



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



An Update on the CAHPS Patient Narrative Item Sets

A Webcast Presented by the AHRQ CAHPS User Network

November 16, 2021

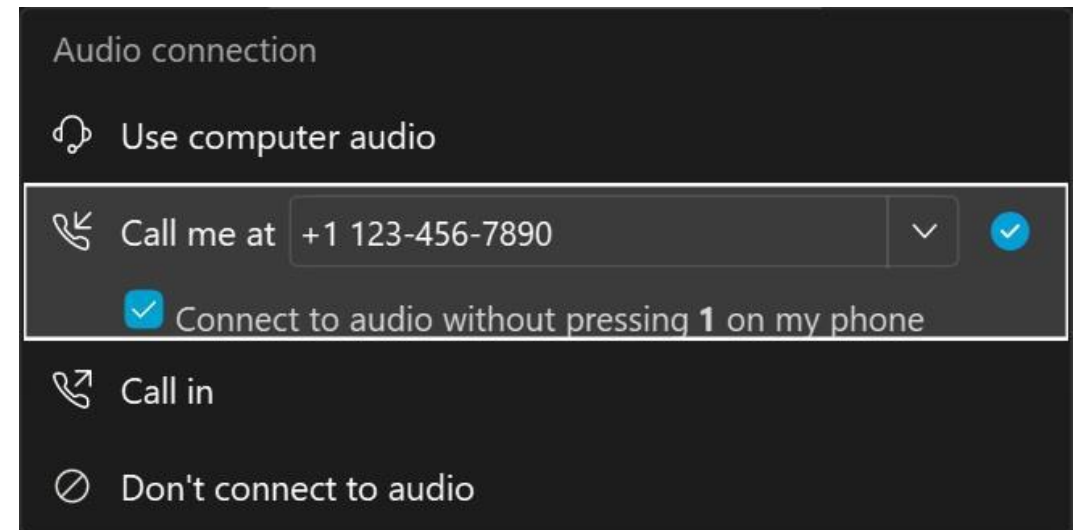
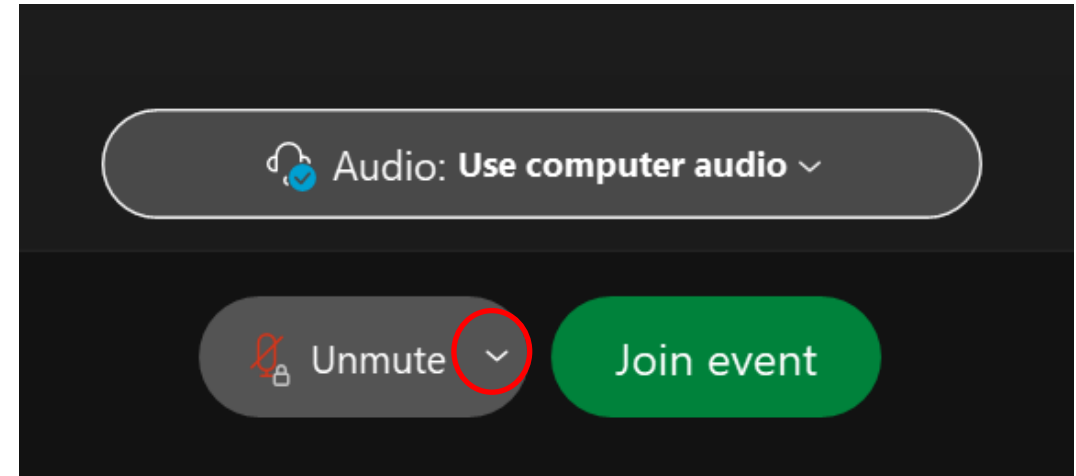
1:00 – 2:00 pm ET

Our Focus Today

- Purpose of CAHPS Narrative Items
- Updated Narrative Item Sets for the CAHPS Clinician & Group Survey
- Preview of New Narrative Items Sets in Development
- Questions and Answers

