

CAHPS Sessions at the 2015 AHRQ Research Conference

- The Evolution of CAHPS: A 20-Year Perspective
 - Monday, October 5th, 1:30-3:00 p.m.
- Sorting Fact From Fiction: Understanding the True Value of Patient Experience Measurement and Methodological Issues
 - Monday, October 5th, 3:30-5:00 p.m.
- Collecting and Reporting Patient Narratives to Capture Patients' Experiences
 - Tuesday, October 6th, 10:00-11:30 a.m.

CAHPS E-mail Updates

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AHRQ Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

cahps® Surveys and Tools to Advance Patient-Centered Care

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Surveys and Guidance

- ▶ Health Plan
- ▶ Clinician & Group

CAHPS Database

- ▶ About the CAHPS Database
- ▶ Comparative Data
- ▶ Request Data for Research

Percentile Top Box Scores

| Composite/Item | CAHPS DB Overall |
|--|------------------|
| Getting Timely Appointments, Care, and Information | 59% |
| Got appointment for urgent care as soon as needed | 65% |
| Got appointment for check-up or routine care as soon as needed | 68% |
| Got answer to phone question during regular office hours on | 66% |

Chartbooks with Latest Survey Results
2014 CAHPS Clinician and Group Survey comparative results now available.

1 2 3 4

About CAHPS

Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care.

- ▶ Bibliography
- ▶ Frequently Asked Questions
- ▶ Contact Us

Events

- ▶ CAHPS Pre-Conference Session at the 2015 AHRQ Research Conference (Oct. 4)
- ▶ Introducing the New CAHPS Clinician & Group Survey 3.0 (Webcast)

New: Version 3.0 of Clinician & Group Survey

Changes include a shorter set of core items, a new measure of care coordination, and an abbreviated Patient-Centered Medical Home Item Set.

Spotlight

- ▶ Aligning the Implementation of Ambulatory Care Surveys
- ▶ Making the Case for a Rigorous Approach to Collecting Patient Narratives

Thank You!

- Questions or comments?
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