

Responding to Current Needs and Using the Surveys to Improve Patient Experience

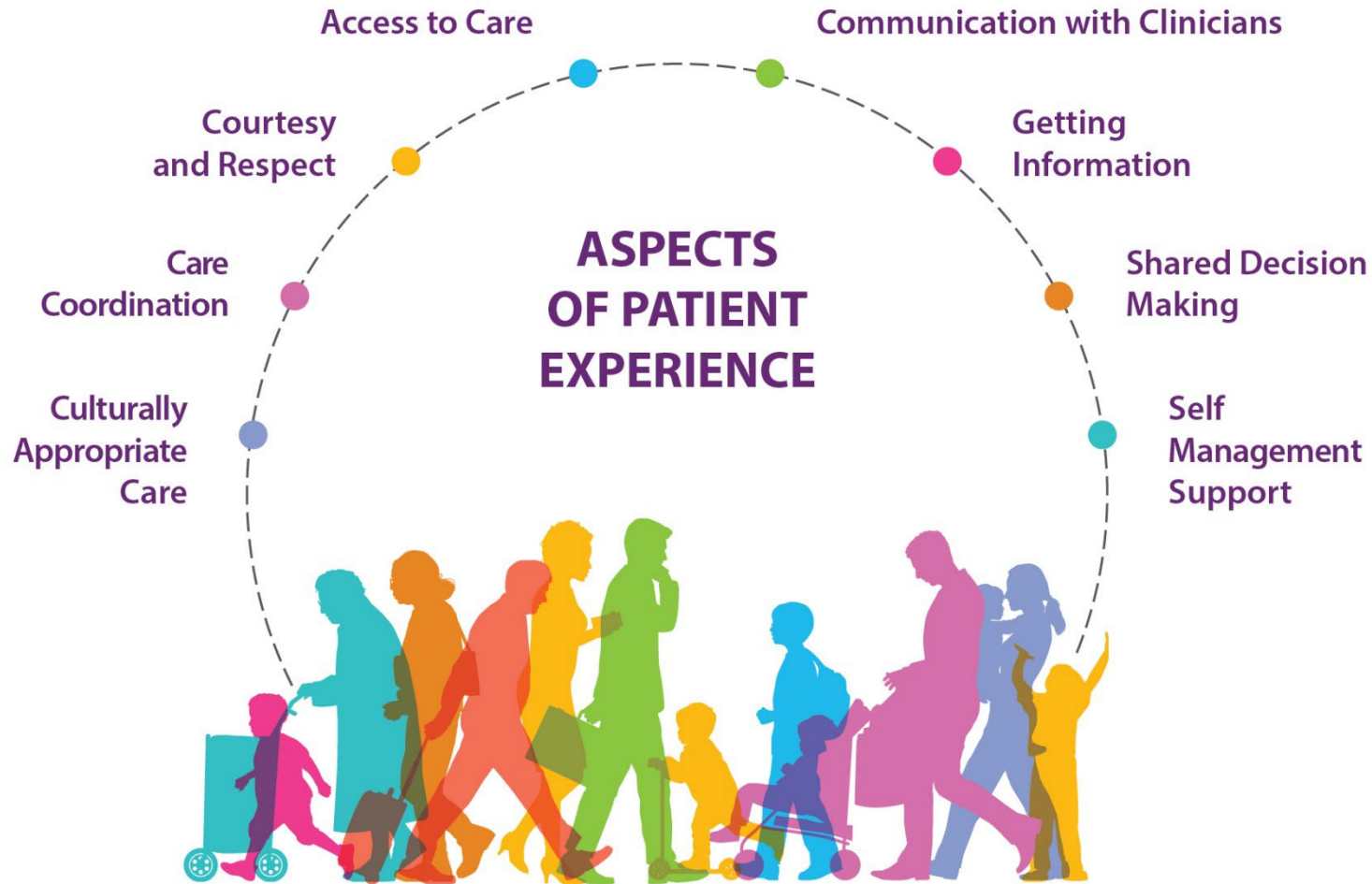
**Susan Edgman-Levitan, PA
MGH Stoeckle Center for Primary Care Innovation
Massachusetts General Hospital/Yale**