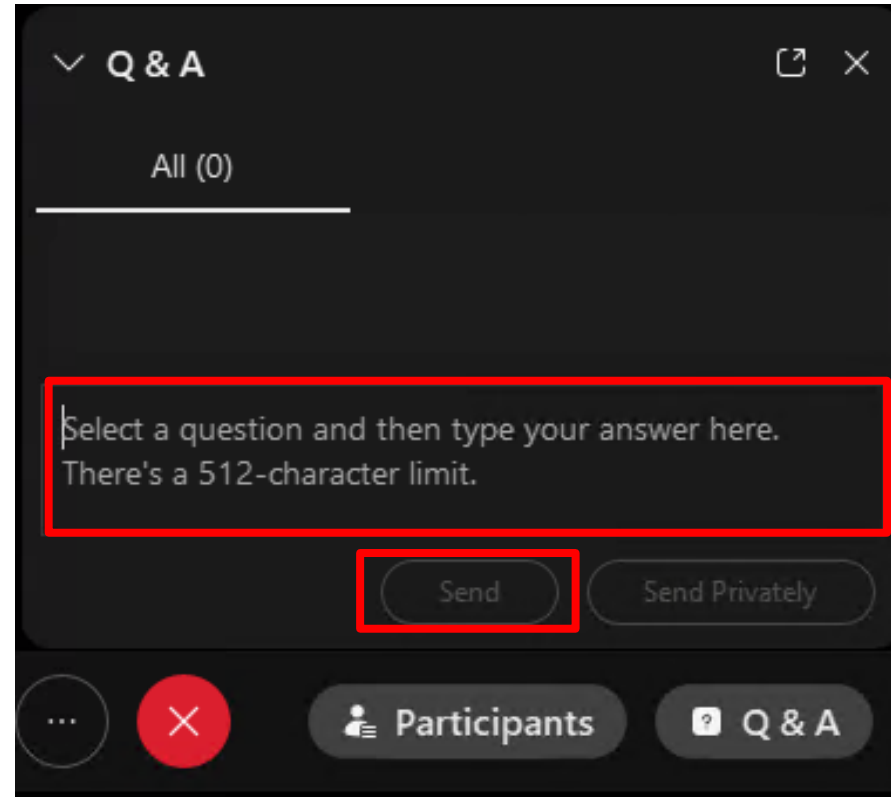
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- No sound from computer speakers?
- Trouble with your connection or slides not moving?
 - ▶ Log out and log back in
- Other problems?
 - ▶ Use Q&A feature to ask for help



How to Ask a Question

- Question and Answer
 - ▶ Select Q&A
 - ▶ Type question in the box that opens
 - ▶ Make sure “All Panelists” is selected



The screenshot shows a mobile application interface for asking questions. At the top, there is a header with a dropdown arrow, the text "Q & A", and icons for a share link and a close button. Below the header, the text "All (0)" is displayed. A large text input box is highlighted with a red border, containing the placeholder text: "Select a question and then type your answer here. There's a 512-character limit." Below the input box, there are two buttons: "Send" and "Send Privately". The "Send" button is highlighted with a red border. At the bottom of the screen, there is a navigation bar with icons for a menu, a close button, and two tabs: "Participants" and "Q & A".

Purpose of CAHPS Narrative Items

- CAHPS Narrative Item Sets consist of a ***structured series*** of open-ended questions that prompt survey respondents to tell a ***clear and comprehensive story*** about their experiences ***in their own words***
- They are intended to ***complement*** the core set of closed-ended questions in a CAHPS survey
- They provide a rich source of ***value-added information*** helpful to both patients and consumers, as well as to clinicians and staff
- They are developed and tested with the same degree of ***scientific rigor*** as the CAHPS closed-ended survey questions

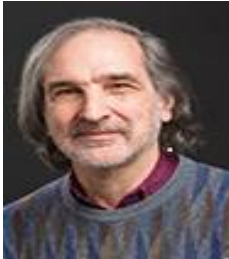
Today's Speakers



- **Caren Ginsberg, Ph.D.**, Director
CAHPS & SOPS Programs
Agency for Healthcare Research and Quality



- **Steven Martino, Ph.D.**
Senior Behavioral/Social Scientist
RAND



- **Mark Schlesinger, Ph.D.**
Professor of Health Policy
Department of Health Policy and Management
Yale School of Public Health



- **Dale Shaller, MPA (Moderator)**, Principal
Shaller Consulting Group

Welcome from AHRQ



Caren Ginsberg, Ph.D.

