The Benefits of Submitting Your CG-CAHPS Data to the CAHPS® Database

The CAHPS Database is a repository of CAHPS data offered as a free service by the U.S. Agency for Healthcare Research and Quality (AHRQ) to support comparisons of CAHPS survey results. The CAHPS Database compiles both CAHPS Health Plan and Clinician & Group (CG-CAHPS) Survey data. CAHPS survey users voluntarily submit their data to the CAHPS Database and receive access to comparative benchmarking reports through the Online Reporting System that displays overall and regional benchmarks on a public site accessible to anyone with Internet access. Organizations that contribute data receive access to a password-protected portion of the website where they can generate custom reports for their practices, including a statistical comparison to the overall database average. In addition, free technical assistance is available through the CAHPS User network. The CAHPS Database, including the Online Reporting System, is available at http://cahpsdatabase.ahrq.gov.

Why Submit Your CG-CAHPS Data to the CAHPS Database?

- Ability to compare your scores to a large and growing pool of standardized data to assess performance and identify areas for improvement
- Access to a secure portal enabling you to compare your CAHPS results directly to relevant benchmarks (for example, by region, size, ownership, specialties, etc.)
- Online reporting of results enables you to conduct custom comparisons and create downloadable reports
- Simple and user-friendly online submission process
- Free technical support
- Contribution to the research database that can be used, by request, to answer important questions related to assessing and improving patient experience of care
- Your results are kept confidential – identifying information is never made available on the public portion of the website and is only made available to your organization through the password-protected portion of the website.

How to Participate in the CAHPS Database?

The CG-CAHPS Online Submission System opens once a year to collect the data for the previous year. For example, data collected by survey users in 2014 are submitted and reported in 2015. Organizations that wish to participate in the CAHPS database are asked to complete the following 3 easy steps:

- Sign and return a Data Use Agreement (DUA) to the CAHPS Database,
- Submit the CG-CAHPS survey instruments you used to collect your data, and
- Submit your data according to required specifications.

The DUA must be signed by the participating organization, but the rest of the submission can be completed by vendors. The comparative data are made available through the Online Reporting System. The contact person of the group and/or practice site listed in the data file will receive access to comparative benchmarking reports and view their results in a password-protected portion of the website. Sponsors of multiple groups or practices can also access the password-protected portion of the website for data submissions that they sponsor. The public-facing portion of the Online Reporting System only displays the aggregated results of the participating groups. No identifying information is ever reported on the public-facing portion of the site.

For more information on how to participate in the CAHPS Database, please visit the CAHPS Database website: https://cahpsdatabase.ahrq.gov/.

If you have any questions or comments, please do not hesitate to contact the CAHPS Database by phone at 888-808-7108 or email at CAHPSDatabase@westat.com. To receive updates from the CAHPS database, please sign up for GovDelivery.

Resources:

- CAHPS Website: https://www.cahps.ahrq.gov

- CAHPS Database Website: https://cahpsdatabase.ahrq.gov/

- CG-CAHPS Online Submission System: https://cahpsdatabase.ahrq.gov/CGDSS/login.aspx

- CG-CAHPS Submission Training Video: https://cahpsdatabase.ahrq.gov/files/CG/CG%20Training.swf

- CG-CAHPS Data Use Agreement: https://cahpsdatabase.ahrq.gov/files/CG/CG-CAHPSDataUseAgreement_CAHPSDatabase.pdf

- CG-CAHPS Data Specifications: https://cahpsdatabase.ahrq.gov/CGDSS/login.aspx

- Online Reporting System: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx

- Using the CAHPS Online Reporting System Video: https://cahpsdatabase.ahrq.gov/CAHPSIDB/public/Files/CGvideo/CGvideo.aspx