cahps

Narrative Item Set for the Clinician & Group Survey

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

| Getting Timely Appointments, | | How Well Providers | |
|-------------------------------|---|---------------------------|--|
| Care, and Information | | Communicate with Patients | |
| | Clinician & Group Composite Measures | | |
| Providers' Use of Information | | Helpful, Courteous, and | |
| to Coordinate Patient Care | | Respectful Office Staff | |

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

CAHPS Clinician & Group Composite Measures

Actionable information

that offers insights into scores for CAHPS measures Information about aspects of experience related to CAHPS measures

Information about aspects of experience not measured by CAHPS surveys

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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