Director, SOPS and CAHPS Programs
Center for Quality Improvement and Patient Safety
Agency for Healthcare Research and Quality (AHRQ)

UPDATED NARRATIVE ITEM SETS FOR THE CAHPS CLINICIAN & GROUP SURVEY

Steven Martino, PhD

Overview of Narrative Item Set Development Process

- Literature review and environmental scan
- Drafting of narrative items
- Pretesting to assess readability and clarity
- Validity testing and revision
- Translation and cognitive testing
- Field testing and revision
- Periodic refinement as needed

CG-CAHPS Narrative Item Set Adult 3.0/3.1: Instructions



	Beta Version (released 2017)	Final Version (released June 2021)
Heading	In Your Own Words	In Your Own Words
Instructions	<p>Please answer the following questions to provide detailed feedback about the care and services you receive from this provider. Healthcare providers value comments from their patients because these details tell them what is working well and what may need improvement.</p> <p>Please do not use your comments in place of a visit or phone call, or to seek advice from your provider. Your comments may be reported publicly but will never be matched to your name.</p>	<p>Healthcare providers value comments from their patients because these details tell them what is working well and what may need improvement. The next questions ask you to describe the care you get from this provider in your own words.</p> <p>[INSERT OPTIONAL TEXT HERE]</p>

CG-CAHPS Narrative Item Set Adult 3.0/3.1: Items

	Beta Version (released 2017)	Final Version (released June 2021)
Q1	What are the most important things that you look for in a healthcare provider and the staff in his or her office?	What are the most important things that you look for in a healthcare provider and their staff?
Q2	When you think about the things that are most important to you, how do your provider and the staff in his or her office measure up?	When you think about the things that are most important to you, how do this provider and their staff measure up?
Q3	Now we'd like to focus on anything that has gone well in your experiences in the last 12 months with your provider and the staff in his or her office. Please explain what happened, how it happened, and how it felt to you.	What has gone well in your experiences with this provider and their staff in the last 6 months? Please explain what happened, how it happened, and how it felt to you.
Q4	Next, we'd like to focus on any experiences in the last 12 months with your provider and the staff in his or her office that you wish had gone differently. Please explain what happened, how it happened, and how it felt to you.	Was there anything you wish had gone differently in your experiences with this provider and their staff in the last 6 months? If so, please explain what happened, how it happened, and how it felt to you.
Q5	Please describe how you and your provider relate to and interact with each other.	Please describe your interactions with this provider and how you get along.

Beta Version of the CG-CAHPS Narrative Item Set for the Visit 4.0 Survey

Instructions	Healthcare providers value comments from their patients because these details tell them what is working well and what needs improvement. The next questions ask you to describe the care you got during your most recent in-person, phone, or video visit. [INSERT OPTIONAL TEXT HERE]
Q1	What are the most important things that you look for in a healthcare provider and their staff?
Q2	When you think about the things that are most important to you, how did this provider and their staff measure up?
Q3	What went well with this provider and their staff during your most recent visit? Please explain what happened, how it happened, and how it felt to you.
Q4	Was there anything you wish had gone differently during your most recent visit with this provider and their staff? If so, please explain what happened, how it happened, and how it felt to you.
Q5	Please describe your interactions with this provider and how you got along.
Q6	If your most recent visit used phone or video, how was the visit better or worse than in-person care at the office? Please think about setting up the appointment, preparing for the visit, the visit itself, and any follow-up.

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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.¹

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:

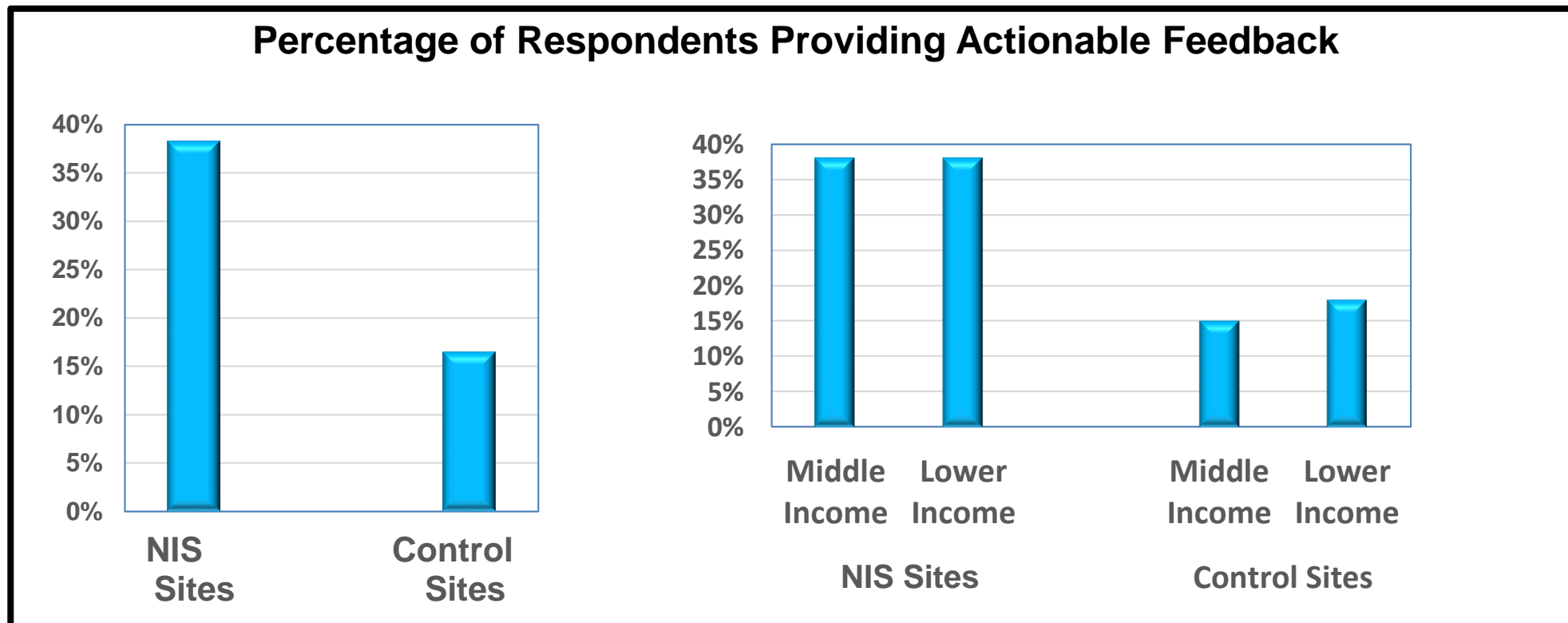
- Child Hospital Survey.
- Health Plan Survey.



View the infographic: [Narrative Item Set for the Clinician & Group Survey](#) (PDF, 201.5 KB)

