



The Narrative Item Set for CG-CAHPS: Evolving Practices, Aspirations and Lessons

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- ▶ I have no conflicts of interest, financial interest, or sponsorships relevant to this activity to disclose.

OVERVIEW

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

Questions Related to Innovations

❖ Prevalence of “innovative” responses

- Innovative Insight vs. Actionable Feedback

27.2%

- Describes: Experienced Problem vs. Proposed Solution

13.6%

13.6%

- Specificity: Percent very specific

54%

45%

Questions Related to Innovations

- ❖ Prevalence of “innovative” responses
- ❖ Innovation as Invitation:
 - **Analogy to invitation experiment**
 - **How content looks different: Breadth vs. Counts**

OVERVIEW

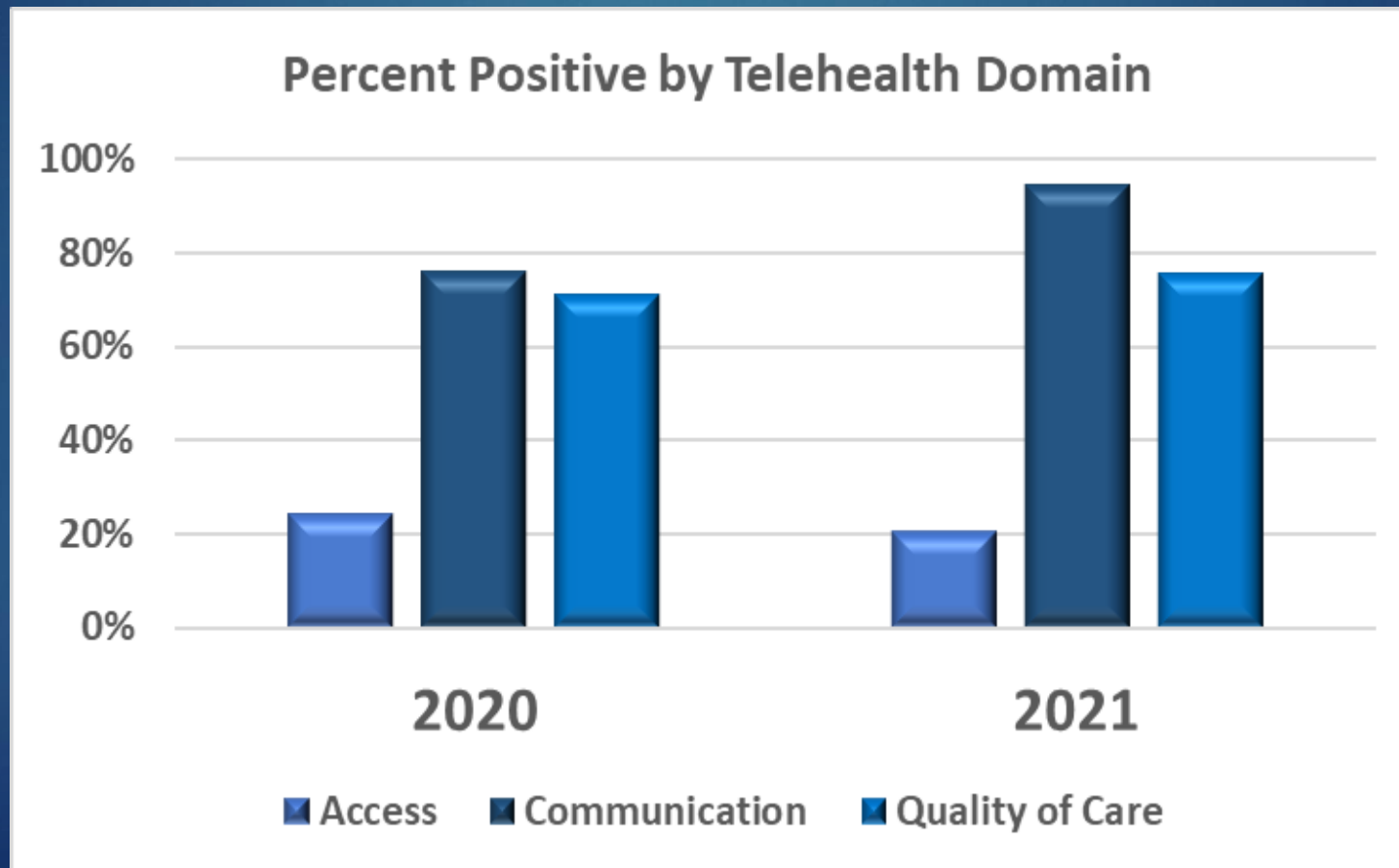
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Adapting To Changing Practice Patterns: Telehealth

