Introducing a Protocol To Obtain Patient Comments Using the CAHPS Clinician & Group Survey

A Webcast Presented by the AHRQ CAHPS User Network
January 26, 2017
1:00 – 2:00 pm EST
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
- Hospice

Ambulatory Care Surveys
Clinician & Group (CG-CAHPS)
- Health Plan
- Surgical Care
- ECHO® (Behavioral health)
- Dental Plan
- American Indian
- Home Health Care
- Outpatient and Ambulatory Surgery
- Home and Community-Based Services

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Our Focus Today

• Introduce a new, **beta version** of a supplemental item set for the CAHPS Clinician & Group Survey (CG-CAHPS):

  **CAHPS Patient Narrative Elicitation Protocol**

• Review the development and testing process
• Offer recommendations for implementation
• Highlight the experience of an early adopter
• Invite your participation in further testing of the open-ended items
What is the Elicitation Protocol?

A **structured series** of 5 open-ended questions that:

- Prompts survey respondents to tell a **clear and comprehensive story** about their experience with a provider and his/her office staff
- **Complements** the closed-ended survey questions
- Provides **value-added information** helpful to both patients and clinicians
Why is the Elicitation Protocol important?

• Americans are increasingly seeking and finding online reviews of providers

• Growth of physician rating sites reflects consumer interest but also poses concerns:
  • Posted comments are typically not drawn from a representative sample of patients
  • Posted comments provide only a partial picture of physician performance

• CAHPS Elicitation Protocol offers a rigorous, scientifically-grounded method for collecting patient comments
Today’s Speakers

- **Mark Schlesinger, PhD**, Professor of Health Policy, Yale School of Public Health, New Haven, CT

- **Lise Rybowski, MBA**, President, The Severyn Group, Ashburn, VA

- **Barbra Rabson, MPH**, President and CEO, Massachusetts Health Quality Partners, Watertown, MA

- **Dale Shaller, MPA**, Principal, Shaller Consulting Group, Stillwater, MN (Moderator)
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Introducing a Protocol to Obtain Patient Comments Using the CAHPS® Clinician & Group Survey

A Webcast Presented by the AHRQ CAHPS User Network
January 25, 2017
1:00 – 2:00 pm ET

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First Polling Question

Which of the following best describes your current use of open-ended question(s) to collect patient feedback?

• I use open-ended question(s) as part of a CAHPS Clinician & Group Survey.

• I use open-ended question(s) as part of a different CAHPS survey (e.g., HCAHPS).

• I use open-ended question(s) as part of an in-house or proprietary vendor survey.

• I use open-ended questions administered on their own (e.g., via comment cards or a stand-alone survey).

• I do not use open-ended question(s) to collect patient feedback.