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Christine Crofton, Ph.D.
AHRQ CAHPS Program Director
Center for Quality Improvement and Patient Safety
Agency for Healthcare Research and Quality
540 Gaither Road
Rockville, MD 20850
Submitted via email to: CAHPS1@westat.com

Re: CAHPS Proposed Changes

Dear Dr. Crofton:

The American Nurses Association (ANA) welcomes the opportunity to provide comments on proposed changes to the CAHPS Clinician & Group (CG-CAHPS) Survey and the Patient-Centered Medical Home Item Set. As the only full-service professional organization representing the interests of the nation's 3.1 million registered nurses, ANA is privileged to speak on behalf of its state and constituent member associations, organizational affiliates, and individual members. RNs serve in multiple direct care, care coordination, and administrative leadership roles, across the full spectrum of healthcare settings. ANA members also include the four advanced practice registered nurse roles: nurse practitioners, clinical nurse specialists, certified nurse-midwives and certified registered nurse anesthetists.¹

We appreciate and support the efforts of the Agency for Healthcare Research and Quality (AHRQ) to update the CG-CAHPS survey, including the decision to add a new composite measure of care coordination to CG-CAHP. Care coordination is essential to advancing the delivery of health care and furthering the priorities of the National Strategy for Quality Improvement in Health Care: better care; better health; and reduced costs. Including these new questions in the survey will make it easier to capture data on this important topic. We also applaud the consistent use of the term "provider" throughout the survey, as this inclusive language appropriately reflects the range of clinicians who may be providing care and services to patients.

We appreciate the opportunity to share our views on this matter. If you have questions, please contact me at andrea.brassard@ana.org or (301-628-5043).

Sincerely,

A handwritten signature in cursive script that reads "Andrea Brassard".

Andrea Brassard, PhD, FNP-BC, FAANP
Director, Health Policy

cc: Debbie D. Hatmaker, PhD, RN, FAANANA Executive Director
Cheryl A. Peterson, MSN, RN, Senior Director, Nursing Programs

¹ The Consensus Model for APRN Regulation defines four APRN roles: certified registered nurse anesthetist; certified nurse-midwife; clinical nurse specialist; certified nurse practitioner. In addition to defining the four roles, the Consensus Model describes the APRN regulatory model, identifies the titles to be used, defines specialty, describes the emergence of new roles and population foci, and presents strategies for implementation.