

# **UPDATED NARRATIVE ITEM SETS FOR THE CAHPS CLINICIAN & GROUP SURVEY**

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# Overview of Narrative Item Set Development Process



- Literature review and environmental scan
- Drafting of narrative items
- Pretesting to assess readability and clarity
- Validity testing and revision
- Translation and cognitive testing
- Field testing and revision
- Periodic refinement as needed

# CG-CAHPS Narrative Item Set Adult 3.0/3.1: Instructions



	Beta Version (released 2017)	Final Version (released June 2021)
Heading	In Your Own Words	In Your Own Words
Instructions	<p>Please answer the following questions to provide detailed feedback about the care and services you receive from this provider. Healthcare providers value comments from their patients because these details tell them what is working well and what may need improvement.</p> <p>Please do not use your comments in place of a visit or phone call, or to seek advice from your provider. Your comments may be reported publicly but will never be matched to your name.</p>	<p>Healthcare providers value comments from their patients because these details tell them what is working well and what may need improvement. The next questions ask you to describe the care you get from this provider in your own words.</p> <p>[INSERT OPTIONAL TEXT HERE]</p>

# CG-CAHPS Narrative Item Set Adult 3.0/3.1: Items



	Beta Version (released 2017)	Final Version (released June 2021)
Q1	What are the most important things that you look for in a healthcare provider and the staff in his or her office?	What are the most important things that you look for in a healthcare provider and their staff?
Q2	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?	When you think about the things that are most important to you, how do this provider and their staff measure up?
Q3	Now we'd like to focus on anything that has gone well in your experiences in the last 12 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.	What has <b>gone well</b> in your experiences with this provider and their staff in the last 6 months? Please explain what happened, how it happened, and how it felt to you.
Q4	Next, we'd like to focus on any experiences in the last 12 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.	Was there anything you wish had <b>gone differently</b> in your experiences with this provider and their staff in the last 6 months? If so, please explain what happened, how it happened, and how it felt to you.
Q5	Please describe how you and your provider relate to and interact with each other.	Please describe your interactions with this provider and how you get along.

# Beta Version of the CG-CAHPS Narrative Item Set for the Visit 4.0 Survey



Instructions	Healthcare providers value comments from their patients because these details tell them what is working well and what needs improvement. <b>The next questions ask you to describe the care you got during your most recent in-person, phone, or video visit.</b> [INSERT OPTIONAL TEXT HERE]
Q1	What are the most important things that you look for in a healthcare provider and their staff?
Q2	When you think about the things that are most important to you, how did this provider and their staff measure up?
Q3	What <b>went well</b> with this provider and their staff during your most recent visit? Please explain what happened, how it happened, and how it felt to you.
Q4	Was there anything you wish had <b>gone differently</b> during your most recent visit with this provider and their staff? If so, please explain what happened, how it happened, and how it felt to you.
Q5	Please describe your interactions with this provider and how you got along.
Q6	<b>If your most recent visit used phone or video, how was the visit better or worse than in-person care at the office? Please think about setting up the appointment, preparing for the visit, the visit itself, and any follow-up.</b>

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## CAHPS

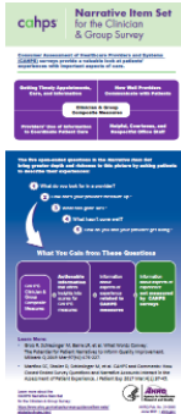
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## CAHPS Patient Narrative Item Sets

The CAHPS Patient Narrative Item Sets—also referred to as Narrative Elicitation Protocols—are sets of open-ended questions that prompt survey respondents to tell a clear and detailed story about their healthcare experiences. Patients’ narratives 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. The CAHPS narrative items generate insights into the topics addressed by the survey’s measures as well as other important aspects of patient experience that may not be captured by closed-ended questions.<sup>1</sup>

AHRQ has released a Narrative Item Set for the Clinician & Group Survey. The CAHPS team is currently developing and testing Narrative Item Sets for two other CAHPS surveys:

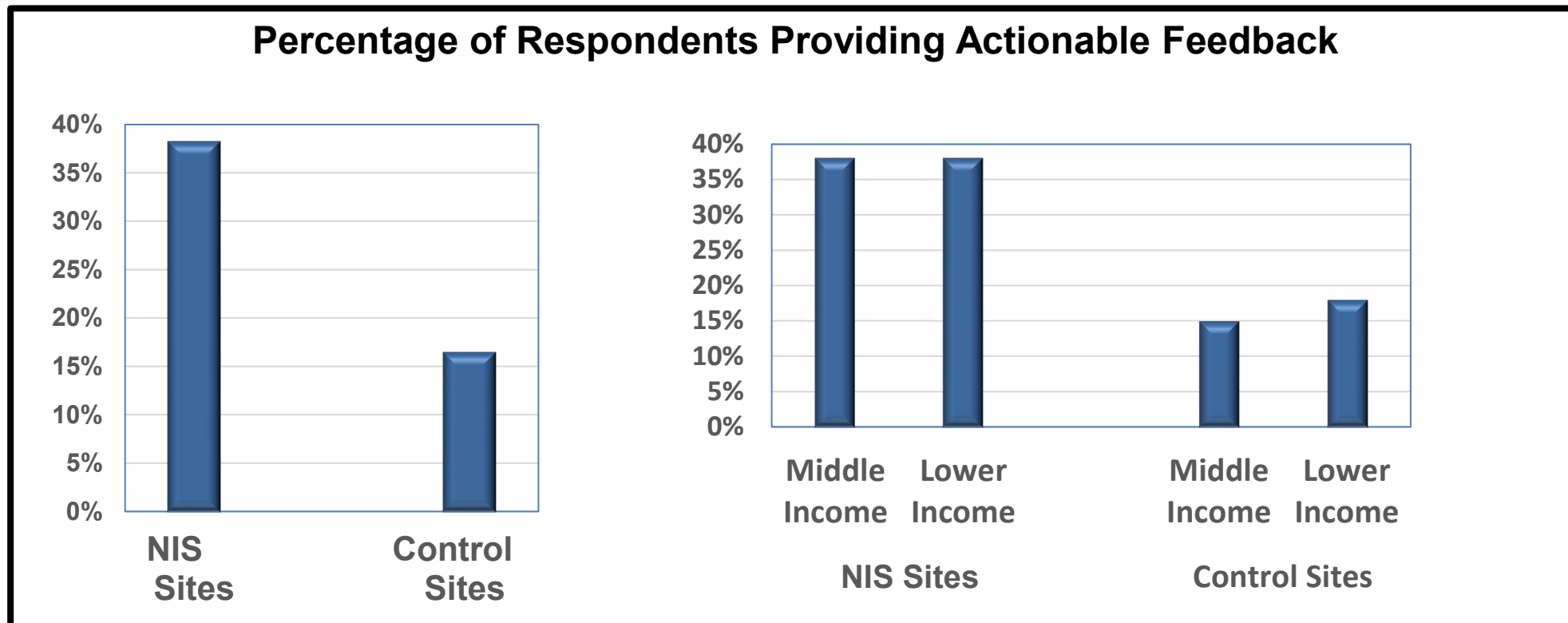
- Child Hospital Survey.
- Health Plan Survey.



View the infographic: [Narrative Item Set for the Clinician & Group Survey \(PDF, 201.5 KB\)](#)

# Value of CG-CAHPS Narrative Data for Quality Improvement

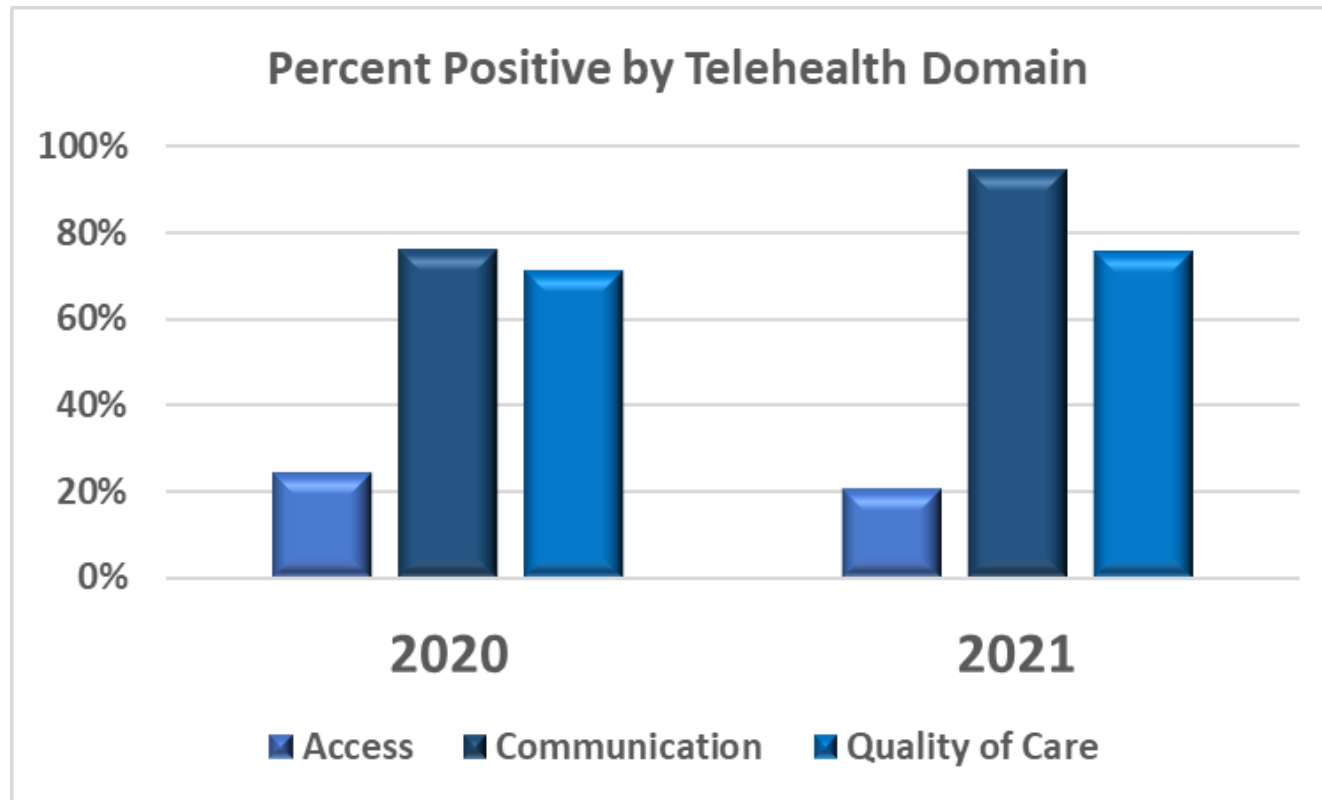
- **Distinctive:** over 50% of feedback on topics such as emotional rapport, thoroughness, and perceived technical competence
- **Actionable:** conveys the who, what, when and where of the event as well as how the experience felt to the patient



