

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



Real World Implementation Issues:
*Reports from CAHPS Clinician &
Group Survey Field Test Partners*



Panel Overview



- **13 field test sites across the 3 grantees**
- **Multiple testing issues, e.g.:**
 - *Item wording and sample confirmation*
 - *4-point vs. 6-point scales*
 - *Mode and protocol for administration*
- **Final analysis of field test results this spring**
- **Submission to NQF in June**
- **Today's panel: Reports from 3 test sites**
 - *Kaiser Permanente (AIR)*
 - *HealthPlus of Michigan (RAND)*
 - *Pacific Business Group on Health (Harvard)*

2

