



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



# Meeting Background and Objectives

**Dale Shaller, MPA**  
**Principal, Shaller Consulting Group**

# Multiple Ways to Listen to the Patient Voice



## Quantifiable Metrics

- **Patient Surveys** (closed-ended)
  - ▶ CAHPS
  - ▶ Proprietary Surveys
- **Patient-Reported Outcome Measures** (PROMs)
  - ▶ Self-reported physical and mental health

## Qualitative Feedback

- **Patient Narratives**
  - ▶ Online Rating Sites (volunteered)
  - ▶ Collected via Surveys (sampled)
  - ▶ Interviews and Focus Groups
- **Grievances and Complaints**

Schlesinger M, Grob R, Shaller D. (2015) *Using Patient-Reported Information to Improve Clinical Practice*. Health Services Research 50:S2, 2116-2154.

# Increasing Proliferation of Patient Narratives

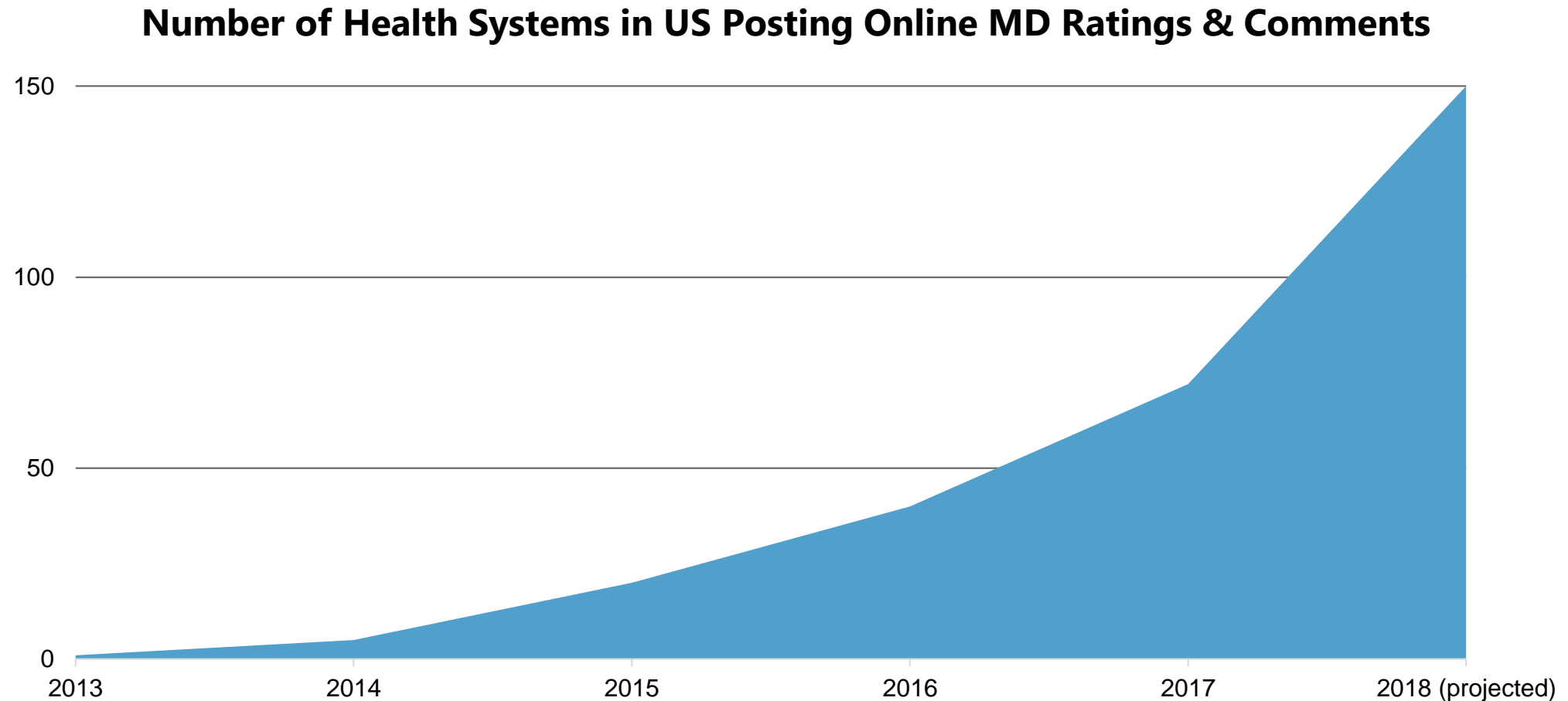
- Growth of online rating sites with patient comments



- Expanding use of social media to share experiences



# Growth in Health Systems Posting Comments



# CAHPS Research on Patient Narratives



- **Elicitation:** How can we elicit (collect) patient narratives in a scientifically rigorous way?
- **Analysis:** How can the core meaning of narratives be rigorously organized and extracted?
- **Public Reporting:** How can narrative information be effectively reported to support transparency and consumer choice?
- **Improvement:** How can narratives be effectively reported for internal use by plans and providers for improvement?

