



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




## CAHPS Principles

**Roger Levine, Ph.D.**  
*American Institutes for Research*




## CAHPS Principles



**Underlying development of CAHPS  
questionnaires, procedures, and reports are  
9 principles**

2



## Emphasis on consumers and patients



**CAHPS surveys ask about aspects of care for which:**

- Patients/Consumers are the best or only source of information
- Patients and consumers have identified as being important

3



## Reporting on actual experiences



- **CAHPS surveys are NOT satisfaction surveys**
  - They do include ratings
- **Focus is on experiences and behaviors**
  - More actionable, understandable, specific, and objective than general ratings

4



## Standardization



- **Instrument**
  - Everyone administers items in same way
- **Protocol**
  - Sampling, communicating with potential respondents, and data collection procedures are standardized
- **Analysis**
  - Standardized programs and procedures
- **Reporting**
  - Standard reporting measures and presentation guidelines

5



## Access to benchmarks



- **National CAHPS Benchmarking Database (CAHPS Database)**
  - Enables comparisons with other users

6



## Applicability across heterogeneous populations



- **Designed for all types of users**
  - Medicaid, Medicare, commercial users, all delivery systems
- **Spanish language versions**
  - Cognitive testing
  - Cultural comparability research
- **Special population applicability**

7



## Extensive testing with consumers



- **Cognitive testing**
  - Several rounds
  - Testing in Spanish as well as English
- **Field testing**
  - Effectiveness and feasibility of survey administration procedures and guidelines

8



## Meaningful information



- **Cognitive testing of report formats and language**
  - Maximize usability and comprehensibility

9



## Input from all affected parties



- **Involvement of ALL major stakeholders**
  - Calls for measures
  - Technical Expert Panels
  - Outreach efforts
  - Federal Register Notices

10





## Public Resources

- **Free!**
  - Products
  - Technical assistance through CAHPS Help Line
    - 800-492-9261
    - [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov)

11