CAHPS Communication Team



- Goals of CAHPS Communication Team
 - ▶ Members represent AHRQ, Westat, Yale and Rand CAHPS team members
 - ▶ Goals:
 - Sharing information about research activities with designated partners and stakeholders, aimed at enhancing and supporting patient experience measurement, reporting, and improvement
 - Actively soliciting and listening to stakeholders' feedback and concerns about planned and ongoing activities
 - Improving internal communication and collaboration

What is Patient Experience?



Why Measure Patient Experience?

Patient experience is strongly associated with:

Health Outcomes

- Patient adherence
- Process of care measures
- Clinical outcomes
- Patient safety

Business Outcomes

- Malpractice risk
- Organizational culture
& employee
engagement
- Financial performance

New CAHPS Surveys

- Childbirth surveys for women and birthing people
 - ▶ Inpatient/labor and delivery
 - ▶ Prenatal and post-partum care
 - ▶ Designed for hospitals and birthing centers
- Development process
 - ▶ RFI released in spring of 2023
 - 25 national and regional organizations submitted responses
 - ▶ Stakeholder Expert Panel: October 2023
 - Participants include patients, certified nurse midwives, OB-GYN's, doulas, and maternal health quality improvement experts

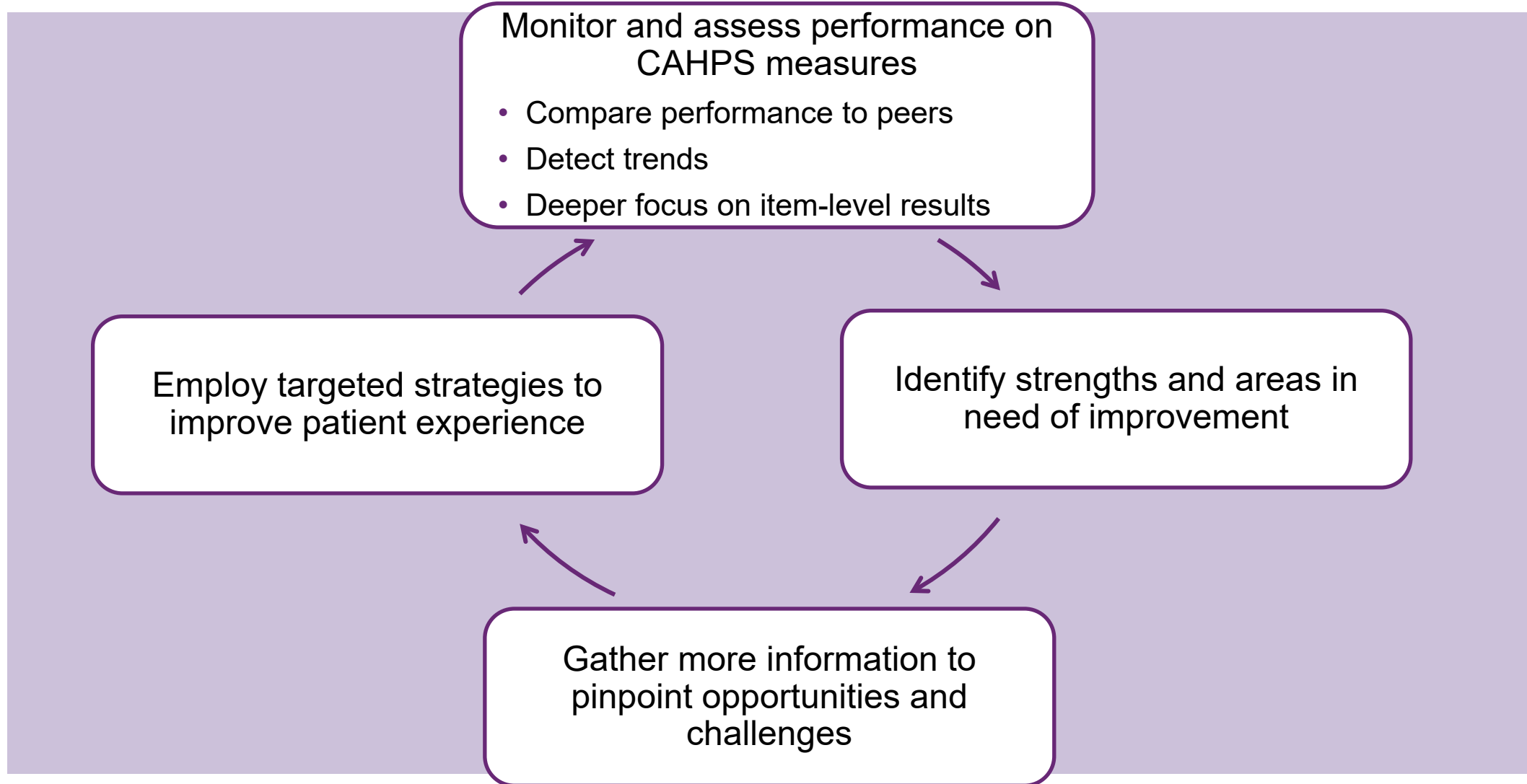
New CAHPS Surveys

- Inpatient Mental Health Survey Technical Expert Panel, August 2023
 - ▶ **Content:** Which providers, services, and experiences to be asked about?
 - ▶ **Sample:** Which patients should be surveyed?
Which facilities should be included (hospitals, specialized treatment, etc.)?
 - ▶ **Timing & Reference Period:** When should the survey be completed?
What time period should it ask about?
 - ▶ **Testing of new instrument:** What populations and which survey administration modes?