# CAHPS Research on Eliciting Narratives



*The NEW ENGLAND JOURNAL of MEDICINE*

## SOUNDING BOARD

### Taking Patients' Narratives about Clinicians from Anecdote to Science

Mark Schlesinger, Ph.D., Rachel Grob, Ph.D., Dale Shaller, M.P.A., Steven C. Martino, Ph.D., Andrew M. Parker, Ph.D., Melissa L. Finucane, Ph.D., Jennifer L. Cerully, Ph.D., and Lise Rybowski, M.B.A.



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#### CAHPS

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## CAHPS Patient Narrative Item Sets

The CAHPS Patient Narrative Item Sets—also referred to as Narrative Elicitation Protocols—are sets of open-ended questions that prompt survey respondents to tell a clear and detailed story about their healthcare experiences. Patients' narratives provide a valuable complement to standardized survey scores, both to help clinicians understand what they can do to improve their care and to engage and inform patients about differences among providers. The CAHPS narrative items generate insights into the topics addressed by the survey's measures as well as other important aspects of patient experience that may not be captured by closed-ended questions.<sup>1</sup>

AHRQ has released a Narrative Item Set for the Clinician & Group Survey. The CAHPS team is currently developing and testing Narrative Item Sets for two other CAHPS surveys:

- Child Hospital Survey.
- Health Plan Survey.

# CAHPS Research on Analyzing Narratives

HSR

Health Services Research

## Breaking Narrative Ground: Innovative Methods for Rigorously Eliciting and Assessing Patient Narratives

*Rachel Grob, Mark Schlesinger, Andrew M. Parker, Dale Shaller, Lacey Rose Barre, Steven C. Martino, Melissa L. Finucane, Lise Rybowski, and Jennifer L. Cerully*

Research Report

## Using Natural Language Processing to Code Patient Experience Narratives

Capabilities and Challenges

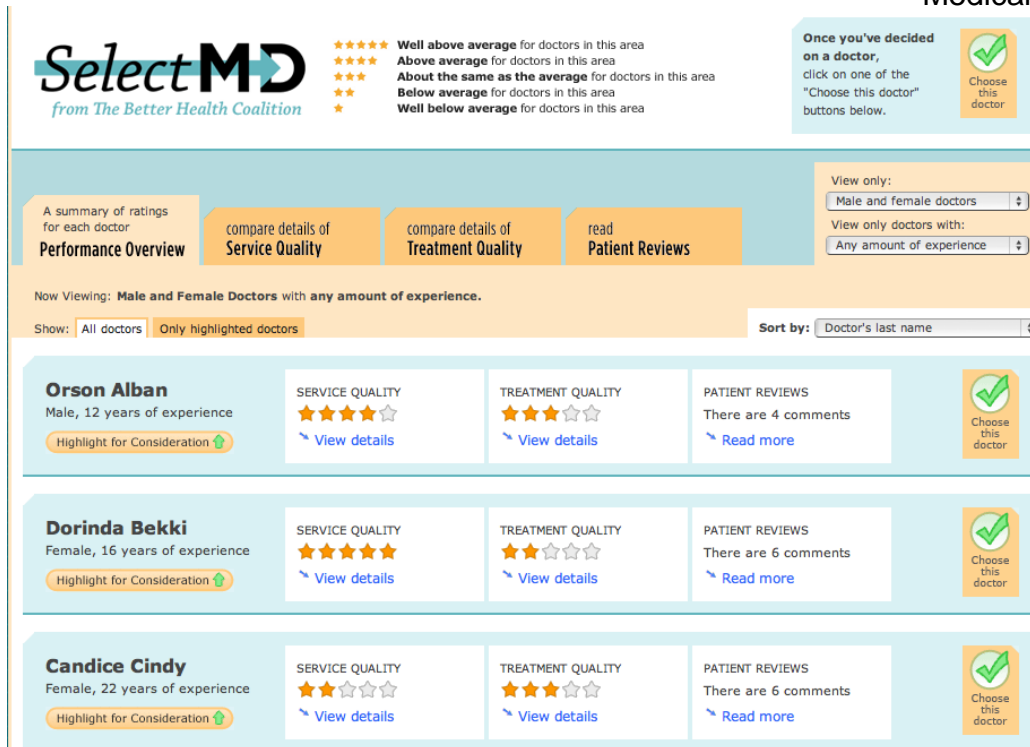
Daniel Ish, Andrew M. Parker, Osonde A. Osoba, Marc N. Elliott, Mark Schlesinger, Ron D. Hays, Rachel Grob, Dale Shaller, Steven C. Martino



