



Narrative Item Set for the Clinician & Group Survey

Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys provide a valuable look at patients' experiences with important aspects of care.

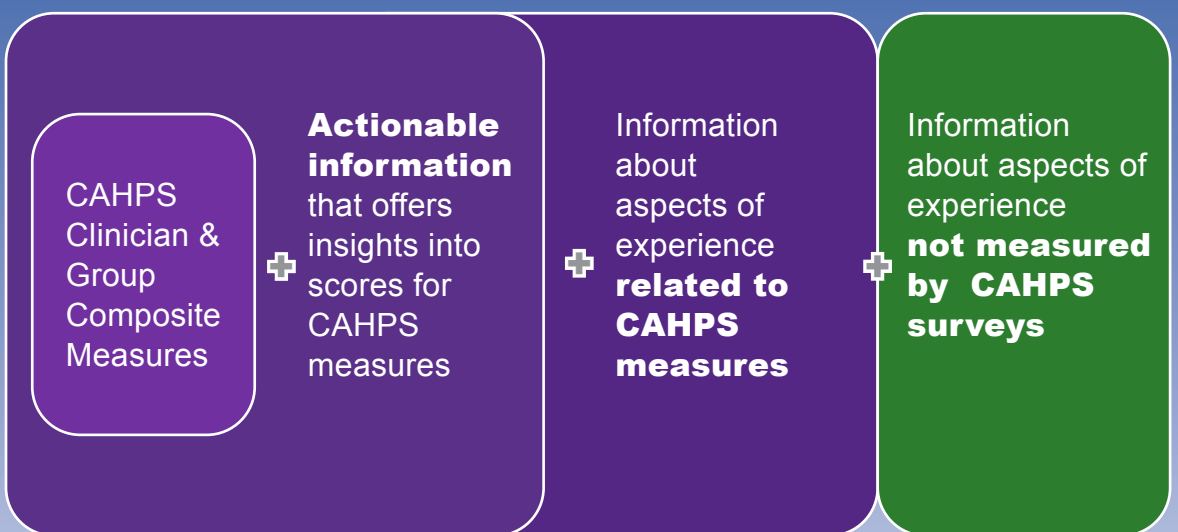


The five open-ended questions in the *Narrative Item Set* bring greater depth and richness to this picture by asking patients to describe their experiences:

- 1** What do you look for in a provider?
- 2** How does your provider measure up?
- 3** What has gone well?
- 4** What hasn't gone well?
- 5** How do you and your provider get along?



What You Gain from These Questions



Learn More:

- Grob R, Schlesinger M, Barre LR, et al. What Words Convey: The Potential for Patient Narratives to Inform Quality Improvement. *Milbank Q* 2019 Mar;97(t1):176-227.
- Martino SC, Shaller D, Schlesinger M, et al. CAHPS and Comments: How Closed-Ended Survey Questions and Narrative Accounts Interact in the Assessment of Patient Experience. *J Patient Exp* 2017 Mar;4(1):37-45.

Learn more about the **CAHPS Narrative Item Set** for the Clinician & Group Survey:

<https://www.ahrq.gov/cahps/surveys-guidance/item-sets/elicitation/index.html>



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