

# CAHPS Research Tools and Resources

Caren Ginsberg, Ph.D.  
Health Science Administrator  
Agency for Healthcare Research and Quality

Sunday, October 4, 2015

4:00 – 5:30 p.m.

Crystal Gateway Marriott Hotel and Convention Center

# Overview of the Session

- “CMS Data Sets for CAHPS Surveys” (Liz Goldstein)
- “The SEER and Medicare CAHPS Linked Dataset” (Ron Hays)
- “The CAHPS Database Research Files” (Janice Ricketts and Naomi Yount)
- “The CAHPS Macro Program” (Kayo Walsh)
- Brief Q/A sessions after each speaker with a larger Q/A session at the end

# Today's Presenters



- **Liz Goldstein, Ph.D.**, Director, Division of Consumer Assessment and Plan Performance, Centers for Medicare & Medicaid Services



- **Ron Hays, Ph.D.**, Adjunct Researcher, RAND Corporation; Professor of Medicine, University of California, Los Angeles



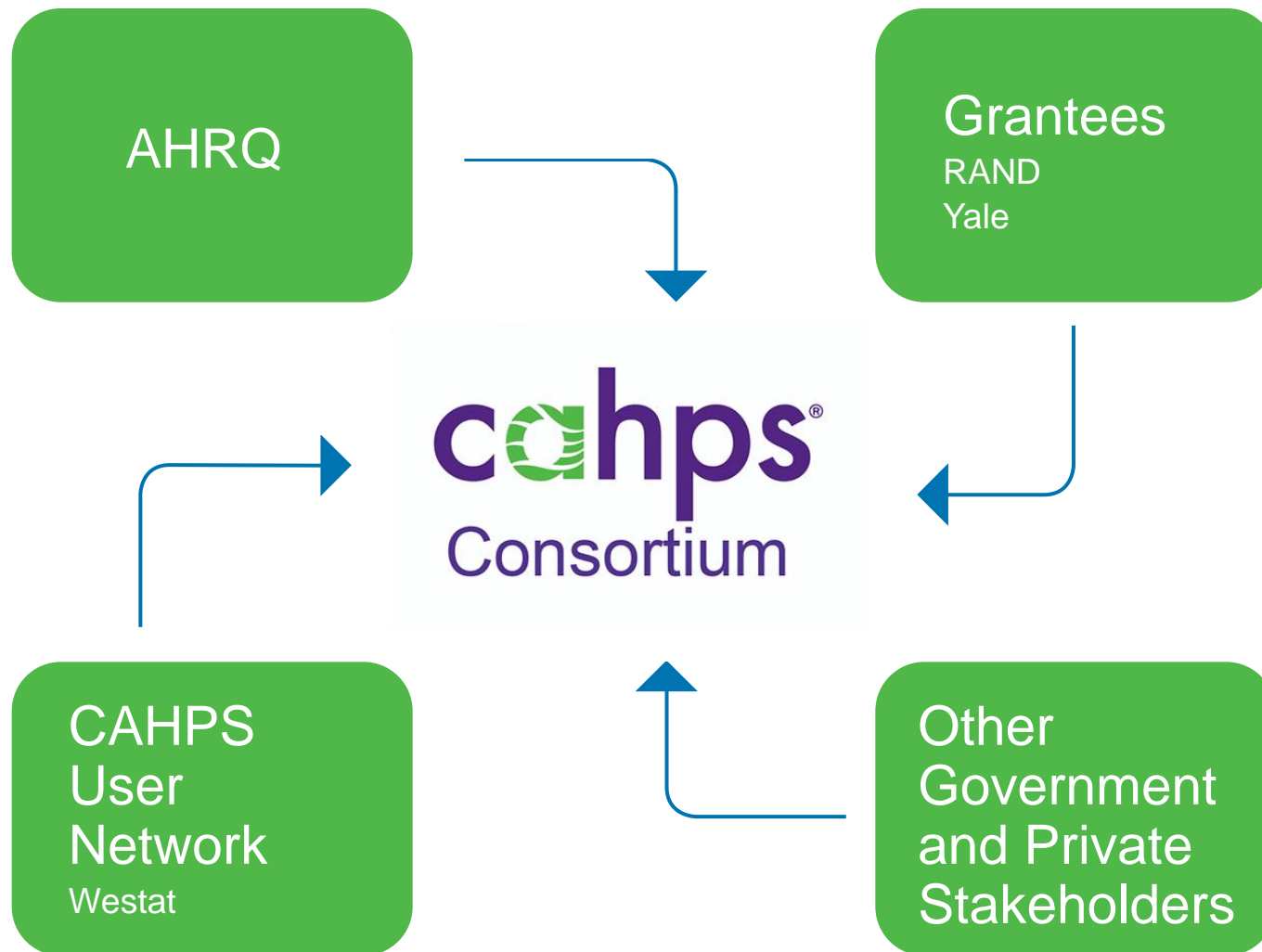
- **Janice Ricketts**, CAHPS Project Manager; Senior Study Director, Westat and **Naomi Yount, Ph.D.**, Senior Study Director, Westat