- ❖ Prevalence of telehealth responses: **15.9%**
 - Rejection of telehealth “visits” by phone
 - BUT telehealth discussed in in-person surveys: 4.7%

Adapting To Changing Practice Patterns: Telehealth

- ❖ Prevalence of telehealth responses
- ❖ Shifts over time in telehealth responses



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Emergent Awareness Of Patient Safety

- ❖ Modest prevalence, but distinctive emergence
2.7%

OVERVIEW

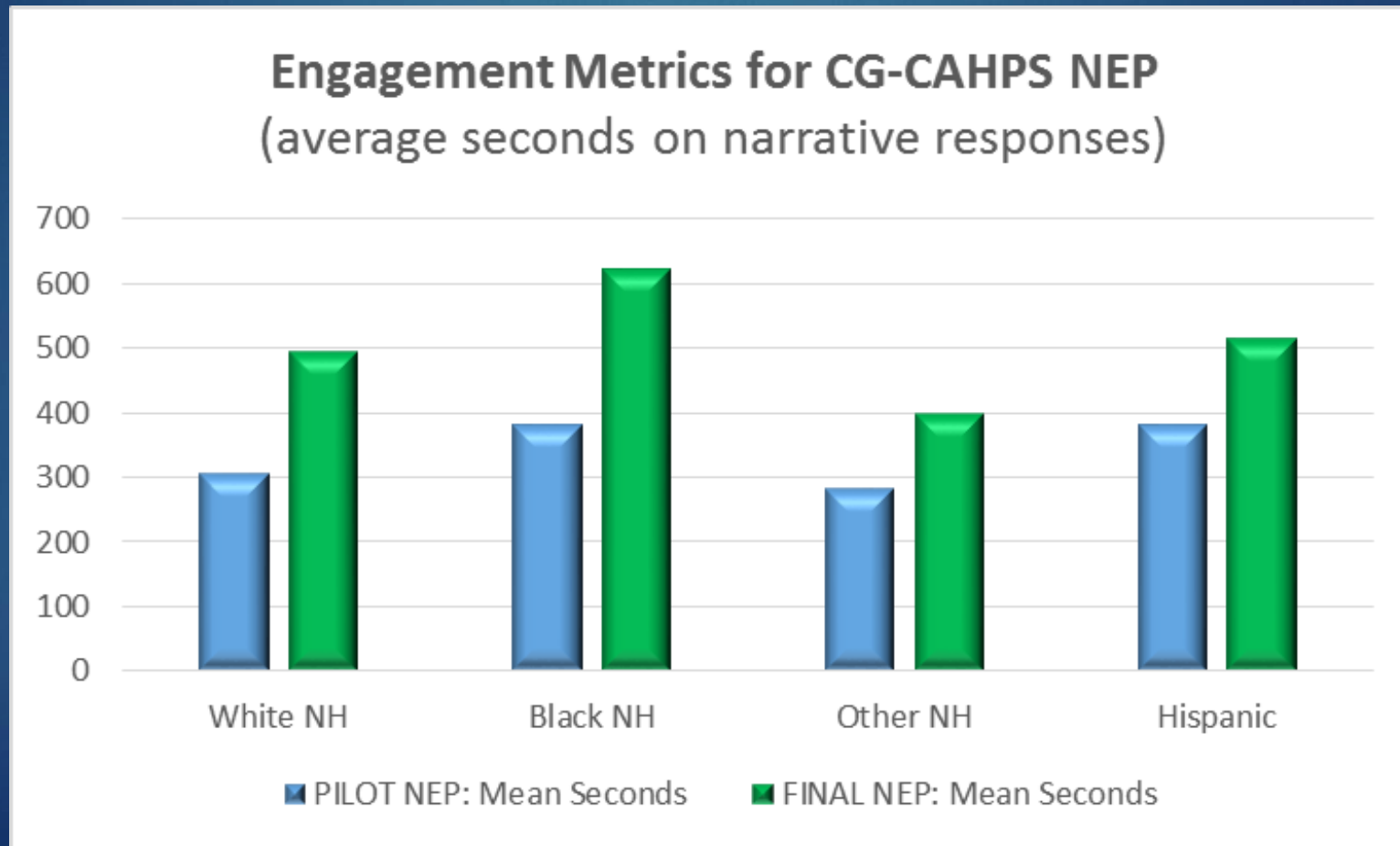
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Increased Attention To Disparities

