



## **AHRQ's CAHPS Program: Advancing the Measurement of Patient-Centered Care**


*Carolyn Clancy, M.D.  
Director  
Agency for Healthcare Research  
and Quality*



## **AHRQ's Mission**


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






## HHS Organizational Focus

---




**NIH**

Biomedical research to prevent, diagnose and treat diseases




**CDC**

Population health and the role of community-based interventions to improve health



**AHRQ**

Long-term and system-wide improvement of health care quality and effectiveness



## AHRQ Budget: Fiscal Year 2004 - 2006

---

- FY 2004 Appropriation = \$303,695,000
- FY 2005 Appropriation = \$318,695,000
- FY 2006 Appropriation = \$318,695,000



## CAHPS Program at AHRQ

- Major contributor to putting research into practice
- Providing tools and technical assistance to make maximum use of them



## CAHPS I

- Focused on measuring and reporting the consumer's perspective on health plans
- Widespread use assured when CMS and NCQA adopted surveys
- 130,000,000 Americans in health plans for which CAHPS data are collected



## **Lessons Learned from the Early Experience**

- Stakeholders look to AHRQ and its grantees to apply sound science
- Stakeholders expect to not just be consulted, but to be involved
- Both sound science and stakeholder involvement are needed for adoption



## **CAHPS II: Expansion Across the Health Care Spectrum**

- CAHPS Health Plan Survey
- CAHPS Clinician Group Survey
- ECHO Survey
- CAHPS Hospital Survey
- CAHPS Nursing Home Resident Survey
- CAHPS Nursing Home Family Survey
- CAHPS In-Center Hemodialysis Survey
- CAHPS Survey for People with Mobility Impairments



## CAHPS II

- Growing acceptance of CAHPS as the standard for measuring the patient's perspective on health care quality
- Increased focus on quality improvement



## Today's Environment

- Coordination of measurement
  - Ambulatory Care Quality Alliance
  - Hospital Quality Alliance
  - IOM Report
- Pay for performance
- Consumer's need for better information
- Accountability among health care providers
- Focus on patient-centered care



## CAHPS Program Meeting the Challenge

---

- Continued leadership by AHRQ
- Growing involvement of stakeholders