Value of CG-CAHPS Narrative Data for Quality Improvement

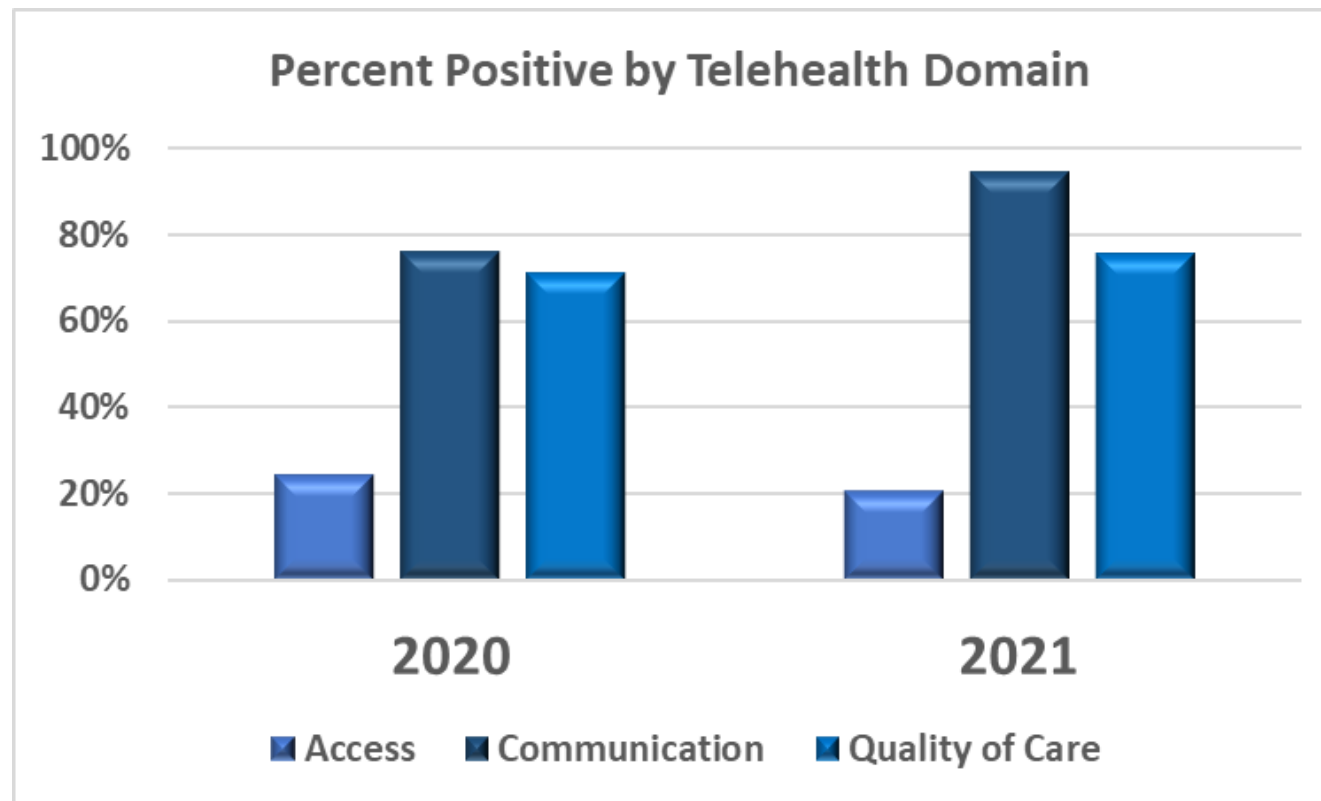
- **Distinctive:** over 50% of feedback on topics such as emotional rapport, thoroughness, and perceived technical competence
- **Actionable:** conveys the who, what, when and where of the event as well as how the experience felt to the patient



Sample size (# of surveys): Intervention sites: 2,251; Control sites: 1,622

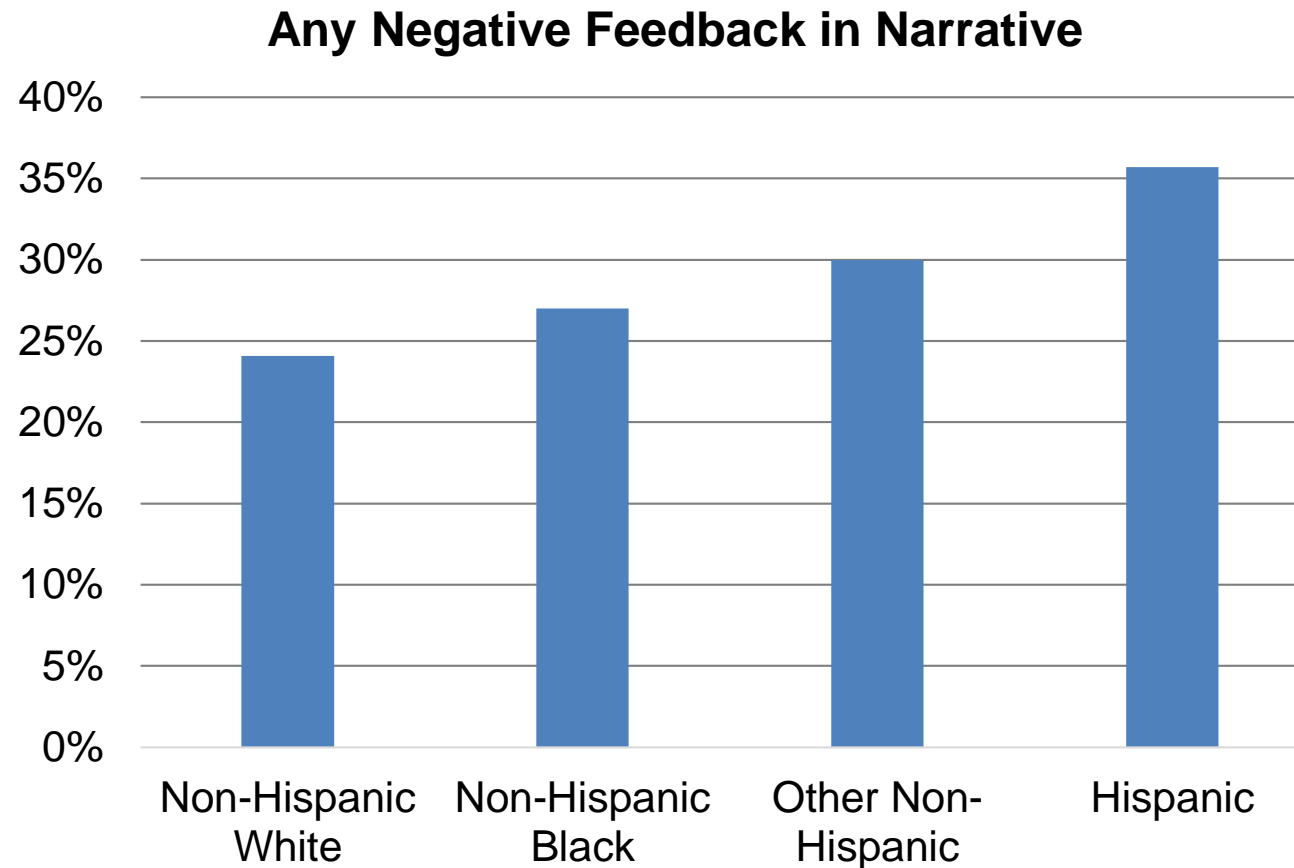
Potential for Providing Insights into the Quality of Telehealth Encounters