- ❖ Returning to Original Test Data: Engagement

Increased Attention To Disparities

❖ Returning to Original Test Data: Engagement

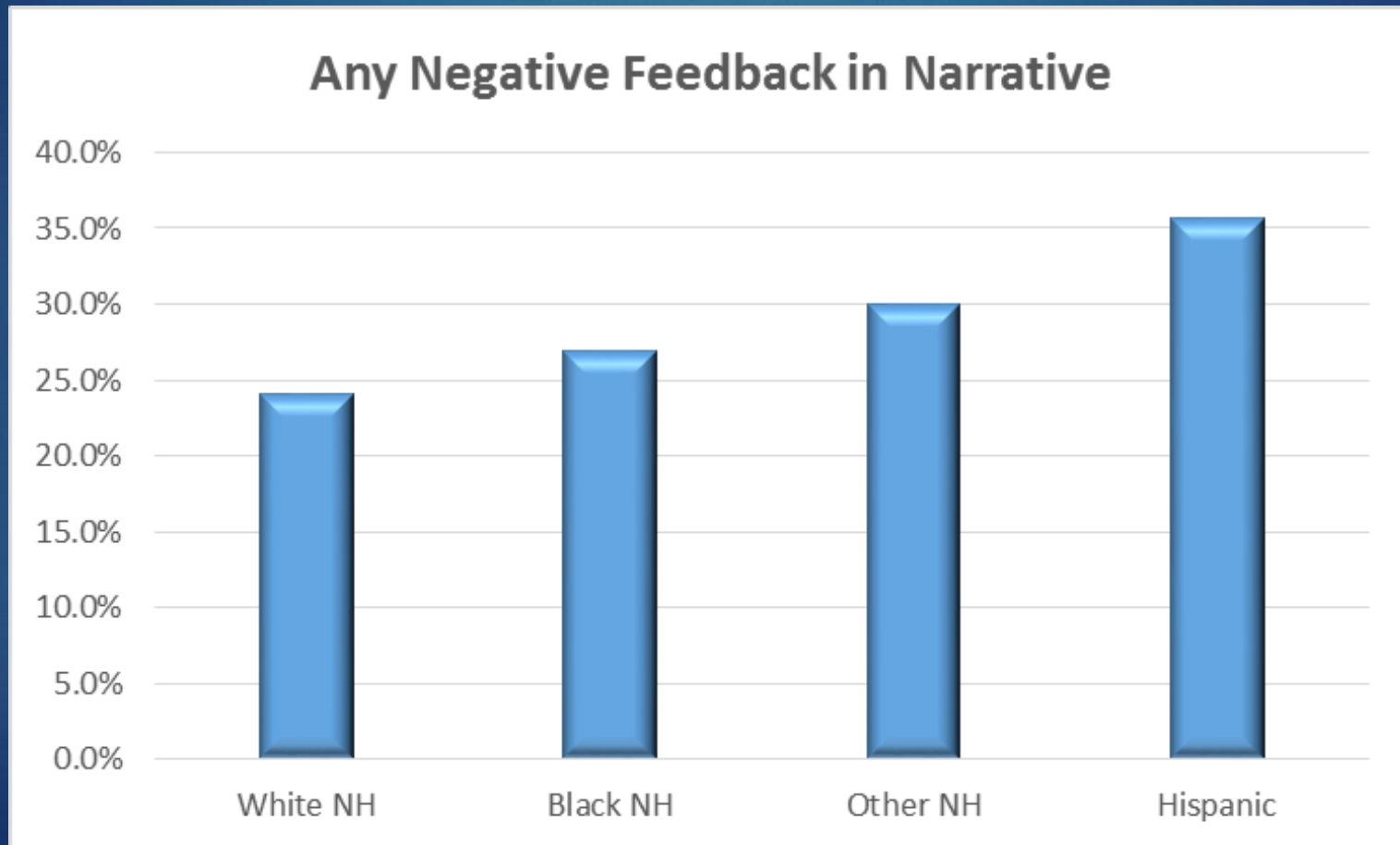


Increased Attention To Disparities

- ❖ Returning to Original Test Data: Experiential Metrics