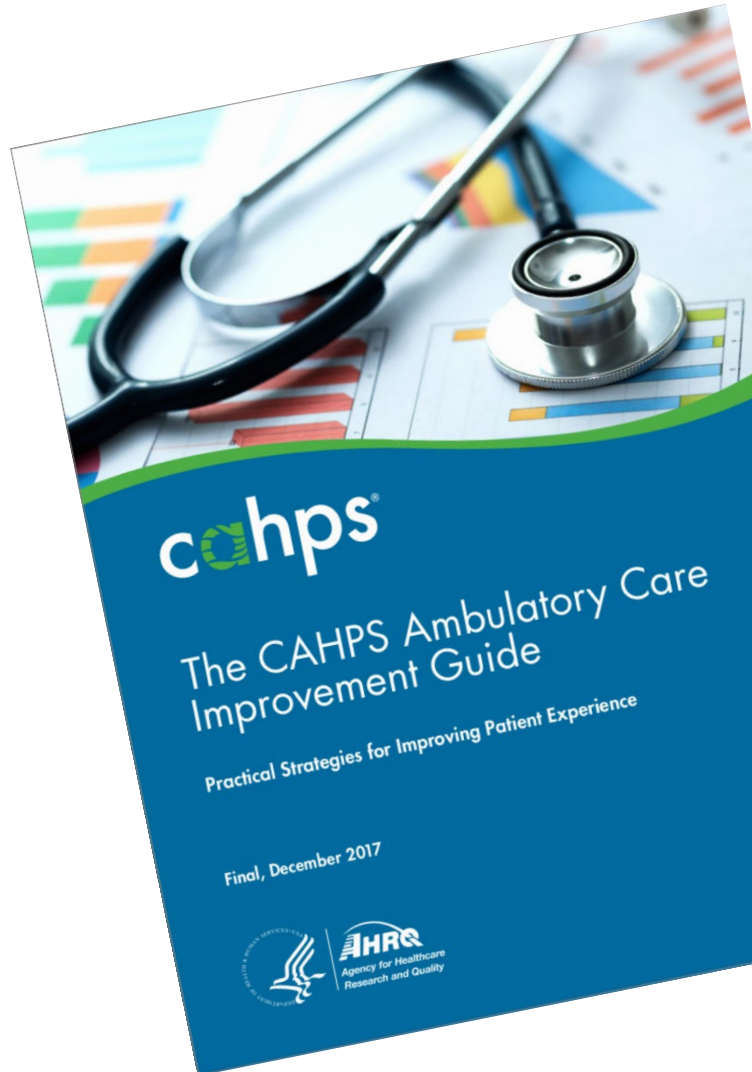
Potential Testing Activities

- Cognitive interviews to evaluate new questions and content
- Field tests to conduct
 - ▶ Psychometric analyses and/or Mode experiments
 - Internet
 - SMS Text
 - Mail
- Populations of interest
 - ▶ Medicaid
 - ▶ Veterans
 - ▶ Privately insured
 - ▶ Other?

Using CAHPS Surveys To Improve Patient Experience



CAHPS Ambulatory Care Improvement Guide



cahps | The CAHPS Ambulatory Care Improvement Guide

Table of Contents

SECTION 1: ABOUT THE CAHPS AMBULATORY CARE IMPROVEMENT GUIDE	1
1.A. What Surveys Are Addressed by This Guide?	1
1.B. What Can I Find in this Guide?	2
1.C. What Performance Issues Are Addressed in the Guide?.....	2
1.D. What Information Can I Find About Improvement Strategies?.....	4
1.E. How Do I Select a Strategy?.....	4
1.F. Who is Responsible for This Guide?.....	5
SECTION 2: WHY IMPROVE PATIENT EXPERIENCE?	6
2.A. Forces Driving the Need to Improve.....	6
2.B. The Clinical Case for Improving Patient Experience.....	8
2.C. The Business Case for Improving Patient Experience.....	9
SECTION 3: ARE YOU READY TO IMPROVE?	11
3.A. Cultivating and Supporting QI Leaders.....	11
3.B. Organizing for Quality Improvement.....	14
3.C. Training Staff in QI Concepts and Techniques.....	17
3.D. Paying Attention to Customer Service.....	19
3.E. Recognizing and Rewarding Success.....	21
SECTION 4: WAYS TO APPROACH THE QUALITY IMPROVEMENT PROCESS	27
4.A. Focusing on Microsystems.....	27