- Narrative data collected as part of our experiment at NewYork-Presbyterian allow us to see how experiences with telehealth have changed over time



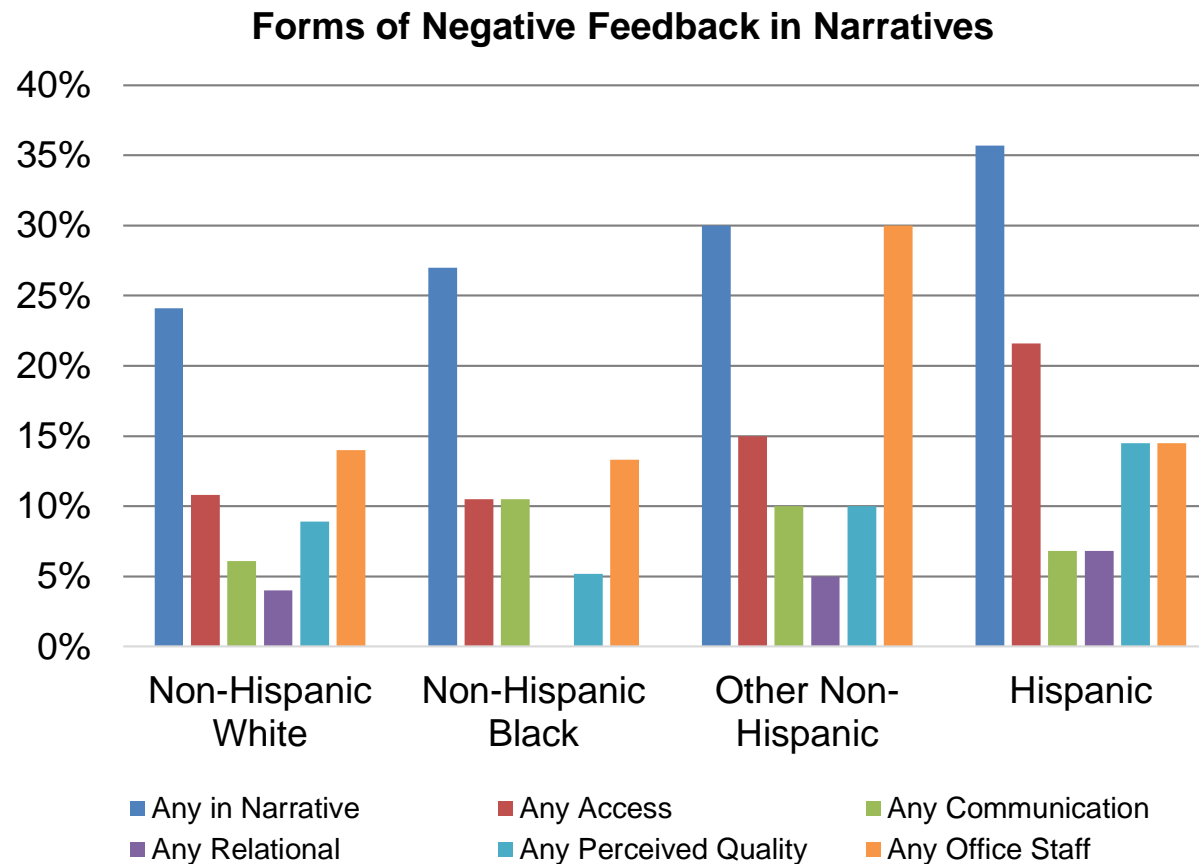
Potential for Providing Insights into Racial and Ethnic Inequities in Care Experiences

