



Agency for Healthcare Research and Quality

Advancing Excellence in Health Care

www.ahrq.gov

Development of a CAHPS® Patient Assessment of Cultural Competence

IOM

March 29, 2007

Charles Darby

AHRQ



CAHPS® Module Development

- n RAND, AIR, Harvard
- n CAHPS Team developed items
- n Translate into Spanish
- n Conduct cognitive testing of the items in English and Spanish
- n Field test



Domains

- n Language Access
- n Communication
- n Health Literacy
- n Patient Preference/Shared Decision-Making
- n Discrimination
- n Trust



Timeframe

- n Draft of items: December 2006 – April 2007
- n Translation into Spanish: April – May 2007
- n Cognitive testing: June – July 2007
- n Item revision: August 2007
- n Field Test: January 2008 – October 2008
(Pending Commonwealth Fund support)



Implementation

- n Module which could be inserted into CAHPS questionnaires
- n Individual domains
- n Or all domains comprising cultural competence
- n Probably total of 15 – 30 items
- n Would receive technical assistance through CAHPS User Network



Contact us

- n www.cahps.ahrq.gov
- n Charles Darby (301-427-1324) or charles.darby@ahrq.gov