4.B. Understanding and Implementing the Improvement Cycle	29
4.C. An Overview of Improvement Models	40
4.D. Tools to Enhance Quality Improvement Initiatives.....	45
SECTION 5: DETERMINING WHERE TO FOCUS EFFORTS TO IMPROVE PATIENT EXPERIENCE	47
5.A. Analyze CAHPS Survey Results	47
5.B. Analyze Other Sources of Information for Related Information	60
5.C. Evaluate the Process of Care Delivery.....	60
5.D. Gather Input from Stakeholders	67
SECTION 6: STRATEGIES FOR IMPROVING PATIENT EXPERIENCE WITH AMBULATORY CARE	76
Overview of Strategies.....	76
Appendix 6a. Crosswalk of Patient Experience Domains and Survey Measures	78

December 2017

The CAHPS Ambulatory Care Improvement Guide

Appendix 6b. How Health Plans Can Drive Improvements at the Medical Group Level.....	80
6.A. Open Access Scheduling for Routine and Urgent Appointments.....	85
6.C. OpenNotes	91
6.D. Internet Access for Health Information and Advice	95
6.E. Rapid Referral Programs.....	100
6.F. On-Demand Advice, Diagnosis, and Treatment for Minor Health Conditions.....	105
6.G. Training to Advance Physicians' Communication Skills	113
6.H. Tools to Help Patients Communicate Their Needs	118
6.I. Shared Decision-Making	123
6.J. Support Groups and Self-Care	128
6.K. Cultivating Cultural Competence.....	131
6.L. Planned Visits	139
6.M. Group Visits	142
6.N. Price Transparency	146
6.O. Service Recovery Programs	151
6.P. Standards for Customer Service	159
6.Q. Reminder Systems for Immunizations and Preventive Services.....	165