Revisiting Original Validity Testing Data: Experiential Metrics



Potential for Providing Insights into Racial and Ethnic Inequities in Care Experiences

Revisiting Original Validity Testing Data: Experiential Metrics



PREVIEW OF NEW NARRATIVE ITEM SETS IN DEVELOPMENT

Mark Schlesinger, PhD

A Growing Family of Narrative Item Sets

CG-CAHPS Narrative Item Set

Health Plan
Narrative Item Set

Inpatient Narrative Items:
For Child HCAHPS

The Health Plan Narrative Item Set: Wording

Summary	Item Wording
Q1. What's important?	First, what are the most important things you want from a health plan and its health care providers?
Q2. What's gone well?	Thinking about what's important to you, in what ways have your experiences with [Health Plan Name] gone well over the last 12 months? Please explain what happened, how it happened, and how it felt.
Q3. What could be better?	In what ways could your experiences with [Health Plan Name] have gone better in the last 12 months? Please explain what happened, how it happened, and how it felt.
Q4. What was surprising?	In the last 12 months, what, if anything, was surprising to you about your experiences with [Health Plan Name] or its health care providers?
Q5. How well explained?	How well has [Health Plan Name] explained where and how to get care, your plan benefits, billing and cost issues, and how best to get help with any problems? What did they do well and what could be improved?
Q6. How well responded?	If you contacted [Health Plan Name] in the last 12 months with concerns or questions about your care, benefits, or medical expenses, what were the issues and how was the plan's response?
Q7. What would you change?	If you could change anything about [Health Plan Name] , what would it be?

The Health Plan Narrative Item Set: Development



- **Experimental Design: Multiple Stages**

- ❖ **Pilot Stage**

- ✓ 49 elicited narratives, all through on-line panel
 - ✓ 10 narratives with matching interviews

- ❖ **Full-Scale Testing**

- ✓ 574 elicited narratives from regular fall health plan survey
 - ✓ Phone: n=277; Internet: n=295
 - ✓ 38 narratives with matching interviews

