



The Power of Patient Stories

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Let me tell you a story...

Stories powerfully complement CAHPS surveys

Stories are a tool for quality improvement

Stories are a tool for public reporting

Stories
about many
different
kinds of
experience
can be
rigorously
elicited

... about the power of stories...







THREE Distinct Areas of Added Value

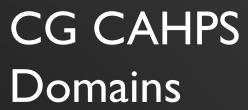
- Provide concrete and actionable examples of aspects of care already being measured (INTEGRAL)
- Highlight elements of composites that are not being directly measured (PROXIMAL)
- Highlight domains of care that are important to patients but not included on CG-CAHPS surveys (DISTAL)



What Words Convey: The Potential for Patient Narratives to Inform Quality
Improvement







Access

Communication

Office Staff

Care coordination





Discussing COVID

Integral:
Communication

Providers may spend less time, but it's okay

Masks can make communication difficult

Providers remain responsive and kind despite pandemic



Proximal



Communication:

Reassuring, insufficient, useful

Coordination: For COVID testing, for vaccines, using remote modalities

Access: Working, difficult, delayed, necessary, hard

Office Staff: Not physically present, compassionate





Excellent care despite pandemic

Understand and accept changes in care

Empathy with providers

Distal: Grace for Providers





Getting guidance

Post COVID symptoms

Discerning when to go to hospital

Knowledge of COVID

Distal: COVID Care





Worked well

Difficult to manage for ill/infirm

Safe/not safe

Distal: Waiting Area





Care has improved

Institution should not violate its own rules

Institution should create better rules

Institution should enforce its own rules

Distal: Changing Institutional Policies





CAHPS: Blending science and stories...

Using And Misusing Anecdote In Policy Making

John E. McDonough

Health Affairs

Amygdala and heart rate variability responses from listening to emotionally intense parts of a story



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... because stories are essential.

"Narrative imagining — story — is the fundamental instrument of thought. Rational capacities depend upon it. It is our chief means of looking into the future, or predicting, of planning, and of explaining."

- Mark Turner, cognitive scientist, linguist & author





"In the future, your survey should account for Telehealth visits... since the onslaught of the COVID-19 Pandemic. Accounting for such non-physical visits will necessarily change certain questions in the survey...." – NIS respondent

"Free text, narrative feedback were preferred to checkboxes, surveys and patient satisfaction style ratings."





"Everything must be made as simple as possible. But not simpler."

- Albert Einstein







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Patients providing feedback using NIS

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