

CG-CAHPS® - Get Started the Right Way

As an Approved CAHPS® Vendor, CTQ clients boast the highest publicly reported scores in the U.S. Let CTQ use our proven and responsible approach to help you get started the right way -- taking immediate steps to optimize Patient Satisfaction while preparing for CG-CAHPS.



Ask About CTQ's APEX Quality Award
For Excellence in Healthcare Patient Satisfaction

Combine the Power of EdgeSurvey™ With CG-CAHPS®

Winning organizations obsess about the care provided to their patients. CTQ utilizes a powerful combination of a frequency-based survey (CAHPS), along with EdgeSurvey Physician Practice to identify both strengths and weaknesses. This approach drills into potential under-performance, to ensure you stand the best chance of 'Always' adhering to best practices.

What is CAHPS®?

Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care.*

What is CG-CAHPS®?

The CAHPS Clinician & Group Surveys (CG-CAHPS) ask patients about their recent experiences with clinicians and their staff. Multiple versions of the CG-CAHPS Surveys are available to meet different needs.*

How is this Relevant to My Practice?

Based on our experience and insight, physician practices should expect to have a portion of reimbursement tied to CG-CAHPS participation and performance in the near future. In addition, this performance (scores) will be publicly reported on Physician Compare.

*Agency for Healthcare Research and Quality

Why Start CG-CAHPS Now?

- Achieve higher CAHPS scores compared to late adopters
- Reduce risk of decreased reimbursement
- Optimize external perception based on impending publicly reported scores
- Address under-performance immediately
- Ensure a smooth transition to CG-CAHPS, once mandated

How CTQ Can Help You?

Since 2008, CTQ has been an Approved CAHPS vendor in good standing. We have gained valuable insight that has helped our clients achieve the highest scores in the U.S.

Our proven approach will help you optimize performance and patient loyalty.

The Power of EdgeSurvey & CG-CAHPS

CTQ blends the power of a frequency-based survey (CG-CAHPS) with EdgeSurvey. This combination offers a wealth of aggregate, provider-delineated and drill-down data. Our Physician Practice Suite has built-in quality and process improvement toolkits that help optimize effective delivery of care.

Our Physician Practice Suite Includes:

- Electronic surveying with 40-65% response
- Surveying with a 100% flexible survey, standard in English and Spanish
- Surveying with CG-CAHPS
- Dedicated Client Portal
- 24/7 View of Completed Surveys
- Daily Alerts to Dissatisfaction
- Monthly & Quarterly Reporting
- Quality Intelligence Capture & Reporting