

PREVIEW OF NEW NARRATIVE ITEM SETS IN DEVELOPMENT

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A Growing Family of Narrative Item Sets

CG-CAHPS Narrative Item Set

Health Plan
Narrative Item Set

Inpatient Narrative Items:
For Child HCAHPS

The Health Plan Narrative Item Set: Wording



Summary	Item Wording
Q1. What's important?	First, what are the most important things you want from a health plan and its health care providers?
Q2. What's gone well?	Thinking about what's important to you, in what ways have your experiences with [Health Plan Name] gone well over the last 12 months? Please explain what happened, how it happened, and how it felt.
Q3. What could be better?	In what ways could your experiences with [Health Plan Name] have gone better in the last 12 months? Please explain what happened, how it happened, and how it felt.
Q4. What was surprising?	In the last 12 months, what, if anything, was surprising to you about your experiences with [Health Plan Name] or its health care providers?
Q5. How well explained?	How well has [Health Plan Name] explained where and how to get care, your plan benefits, billing and cost issues, and how best to get help with any problems? What did they do well and what could be improved?
Q6. How well responded?	If you contacted [Health Plan Name] in the last 12 months with concerns or questions about your care, benefits, or medical expenses, what were the issues and how was the plan's response?
Q7. What would you change?	If you could change anything about [Health Plan Name] , what would it be?

The Health Plan Narrative Item Set: Development



- **Experimental Design: Multiple Stages**
 - ❖ **Pilot Stage**
 - ✓ 49 elicited narratives, all through on-line panel
 - ✓ 10 narratives with matching interviews
 - ❖ **Full-Scale Testing**
 - ✓ 574 elicited narratives from regular fall health plan survey
 - ✓ Phone: n=277; Internet: n=295
 - ✓ 38 narratives with matching interviews
- **Evaluation and Improvement: Multiple Stages**
 - ❖ **NIS sequence:** refined through two rounds of testing
 - ❖ **NIS wording:** Still underway

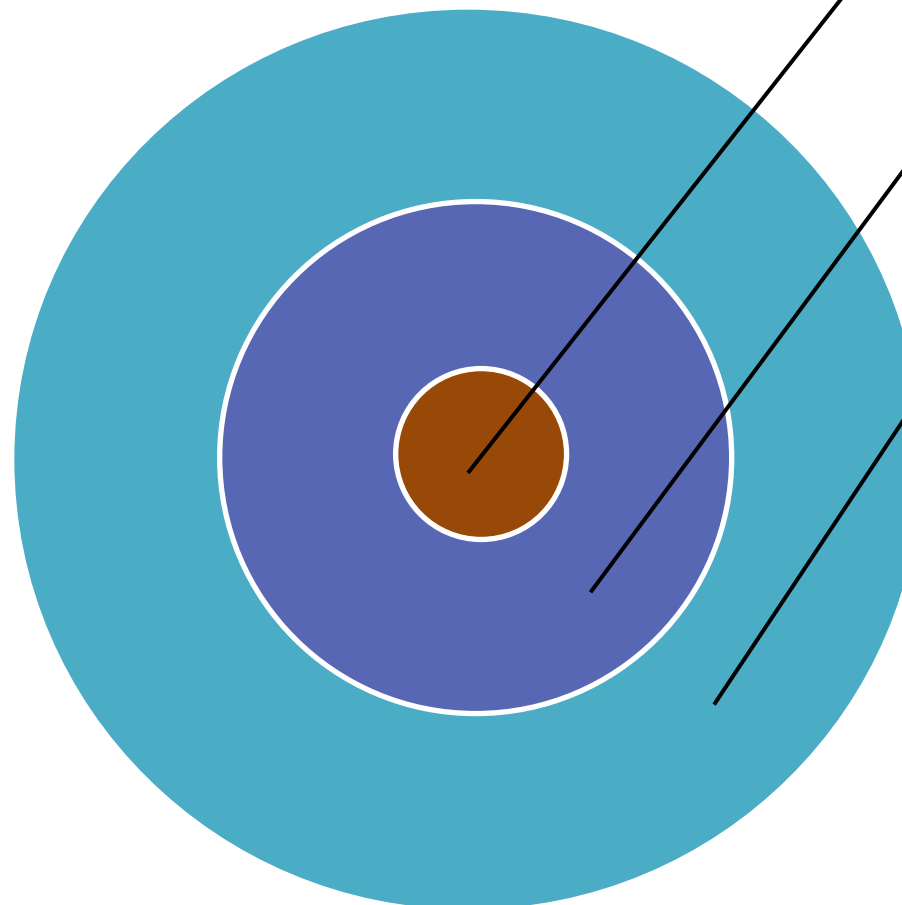
The Health Plan Narrative Item Set: Yield

