



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



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)

Need Help?

- No sound from computer speakers?
 - Join us by phone: (855) 442-5743
 - Conference ID #: 51724843
 - Trouble with your connection or slides not moving?
 - Select F5 to refresh your screen.
 - Log out and log back in.
- Other problems?
 - Use Q&A feature to ask for help.

To Ask a Question

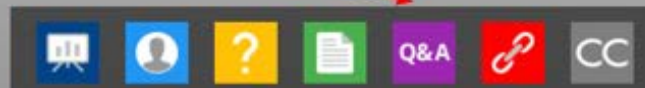


The screenshot shows a webcast interface with three main panels:

- Slide Area:** Displays the CAHPS logo, the text "Surveys and Tools to Advance Patient-Centered Care", the AHRQ logo, and the title "Introducing a Protocol to Obtain Patient Comments Using the CAHPS® Clinician & Group Survey". It also includes the text "A Webcast Presented by the AHRQ CAHPS User Network January 26, 2017 1:00 – 2:00 pm ET".
- Speaker Bios:** Lists two speakers: Mark Schlesinger, PhD (Professor of Health Policy, Yale University) and Lise Rybowski, MBA (President, The Severyn Group, Inc.).
- Q&A:** A section with a "Refresh Now" link, a text input field with the placeholder "Please enter a question", and a "Submit" button circled in red.

To submit a question, type question here and hit submit.

Click on the "Q&A" icon to get the Q&A window to appear.



Accessing Presentations



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The screenshot shows a webcast interface with two main panels. The left panel, titled "Slide Area", displays a slide with the CAHPS logo and the text "Surveys and Tools to Advance Patient-Centered Care" and "AHRQ Agency for Healthcare Research and Quality". The main content of the slide is "Introducing a Protocol to Obtain Patient Comments Using the CAHPS® Clinician & Group Survey". Below this, it says "A Webcast Presented by the AHRQ CAHPS User Network January 28, 2017 1:00 – 2:00 pm ET". The right panel, titled "Speaker Bios", contains two entries: Mark Schlesinger, PhD, Professor of Health Policy, Fellow of the Institution for Social and Policy Studies, Yale University; and Lisa Rybowski, MBA, President, The Severyn Group, Inc. Below the bios is a "Q&A" section with a "Refresh Now" link, a text input field, and a "Submit" button.

Click on the "Download Slides" icon for a PDF.



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Accessing Event Materials



Slide Area

cahps® Surveys and Tools to Advance Patient-Centered Care

AHRQ Agency for Healthcare Research and Quality

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

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Speaker Bios

Mark Schlesinger, PhD
Professor of Health Policy, Fellow of the Institution for Social and Policy Studies
Yale University

Lise Rybowski, MBA
President
The Sevryn Group, Inc.

Q&A

Refresh Now

Please enter a question

Submit

Navigation icons: Chat, Profile, Help, Documents, Q&A, Link, CC

To access the event materials and resources, click on the “Resources” icon.

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.