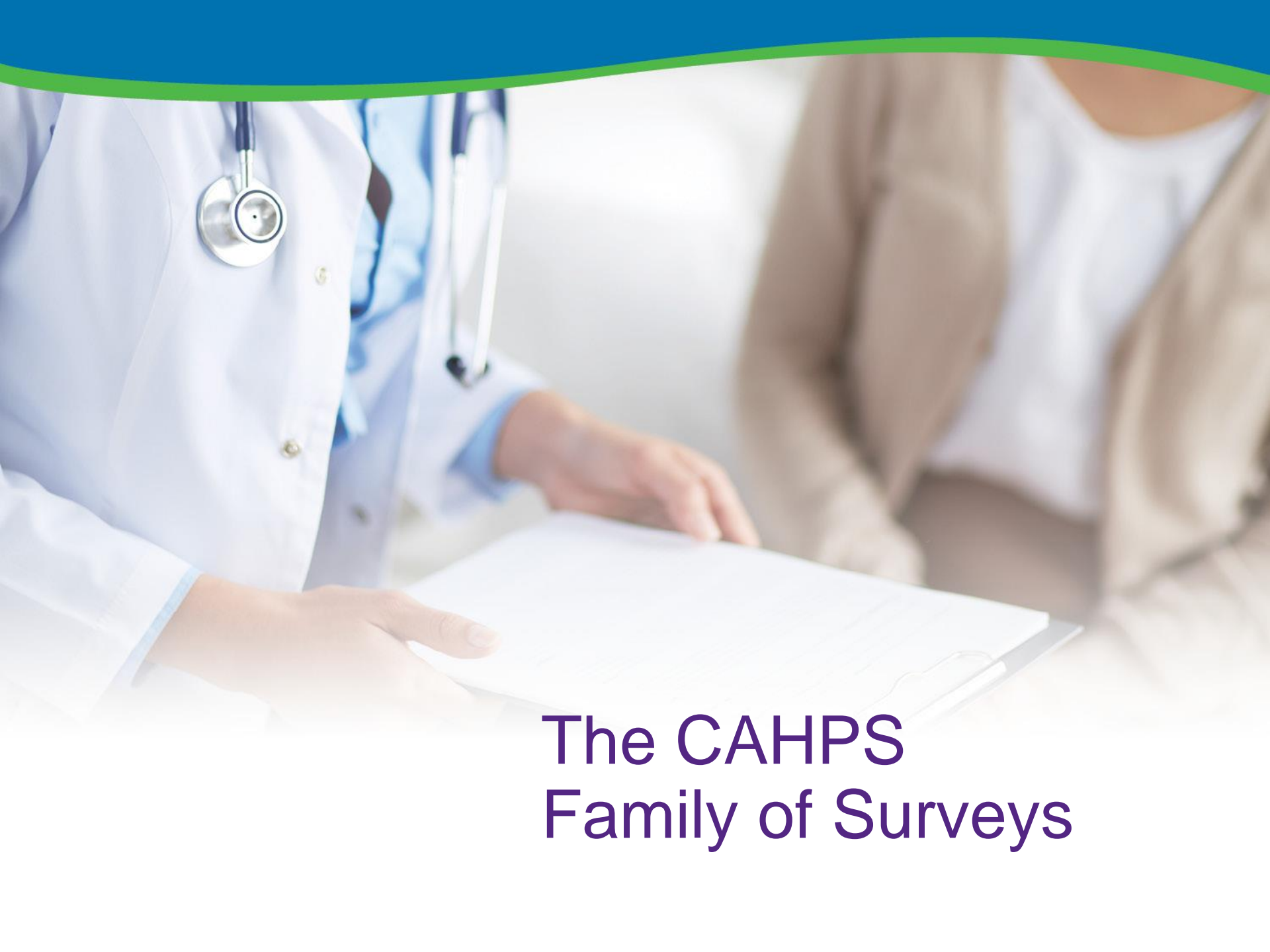


- **Kayo Walsh, M.S.**, Data Manager/Programmer, Department of Health Care Policy, Harvard Medical School

# CAHPS Program

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Program
  - Funded by the Agency for Healthcare Research and Quality (AHRQ)
  - Develops standardized surveys and related products, including the CAHPS Database
- CAHPS Surveys
  - Assess patients' experiences with care
  - Developed for both ambulatory and facility-based care





# The CAHPS Family of Surveys

Facility  
Surveys



Ambulatory  
Care Surveys





## **Facility Surveys**

Hospital

In-Center Hemodialysis

Nursing Home



## **Ambulatory Care Surveys**

Clinician & Group

Health Plan

ECHO® (Behavioral health)

American Indian

Home Health Care





CAHPS  
Core  
Questionnaire



+

CAHPS  
Supplemental  
Items



CAHPS  
Customized  
Survey



# Supplemental Item Sets

- For the Clinician & Group Surveys
  - Cultural Competence Item Set
  - Health Information Technology Item Set
  - Item Set for Addressing Health Literacy
  - Patient-Centered Medical Home Item Set
- For the Health Plan Surveys
  - Item Set for Children with Chronic Conditions
  - Item Set for People With Mobility Impairments
- For the Hospital CAHPS (HCAHPS) Survey
  - Health Literacy Item Set
- CAHPS surveys and items go through constant review and update to keep pace with changing environment of health care delivery.