medicare and Medicaid Services
- Agency for Healthcare Research and Quality

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The H-CAHPS Survey Development Team



- Centers for Medicare and Medicaid Services
- Agency for Healthcare Research and Quality
- Harvard
- RAND
- American Institutes Research
- Westat

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Making the H-CAHPS Survey Credible



- Issue call for measures
- Review the literature
- Conduct cognitive testing in English and Spanish
- Conduct 3 State Pilot Test
- Implement additional testing in voluntary test sites

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Making the H-CAHPS Survey Useful



- Conduct qualitative research with consumers
- Include reports development


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Making the H-CAHPS Survey Practical

- Hold stakeholder meetings
- Conduct discussions with hospitals
- Hold vendor meetings
- Conduct web chat
- Solicit public comment

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Making the H-CAHPS Survey Practical

- Conduct additional testing
- Hold conversations with hospitals
- Offer testing opportunities to hospitals and vendors
- Follow up with 3 State Pilot hospital participants

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