

Worksheet 1. Implementation Strategy for Each Dimension of Patient Experience*

This sheet allows you to examine your CAHPS performance on each dimension of patient experience that you are considering for improvement. After filling in the first two columns, discuss CAHPS performance with your team and decide on each dimension’s priority (column 3, “Action Priority”) and possible implementation strategies (column 4, “Strategy”).

* A similar worksheet can be created for survey items within a composite measure.

Performance Dimension	CAHPS Score Levels	Action Priority	Strategy
[INSERT dimension, e.g., Coordination of Care]		High Medium Low	
[INSERT dimension, e.g., ACCESS]		High Medium Low	
[Other dimension, if applicable]		High Medium Low	
[Other dimension, if applicable]		High Medium Low	

Worksheet 2. Planning Worksheet for Quality Improvement (QI) Implementation

Performance Dimension: _____

This sheet is filled out for each selected dimension for improvement, based on Worksheet 1, and also for each of the items within a selected composite measure (if applicable). The number of rows depends on the number of actions needed for each of the decided upon strategies to improve and strengthen program components related to the given performance dimension.

Define actions to strengthen this program component.	Designate lead staff person for the action, other staff involved, and key task responsibilities .		Identify the tools and resources for the action.	Specify the action timeline .
Action #1.1	Lead: Other Staff: Trainer:	Responsibilities:		Start Date: Complete By:
Action #1.2	Lead: Other Staff: Trainer:	Responsibilities:		Start Date: Complete By:
Action #1.3	Lead: Other Staff: Trainer:	Responsibilities:		Start Date: Complete By:

NOTE: Add as many rows as needed to cover the distinct actions to improve each composite or item within a composite.

Worksheet 3. Timeline Chart for Quality Improvement Actions

Performance Dimension: _____

This sheet is filled out for each selected dimension for improvement, based on Worksheet 1, and also for each of the items within a selected composite measure (if applicable). As in Worksheet 2, the number of rows depends on the number of actions chosen. This timeline assists with assessing what work is needed each month to accomplish the desired actions.

Start Date: _____ Complete All Actions By: _____

Program Component	MONTH OF WORK											
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug
Action #1.1												
Action #1.2												
Action #1.3												
Action #1.4												
[Other actions]												

Worksheet 4. Measures and Monitoring

CAHPS Quality Improvement Actions

This sheet aligns the chosen strategies, based on Worksheet 1, and each of the targeted measure(s) including the associated CAHPS survey measures and other data/measures to monitor improvements (one measure per row). For each measure, list the data source(s) and also the monitoring schedule.

Strategy	Measure	Data Sources	Monitoring Schedule