

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



*Development and Implementation of
the CAHPS Hospital Survey*

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**Rationale for Developing
the CAHPS Hospital Survey**



- **Desire to include the H-CAHPS Survey in the Hospital Quality Alliance Voluntary Reporting Initiative**
- **Acceptance of the importance of the patient's perspective on the quality of health care**
- **Need for a standardized survey to allow meaningful comparisons across hospitals**

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Comparability of Measurement

- **A number of established surveys in use**
- **But needed a survey to provide valid and meaningful comparisons across hospitals**

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Goals of the H-CAHPS Survey

- **Provide reliable data for public reporting on quality of care in hospitals from the patient's perspective**
- **Provide an incentive for hospitals to improve the quality of care**

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Hospital Quality Alliance



- American Hospital Association
- Federation of American Hospitals
- American Association of Medical Colleges
- Joint Commission
- Disclosure Group
- American Nurses Association
- American Medical Association
- Centers for Medicare and Medicaid Services
- Agency for Healthcare Research and Quality

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The H-CAHPS Survey Development Team



- Centers for Medicare and Medicaid Services
- Agency for Healthcare Research and Quality
- Harvard
- RAND
- American Institutes Research
- Westat

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Making the H-CAHPS Survey Credible

- Issue call for measures
- Review the literature
- Conduct cognitive testing in English and Spanish
- Conduct 3 State Pilot Test
- Implement additional testing in voluntary test sites

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Making the H-CAHPS Survey Useful

- Conduct qualitative research with consumers
- Include reports development

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Making the H-CAHPS Survey Practical

- **Hold stakeholder meetings**
- **Conduct discussions with hospitals**
- **Hold vendor meetings**
- **Conduct web chat**
- **Solicit public comment**

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Making the H-CAHPS Survey Practical

- **Conduct additional testing**
- **Hold conversations with hospitals**
- **Offer testing opportunities to hospitals and vendors**
- **Follow up with 3 State Pilot hospital participants**

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