The CAHPS Narrative Elicitation Protocol

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CAHPS Narrative Elicitation Protocol

- A *structured series* of 5 open-ended questions designed for use with the CAHPS Clinician & Group Survey (CG-CAHPS).

- The Elicitation Protocol is intended to:
  - Prompt survey respondents to tell a *clear and comprehensive story* about their experience with a provider and his/her office staff
  - *Complement* the closed-ended survey questions
  - Provide *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
- The Elicitation Protocol offers a rigorous, scientifically-grounded method for collecting patient comments
Applying Goals for Narrative Elicitation

Four criteria for patient narratives:

1. **Complete**: Provide a full picture of the experiences that matter to the patient describing them.

2. **Balanced**: Accurately reflect both positive and negative aspects of the patient's experiences.

3. **Meaningful**: Convey a story that is coherent to others and allows them to assess its relevance.

4. **Representative**: Capture experiences across a range of health status and demographic groups.
Applying Goals for Narrative Elicitation

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IMPROVING THE SCIENCE AND PRACTICE OF PUBLIC REPORTING


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5-Question Elicitation Protocol

1. What are the most important things that you look for in a healthcare provider and the staff in his or her office?

2. When you think about the things that are most important to you, how do your provider and the staff in his or her office measure up?

3. Now we’d like to focus on anything that has gone well in your experiences in the last 3 months with your provider and the staff in his or her office. Please explain what happened, how it happened, and how it felt to you.

4. Next we’d like to focus on any experiences in the last 3 months with your provider and the staff in his or her office that you wish had gone differently. Please explain what happened, how it happened, and how it felt to you.

5. Please describe how you and your provider relate to and interact with each other.
Value of the Elicitation Protocol for Improvement

THREE distinct substantive areas of added value to the CAHPS Clinician & Group Survey:

1. Illustrate concrete and actionable examples of aspects of care already being measured (*Integral*)
2. Highlight missing aspects of existing composite measures (*Proximal*)
3. Highlight domains of care that are important to patients but not included on the Clinician & Group Survey (*Distal*)
Frequency of Narrative Content:
By Relationship to Existing CG-CAHPS Composites

![Diagram showing frequency of domains of patient experience reported in narrative accounts.](image-url)
Actionability of Narrative Data

• Extent to which narratives contain details about
  ▪ Who
  ▪ What
  ▪ Where
  ▪ When
  ▪ How
Frequency of Actionable Narrative Content

PREVALENCE OF ACTIONABLE PASSAGES IN PATIENT NARRATIVES

PROPORTION OF RESPONSES WITH THIS NUMBER OF ACTIONABLE PASSAGES
Frequency of Actionable Narrative Content: By Key Actors

PREVALENCE OF IDENTIFIED ACTORS IN ACTIONABLE ELEMENTS OF NARRATIVES

- **MDs**: 60%
- **Admin Staff**: 5%
- **MDs AND Admin Staff**: 15%
- **Other Clinical Staff**: 10%
- **MDs and Other Clinical**: 5%
- **MDs OC and Admin**: 5%
- **Unidentified**: 5%

**PROPORTION OF ACTIONABLE ELEMENTS IDENTIFYING THESE ACTORS**
CAHPS Patient Narrative Elicitation Protocol

The CAHPS® Narrative Elicitation Protocol (beta version) is a set of open-ended questions that prompt survey respondents to tell a clear and comprehensive story about their experience with a health care provider. Narratives from patients about their health care experiences can provide a valuable complement to standardized survey scores, both to help clinicians understand what they can do to improve their care and to engage and inform patients about differences among providers.

These supplemental items are designed to be used with the CAHPS Clinician & Group Survey.

They are available in English and Spanish for both the Adult and Child versions of the survey.