▶ **THREE** distinct forms of added value

❖ **INTEGRAL**

❖ **PROXIMAL**

❖ **DISTAL**



Measured by closed-ended questions

Related to closed-ended questions

Beyond domains of closed-ended questions

The Health Plan Narrative Item Set: Yield

- Forms of value-added depends on the survey

Health Plan Survey	Percent of Patient Feedback in:		
	INTEGRAL	PROXIMAL	DISTAL
NCQA Current	35%	8%	57%
NCQA Plus Telehealth	43%	23%	34%
KP METEOR	52%	25%	23%

The Health Plan Narrative Item Set: Special Topics



- NIS Performance by Race and Ethnicity**

MEASURE	HISPANIC		RACE			
	Yes	No	White	African American	Asian American	Other and Mixed
Sparse Narrative	44.8%	37.3%	33.9%	45.5%	38.2%	44.4%
Mean # of Coded Passages	8.9	10.3	10.1	10.5	10.3	8.8
Actionable Info	42.5%	45.5%	44.3%	49.5%	48.5%	41.3%
Highly Actionable Info	25.3%	31.0%	26.9%	38.4%	33.8%	27.0%
% Positive: Access	47%	56%	55%	48%	67%	54%
% Positive: Relations	76%	61%	65%	53%	42%	85%

The Child HCAHPS Narrative Item Set: Wording

Summary	Item wording
Q1: Most important info	First, thinking about what mattered to you and your child, what would you most like to tell us about your child's recent hospital stay?
Q2: What went well?	Second, we'd like to focus on any experiences during your child's hospital stay that went particularly well. Please explain what happened, how it happened, and how it felt.
Q3: What went poorly?	Next, we'd like to focus on any experiences during your child's hospital stay that you wish had gone differently. Please explain what happened, how it happened, and how it felt.
Q4: Parent Interactions	Please describe your own interactions with your child's doctors, nurses and other hospital staff, and how you got along with them.
Q5: Child Interactions	Please describe how doctors, nurses and other hospital staff interacted with your child , and how they got along with your child.
Q6: Care coordination	How well do you think the different doctors, nurses, and other hospital staff communicated with each other and coordinated your child's care? Please explain how this affected you or your child.

The Child HCAHPS Narrative Item Set: Development



- **Experimental Design: Multiple Stages**
 - ❖ **Pilot Stage**
 - ✓ 38 elicited narratives, recruited through on-line panel
 - ✓ Phone: n=14; Internet: n=24
 - ✓ 9 narratives with matching interviews
 - ❖ **Full-Scale Testing**
 - ✓ 125 elicited narratives from on-line panel
 - ✓ Phone: n=20; Internet: n=105
 - ✓ 36 narratives with matching interviews
- **Evaluation and Improvement: Multiple Stages**
 - ❖ **NIS sequence:** Still underway
 - ❖ **NIS wording:** To be completed

The Child HCAHPS Narrative Item Set: Yield

- Communication
 - ▶ Listening
 - ▶ Explaining
 - ▶ Providing timely information
- Relationships
 - ▶ Emotional rapport
 - ▶ Shared decision making
- Quality
 - ▶ Thoroughness
 - ▶ Care coordination
 - ▶ Patient safety
 - ▶ Efficiency/timing
- Hospital environment
 - ▶ Physical surroundings
 - ▶ Meals/food
- Parent and child factors
 - ▶ Emotional experiences
 - ▶ Advocacy
- Hospital processes
 - ▶ Admission
 - ▶ Discharge

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