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

www.cahps.ahrq.gov
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
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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
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)