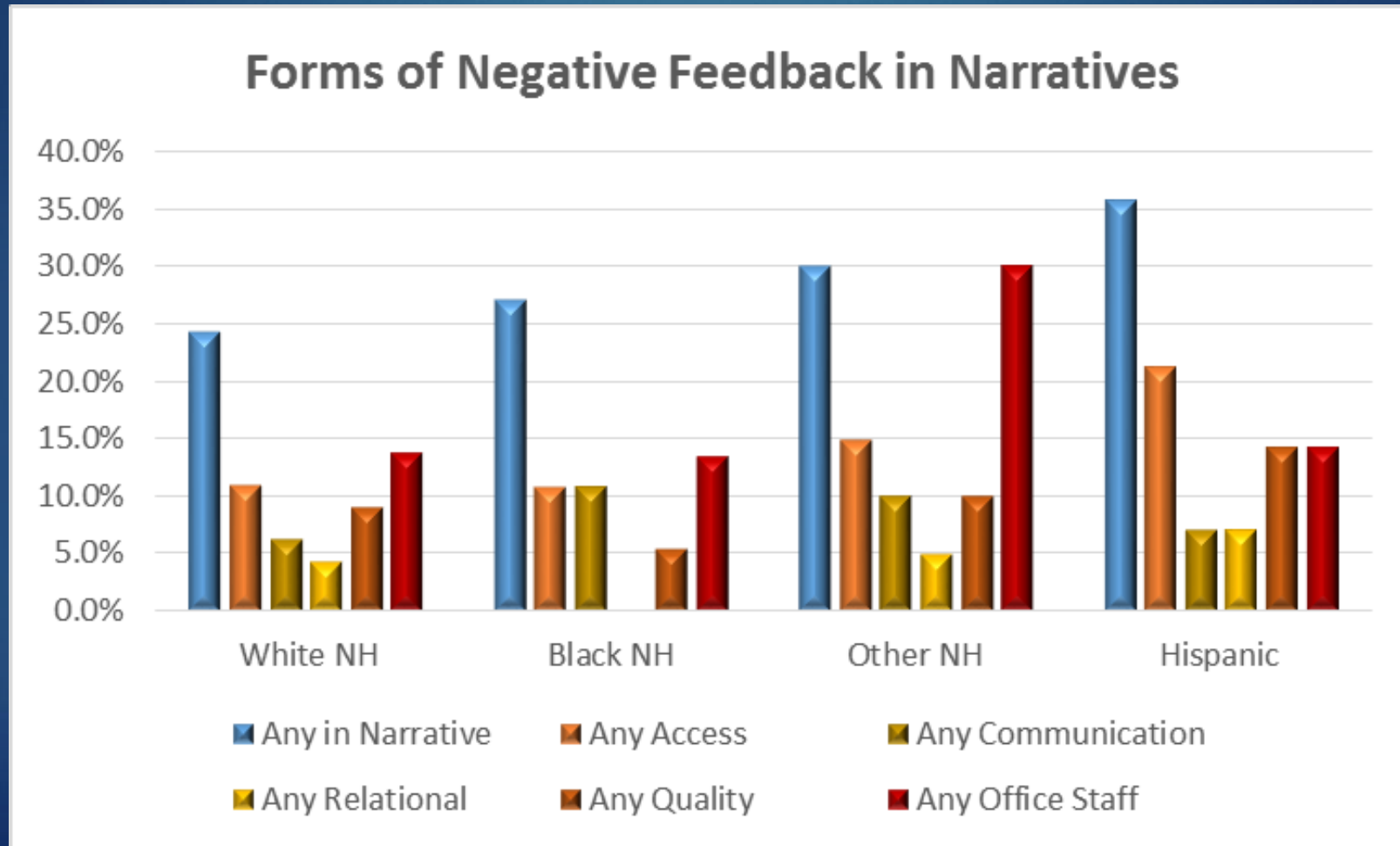
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Increased Attention To Disparities

❖ Returning to Original Test Data: Experiential Metrics



QUESTIONS, COMMENTS AND DISCUSSION