

# The Evolving Family of CAHPS Narrative Item Sets

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For the Combined Yale and RAND CAHPS Narrative Teams

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# Introduction to the CAHPS Narrative Item Sets

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# Introduction to the CAHPS Narrative Item Sets

- An Emerging Family of Narrative Item Sets
- Common Principles of Rigor in Narrative Elicitation
- Common Attributes of the Narrative Item Sets
- Common Patterns in the Evolution of Narrative Elicitation
- Promising Opportunities on the Horizon

# Introduction to the CAHPS Narrative Item Sets

- An Emerging Family of Narrative Item Sets

## CG-CAHPS Narrative Item Set

Health Plan  
Narrative Item Set

H-CAHPS Narrative Item Set:  
For Child H-CAHPS

# Introduction to the CAHPS Narrative Item Sets

- **Common Principles of Rigor in Narrative Elicitation**
  - ❖ Refined through several rounds of testing
  - ❖ Tested against a “gold standard” for complete narratives
  - ❖ Tested against three concrete criteria
    - ✓ Completeness
    - ✓ Balance
    - ✓ Representativeness
  - ❖ Final review to simplify lexicon



# Introduction to the CAHPS Narrative Item Sets

- **Common Attributes of the Narrative Item Sets**
  - ❖ Sequencing of narrative questions essential
  - ❖ Complete NIS sequencing has high yield
  - ❖ Uneven performance in a few consistent aspects
  - ❖ Several forms of added value:
    - ✓ Actionable content: 40-70% of all elicited narratives
    - ✓ Distal topics: 35-50% of all elicited narrative content

# Introduction to the CAHPS Narrative Item Sets

## ■ Common Patterns in the Evolution of Narrative Elicitation

- ❖ Incorporating questions related to innovations
- ❖ Adapting to changing practice patterns: telehealth
- ❖ Emergent awareness of patient safety
- ❖ Increased attention to disparities in narrative responses

# Introduction to the CAHPS Narrative Item Sets

## ■ Common Patterns in the Evolution of Narrative Elicitation

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%



# Introduction to the CAHPS Narrative Item Sets

- **Promising Opportunities on the Horizon**

- ❖ Additional contexts of care
- ❖ Narrative item sets for complex episodes of care
- ❖ Narrative items targeted to particular aspects of care

# Introduction to the CAHPS Narrative Item Sets

## ■ Transitioning to the Breakout Sessions

2:30 – 3:05 p.m. Concurrent Sessions on CAHPS Narrative Item Sets (*choose one of three*)

- **Concurrent Session 3: CAHPS Clinician & Group (CG-CAHPS) Survey Narrative Item Set**
  - Mark Schlesinger, PhD, Professor, Yale School of Public Health
- **Concurrent Session 4: CAHPS Health Plan Survey Narrative Item Set**
  - Lise Rybowski, MBA, President, The Severyn Group
  - Blake Hodges, Senior Consultant, National Market Research, Kaiser Permanente
- **Concurrent Session 5: CAHPS Child Hospital Survey (HCAHPS) Narrative Item Set**
  - Kerry Reynolds, PhD, Senior Behavioral/Social Scientist, RAND
  - Kelli Carroll, PFAC Leader, UCLA Mattel Children's Hospital