

Strategies for Improving CAHPS Clinician & Group (CG-CAHPS) Survey Scores

A Webcast Presented by the AHRQ CAHPS User Network
March 15, 2016
12:00 – 1:00 pm EDT

CAHPS Webcast Series

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Program
 - Funded by the Agency for Healthcare Research and Quality (AHRQ)
 - Develops standardized surveys and related products, including the CAHPS Database
- CAHPS Surveys
 - Assess patients' experiences with care
 - Developed for both ambulatory and facility-based care

CAHPS Family of Surveys



Facility Surveys

Hospital
In-Center Hemodialysis
Nursing Home

Ambulatory Care Surveys

Clinician & Group (CG-CAHPS)

Health Plan
Surgical Care
ECHO[®] (Behavioral health)
Dental Plan
American Indian
Home Health Care



Our Focus Today

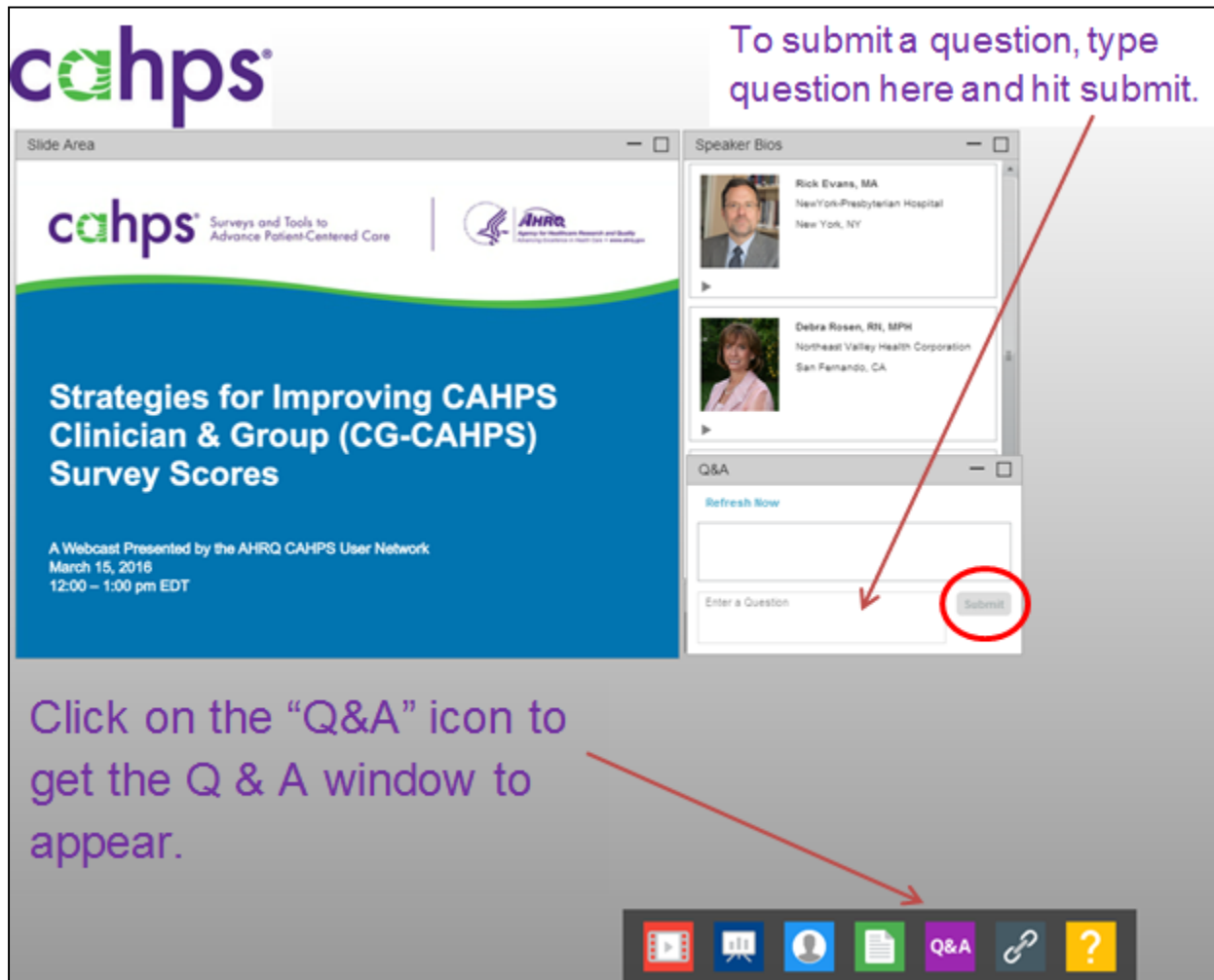
- An overview of the updated CAHPS Ambulatory Care Improvement Guide
- How two health systems improved their CG-CAHPS scores
 - Specific improvement strategies implemented
 - Barriers addressed
 - Results achieved
 - Key lessons learned

Need Help?