Ambulatory CAHPS Improvement Guide

- Qualitative interviews with 27 people from 16 organizations
 - ▶ Representing health plans, health systems, federal agencies, and healthcare quality organizations CXO's, quality improvement experts and organizations,
- Updating content
 - ▶ Current evidence
 - ▶ Equity improvement strategies
 - ▶ New topic areas
 - Mental health
 - Maternity care

CAHPS Quality Improvement Studies



RAND:

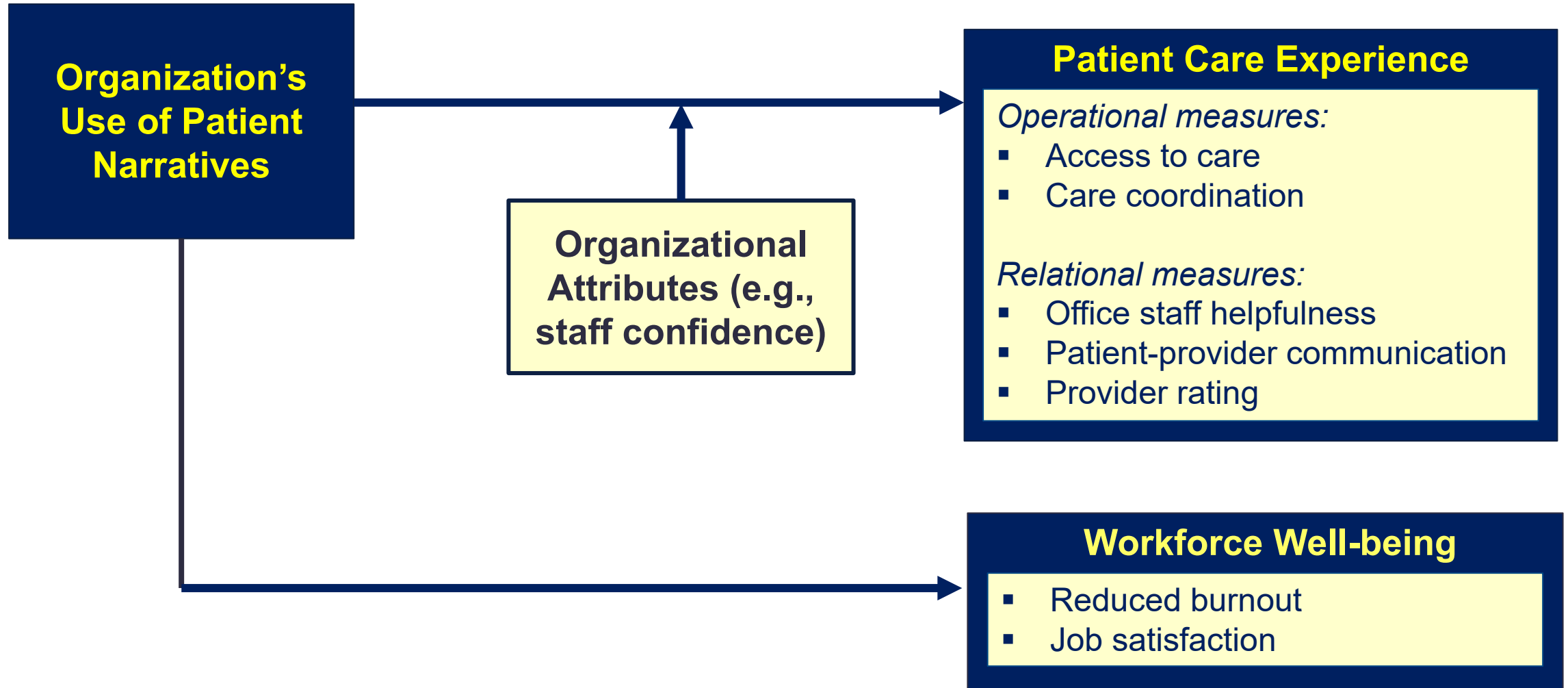
- A study in partnership with two Federally Qualified Health Centers (FQHCs) examining provider-patient language concordance and the use of interpreter services to support the ambulatory care experiences of Spanish-preferring patients
- A study in partnership with a large free-standing children's hospital examining the associations between quality improvement, patient experience measurement, culture and employee burnout