# CAHPS Research on Reporting Narratives

## How Patient Comments Affect Consumers' Use of Physician Performance Measures

David E. Kanouse, PhD,\* Mark Schlesinger, PhD,† Dale Shaller, MPA,‡  
Steven C. Martino, PhD,§ and Lise Rybowski, MBA ||  
Medical Care (2016) 54(1): 24-31.



**SelectMD**  
from The Better Health Coalition

★★★★★ Well above average for doctors in this area  
★★★★ Above average for doctors in this area  
★★★ About the same as the average for doctors in this area  
★★ Below average for doctors in this area  
★ Well below average for doctors in this area

Once you've decided on a doctor, click on one of the "Choose this doctor" buttons below.

Choose this doctor

View only: Male and female doctors  
View only doctors with: Any amount of experience

A summary of ratings for each doctor  
**Performance Overview** compare details of Service Quality compare details of Treatment Quality read Patient Reviews

Now Viewing: Male and Female Doctors with any amount of experience.  
Show: All doctors Only highlighted doctors Sort by: Doctor's last name

Doctor Name	Service Quality	Treatment Quality	Patient Reviews	Action
<b>Orson Alban</b> Male, 12 years of experience Highlight for Consideration	★★★★☆ View details	★★★★☆ View details	There are 4 comments Read more	Choose this doctor
<b>Dorinda Bekki</b> Female, 16 years of experience Highlight for Consideration	★★★★★ View details	★★★★☆ View details	There are 6 comments Read more	Choose this doctor
<b>Candice Cindy</b> Female, 22 years of experience Highlight for Consideration	★★★★☆ View details	★★★★☆ View details	There are 6 comments Read more	Choose this doctor

**SelectMD**  
A service of The Better Health Coalition

## Choose the doctor who's right for you.

There are a lot of things to consider when you look for a new doctor, including:

- The type of doctor
- How far you'd have to travel to see the doctor
- Whether the doctor is male or female
- How many years of experience the doctor has
- How effective the care will be
- How safe the care will be
- What other patients say about the doctor

Use SelectMD to find the information that's important to you.

The Better Health Coalition is a community-based, non-profit organization dedicated to providing information to health care consumers and providers to help them make informed decisions. We do not receive any funding from health care organizations, employers, or political organizations.



Type of primary care doctor you want to see:

☐ Internist

A doctor trained to deal with a wide range of adult health care needs.

☐ Family Practitioner

A doctor trained to deal with the health care needs of adults and children.

Location of doctor's office:

Within 1 mile of Enter your ZIP code

Next



# CAHPS Research on Using Narratives for Improvement



THE  
**MILBANK QUARTERLY**  
A MULTIDISCIPLINARY JOURNAL OF POPULATION HEALTH AND HEALTH POLICY

*Original Scholarship*

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

RACHEL GROB,<sup>\*</sup> MARK SCHLESINGER,<sup>†</sup>  
LACEY ROSE BARRE,<sup>‡</sup> NAOMI BARDACH,<sup>§</sup>  
TARA LAGU,<sup>||</sup> DALE SHALLER,<sup>#</sup>  
ANDREW M. PARKER,<sup>\*\*</sup> STEVEN C. MARTINO,<sup>\*\*</sup>  
MELISSA L. FINUCANE,<sup>\*\*</sup> JENNIFER L. CERULLY,<sup>\*\*</sup>  
and ALINA PALIMARU<sup>\*\*,††</sup>

**NYP** PATIENT EXPERIENCE  
NARRATIVE PROJECT

## Welcome to the NYP Patient Experience Narrative Report!

This report interface presents a new way for you to view comments from patients that have recently visited one of the practices in the NYP Ambulatory Care Network. Comments are now included for both in-person as well as telehealth visits.

