



Consumer Assessment of Health Care Providers and Systems

What is CAHPS?

CAHPS is a set of standardized surveys of patients' experience and satisfaction with their healthcare. The surveys assess healthcare from the patients' perspective. Topics covered include accessibility of medical services and physician and clinician communication skills.

CAHPS is developed and maintained by the National Committee for Quality Assurance (NCQA) and the Agency for Health Research and Quality (AHRQ). The surveys are conducted annually by the Myers Group.

What does the CAHPS Survey ask about Physician Communication?

In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

In the last 6 months, how often did your personal doctor listen carefully to you?

In the last 6 months, how often did your personal doctor show respect for what you had to say?

In the last 6 months, how often did your personal doctor spend enough time with you?

Benefits of Effective Communication

- Physician satisfaction
- Patient satisfaction
- Adherence to medical advice
- Diagnostic accuracy
- Reduction of malpractice
- Improved health outcomes

What does the CAHPS Survey ask about Physician Health Care?

In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?