Quality Improvement Studies

Yale/Harvard:

- Using Shared-Decision Making Educational Interventions to Improve Engagement and Doctor-Patient Communication
 - Pentucket Medical Group
- Emotional Aspects of Inpatient Care and Actionable Responses in partnership with the CAHPS Narrative Items Workgroup
 - Cleveland Clinic

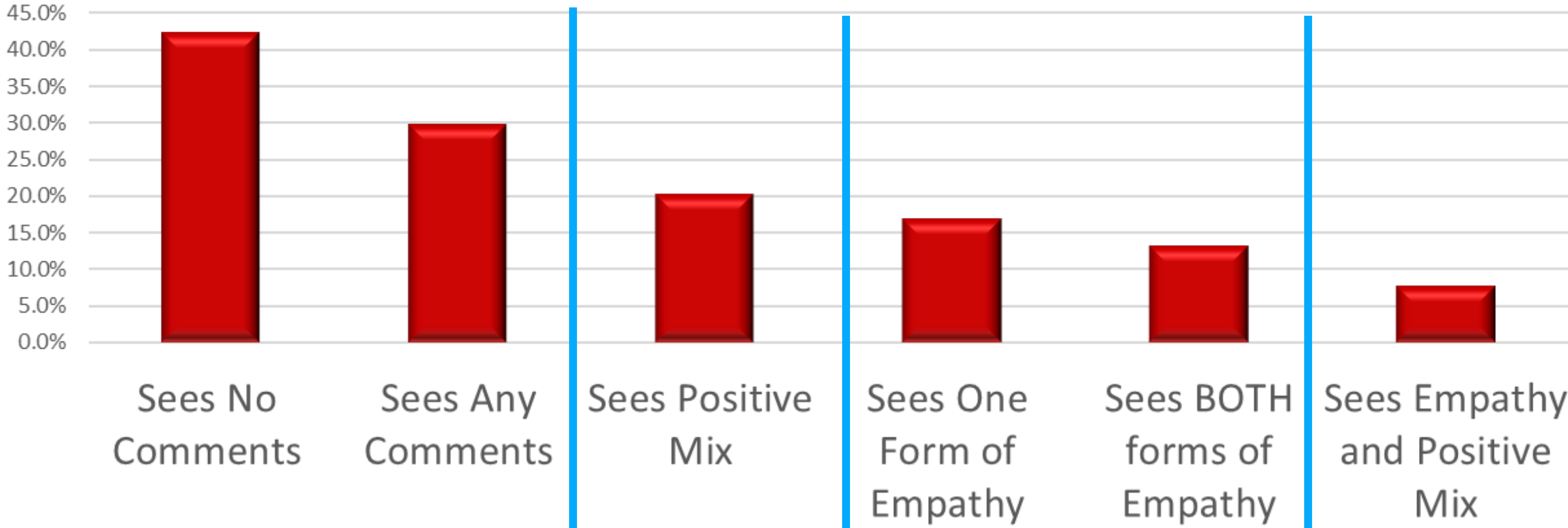
Providers' use of narratives linked to patient and workforce experiences



Source: Yale CAHPS Narrative-QI Team: Nembhard IM, Matta S, Shaller D, Lee YSH, Grob R & Schlesinger M

Reinforcing Feedback and Reported Staff Burnout

Frequency of Reported Burnout



Source: Yale CAHPS Narrative-QI Team: Nembhard IM, Matta S, Shaller D, Lee YSH, Grob R & Schlesinger M