Sample size (# of surveys): Intervention sites: 2,251; Control sites:1,622

# Potential for Providing Insights into the Quality of Telehealth Encounters

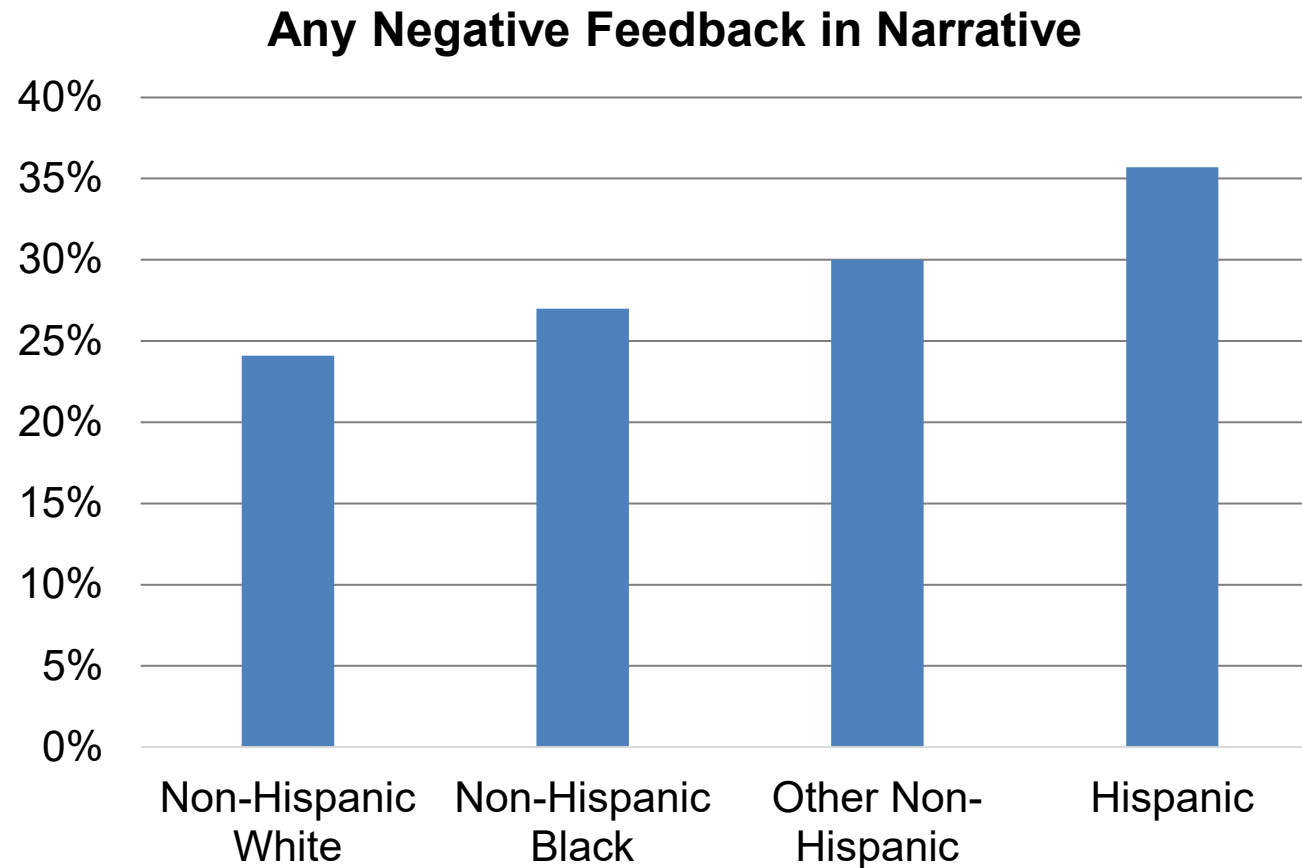
- Narrative data collected as part of our experiment at NewYork-Presbyterian allow us to see how experiences with telehealth have changed over time





# Potential for Providing Insights into Racial and Ethnic Inequities in Care Experiences

## Revisiting Original Validity Testing Data: Experiential Metrics



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