On the main dashboard page, you will be able to select the month from which you want to view comments. This page will show you the number of comments with positive and negative sentiments, broken out by in-person and telehealth visits. You will also be able to view the distribution of comments by selected themes and by the days of the month you have selected. As you scroll down the dashboard, you can also view the distribution of positive and negative comments by CG-CAHPS domain, with a comparison to the CG-CAHPS scores for in-person visits as well as key indicator scores for both in-person and telehealth visits.

By clicking the tab for Patient Experiences, you can access all patient comments and sort them by key themes, key insights, key actors (e.g., comments about doctors, nurses, or office staff), patient attributes (age, sex, and spoken language), and month of visit. The "what's important to patients" tab will show you what patients in your practice say they look for in the healthcare providers and staff in your office.

As you go, you can flag comments that seem especially important to you by adding them to your "Selected Comments" collection, which can be printed or saved as a PDF before you leave the site.

If you have any questions, please contact Maria Colon at 646-317-5780 or by email at [mvc9008@nyp.org](mailto:mvc9008@nyp.org).

To get started, please select your practice from the following list:

### Columbia

AIM
Broadway
Comprehensive HIV Program (CHP)
Eye
Fort Washington Dental
Rangel
Washington Heights

### Weill Cornell

Cardiology
Center on Aging
CIMA HT4
CIMA Payson House
Endocrinology
Neurology

# A Burgeoning Field of Narrative Research



## QUALITY OF CARE

By Traber Davis Giardina, Helen Haskell, Shailaja Menon, Julia Hallisy, Frederick S. Southwick, Urmimala Sarkar, Kathryn E. Royse, and Hardeep Singh

## Learning From Patients' Experiences Related To Diagnostic Errors Is Essential For Progress In Patient Safety

JOURNAL OF MEDICAL INTERNET RESEARCH

Lagu et al

### Original Paper

Reporting of Patient Experience Data on Health Systems' Websites and Commercial Physician-Rating Websites: Mixed-Methods Analysis

Tara Lagu<sup>1\*</sup>, MPH, MD; Caroline M Norton<sup>2\*</sup>, BS; Lindsey M Russo<sup>3\*</sup>, MS; Aruna Priya<sup>1,3\*</sup>, MA, MSc; Sarah L Goff<sup>1,3\*</sup>, MD; Peter K Lindenauer<sup>1\*</sup>, MSc, MD



## Physician and Patient Views on Public Physician Rating Websites: A Cross-Sectional Study

Alison M. Holliday, MPH<sup>1</sup>, Allen Kachalia, MD JD<sup>1,2</sup>, Gregg S. Meyer, MD MSc<sup>1,3,4</sup>, and Thomas D. Sequist, MD MPH<sup>2,3,5</sup>

## Open access

## Original research

## BMJ Open Online patient feedback as a measure of quality in primary care: a multimethod study using correlation and qualitative analysis

Anne-Marie Boylan , Amadea Turk, Michelle Helena van Velthoven , John Powell

### Review

## Exploring the impact and use of patients' feedback about their care experiences in general practice settings—a realist synthesis

Deborah J Baldie<sup>a,b,\*</sup>, Bruce Guthrie<sup>c</sup>, Vikki Entwistle<sup>d</sup> and Thilo Kroll<sup>e</sup>

## Caring for care: Online feedback in the context of public healthcare services

Fadhila Mazanderani<sup>a,\*</sup>, Susan F. Kirkpatrick<sup>b</sup>, Sue Ziebland<sup>b</sup>, Louise Locock<sup>c</sup>, John Powell<sup>b</sup>

<sup>a</sup> Science, Technology and Innovation Studies, University of Edinburgh, Old Surgeon's Hall, High School Yards, Edinburgh, EH1 1LZ, UK

<sup>b</sup> University of Oxford, UK

<sup>c</sup> University of Aberdeen, UK

# Meeting Objectives

- **Elicitation:** How can we elicit (collect) patient narratives in a scientifically rigorous way?
- **Analysis:** How can the core meaning of narratives be rigorously organized and extracted?
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# Meeting Agenda



- **The Power of Patient Stories**
- **Using Narratives for Quality Improvement**
  - ▶ Two Concurrent Sessions
- **Using Narratives in Public Reports**
- **Eliciting Narratives via CAHPS Narrative Item Sets**
  - ▶ Three Concurrent Sessions
- **Narrative Analysis Methods**