



## PRIMER/BRIEF

# Forces Driving Implementation of the CAHPS<sup>®</sup> Clinician & Group Survey

*A standardized instrument to track the experience of patients in various health care settings*

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A growing number of forces at the national and regional levels are driving the “value proposition” for implementing the [CAHPS Clinician & Group \(CG-CAHPS\) Survey](#). These include:

- **Affordable Care Act:** The Patient Protection and Affordable Care Act of 2010 (PPACA) includes new provisions for measuring and reporting patient experience of care. Under provisions of the PPACA, the Centers for Medicare & Medicaid Services (CMS) is preparing to include patient experience survey results based on the CAHPS Hospital Survey (H-CAHPS) in its hospital value-based purchasing program. CMS also is required to include patient experience measures in the Physician Compare website. CMS has made a commitment to use only NQF-endorsed measures for reporting. CG-CAHPS is the only NQF-endorsed patient experience measure at the physician level. [<http://www.healthcare.gov/>]
- **National Priorities Partnership:** The National Priorities Partnership (NPP), convened by the National Quality Forum, has articulated a goal of measuring and using patient experience in all care settings. The NPP Work Group on Patient and Family Engagement has specifically identified widespread CAHPS implementation in ambulatory settings as its top priority. [<http://www.nationalprioritiespartnership.org/PriorityDetails.aspx?id=596>]
- **The National Committee for Quality Assurance:** The National Committee for Quality Assurance’s (NCQA) Physician Practice Connections<sup>®</sup> (PPC) recognition program for the Patient-Centered Medical Home (PCMH) has updated its standards. The updated standards include the use of a standardized survey to assess patient experience, the CAHPS PCMH Survey. [<http://www.ncqa.org/tabid/1302/Default.asp>]

### About Aligning Forces for Quality

*Aligning Forces for Quality* (AF4Q) is the Robert Wood Johnson Foundation’s signature effort to lift the overall quality of health care in targeted communities, as well as reduce racial and ethnic disparities and provide real models for national reform. The Foundation’s commitment to improve health care in 16 AF4Q communities is the largest effort of its kind ever undertaken by a U.S. philanthropy. AF4Q asks the people who get care, give care and pay for care to work together to improve the quality and value of care delivered locally. The Center for Health Care Quality in the Department of Health Policy at George Washington University School of Public Health and Health Services serves as the national program office. Learn more about AF4Q at [www.forces4quality.org](http://www.forces4quality.org). Learn more about RWJF’s efforts to improve quality and equality of care at [www.rwjf.org/qualityequality/af4q/](http://www.rwjf.org/qualityequality/af4q/).

### About the Author

The Shaller Consulting Group provides technical assistance to *Aligning Forces for Quality* by helping regional Alliances support patient experience measurement and improvement.

- **Maintenance of Certification:** The American Board of Medical Specialties (ABMS) adopted a new standard as part of the Maintenance of Certification® (MOC) program that requires all physicians with direct patient care to assess communication skills using a CAHPS patient survey.  
[[http://www.abms.org/News\\_and\\_Events/news\\_archive/release\\_NewMOCStandards\\_03262009.aspx](http://www.abms.org/News_and_Events/news_archive/release_NewMOCStandards_03262009.aspx)]
- **Regional Public Reporting Initiatives:** The 16 Aligning Forces for Quality communities and 24 Chartered Value Exchanges include measuring, reporting, and improving patient experience as key objectives of their health system reform efforts.
- **Pay-for-Performance:** Health plans (such as Blue Cross Blue Shield of Massachusetts and HealthPlus of Michigan) and multi-stakeholder organizations (such as California’s Integrated Healthcare Association) are incorporating patient experience scores into provider pay-for-performance incentives.
- **Growing Consumer Demand:** A growing demand among patients for an enhanced experience and greater participation in their health care is placing further pressure on health care systems to collect and report standardized patient experience survey results. The proliferation of online anecdotal reviews like those found on websites such as Angie’s List and Yelp also are creating attention for the need for more scientifically based measurement of patient input.