- No sound from computer speakers?
 - Join us by phone: (855) 442-5743
 - Conference ID #: 5808-3856
 - Trouble with your connection or slides not moving?
 - Select F5 to refresh your screen.
 - Log out and log back in.
- Other problems?
 - Use Q&A feature to ask for help.

To Ask a Question

To submit a question, type question here and hit submit.



The screenshot shows a webcast interface for CAHPS. The main content area displays the title "Strategies for Improving CAHPS Clinician & Group (CG-CAHPS) Survey Scores" and the event details: "A Webcast Presented by the AHRQ CAHPS User Network, March 15, 2016, 12:00 - 1:00 pm EDT". On the right, there are two windows: "Speaker Bios" and "Q&A". The "Q&A" window is active, showing a text input field labeled "Enter a Question" and a "Submit" button circled in red. A red arrow points from the "Submit" button to the text "To submit a question, type question here and hit submit." Another red arrow points from the "Q&A" icon in the bottom toolbar to the text "Click on the 'Q&A' icon to get the Q & A window to appear."

Click on the "Q&A" icon to get the Q & A window to appear.

Accessing Presentations

Download slides from the console

The screenshot shows a webcast interface. The main slide area displays the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', and the AHRQ logo. The slide title is 'Strategies for Improving CAHPS Clinician & Group (CG-CAHPS) Survey Scores'. Below the title, it says 'A Webcast Presented by the AHRQ CAHPS User Network' and 'March 15, 2016 12:00 - 1:00 pm EDT'. The speaker bios section lists Rick Evans, MA (NewYork-Presbyterian Hospital, New York, NY) and Debra Rosen, RTI, MPH (Northeast Valley Health Corporation, San Fernando, CA). The Q&A section has a 'Refresh Now' button, an 'Enter a Question' input field, and a 'Submit' button. At the bottom of the console, there is a navigation bar with icons for video, chat, user profile, document, Q&A, link, and help.

Click on the “Download Slides” icon for a PDF.

Accessing Event Materials

The screenshot displays a webcast interface for CAHPS. The main slide area features the CAHPS logo and the title "Strategies for Improving CAHPS Clinician & Group (CG-CAHPS) Survey Scores". Below the title, it states "A Webcast Presented by the AHRQ CAHPS User Network" and provides the date and time: "March 15, 2016, 12:00 – 1:00 pm EDT". To the right, a "Speaker Bios" panel lists two speakers: Rick Evans, MA, from NewYork-Presbyterian Hospital, and Debra Rosen, RRL, MPH, from Northeast Valley Health Corporation. Below the bios is a "Q&A" section with a "Refresh Now" button and a form to "Enter a Question" with a "Submit" button.

To access the event materials and resources, click on the "Resources" icon.

The bottom navigation bar contains several icons: a red play button, a blue speech bubble, a blue person icon, a green document icon, a purple "Q&A" button, a grey link icon, and a yellow question mark icon. A red arrow points from the text above to the green document icon.

CAHPS Ambulatory Care Improvement Guide

- A comprehensive resource for health plans, medical groups, and other providers seeking to improve their performance in the domains of quality measured by CAHPS surveys.
- 3 goals
 - Cultivate an environment that encourages and sustains improvements in patient-centered care.
 - Analyze the results of CAHPS surveys and other forms of patient feedback to identify strengths and weaknesses.
 - Develop strategies for improving performance.

CAHPS Ambulatory Care Improvement Guide: Table of Contents

1. About the CAHPS Ambulatory Care Improvement Guide
2. Why Improve Patient Experience?
3. Are You Ready to Improve?
4. Ways to Approach the Quality Improvement Process
5. Determining Where to Focus Efforts to Improve Patient Experience
6. Strategies for Improving Patient Experience

CAHPS Ambulatory Care Improvement Guide: Table of Contents

6. Strategies for Improving Patient Experience

- Open Access Scheduling for Routine and Urgent Appointments
- Internet Access for Health Information and Advice
- Rapid Referral Programs
- Training to Advance Physicians' Communication Skills
- Tools to Help Patients Communicate Their Needs
- Shared Decision-Making
- Support Groups and Self-Care
- Planned Visits
- Group Visits
- Service Recovery Programs
- Standards for Customer Service
- Reminder Systems for Preventive Services and Immunizations

Today's Speakers



- **Rick Evans, MA**, Senior Vice President and Chief Experience Officer, NewYork-Presbyterian Hospital, New York, NY



- **Debra Rosen, RN, MPH**, Director, Quality and Health Education, Northeast Valley Health Corporation, San Fernando, CA



- **Susan Edgman-Levitan, PA**, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital, Boston, MA (Moderator)