- **Evaluation and Improvement: Multiple Stages**

- ❖ **NIS sequence:** refined through two rounds of testing

- ❖ **NIS wording:** Still underway

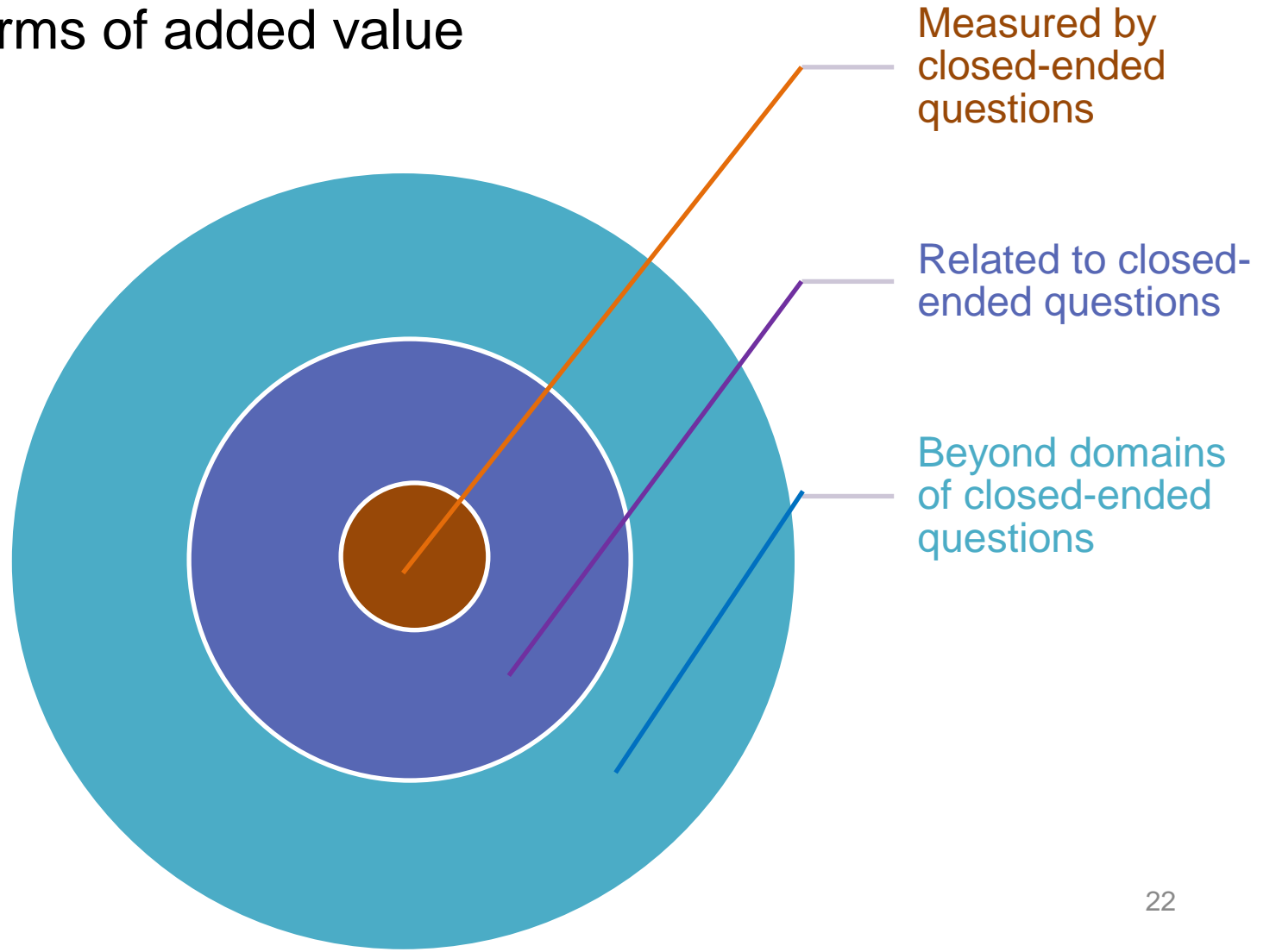
The Health Plan Narrative Item Set: Yield

► **THREE** distinct forms of added value

❖ **INTEGRAL**

❖ **PROXIMAL**

❖ **DISTAL**



The Health Plan Narrative Item Set: Yield

- Forms of value-added depends on the survey

Health Plan Survey	Percent of Patient Feedback in:		
	INTEGRAL	PROXIMAL	DISTAL
NCQA Current	35%	8%	57%
NCQA Plus Telehealth	43%	23%	34%
KP METEOR	52%	25%	23%

The Health Plan Narrative Item Set: Special Topics

- NIS Performance by Race and Ethnicity

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%

The Child HCAHPS Narrative Item Set: Wording

Summary	Item wording
Q1: Most important info	First, thinking about what mattered to you and your child, what would you most like to tell us about your child's recent hospital stay?
Q2: What went well?	Second, we'd like to focus on any experiences during your child's hospital stay that went particularly well. Please explain what happened, how it happened, and how it felt.
Q3: What went poorly?	Next, we'd like to focus on any experiences during your child's hospital stay that you wish had gone differently. Please explain what happened, how it happened, and how it felt.
Q4: Parent Interactions	Please describe your own interactions with your child's doctors, nurses and other hospital staff, and how you got along with them.
Q5: Child Interactions	Please describe how doctors, nurses and other hospital staff interacted with your child , and how they got along with your child.
Q6: Care coordination	How well do you think the different doctors, nurses, and other hospital staff communicated with each other and coordinated your child's care? Please explain how this affected you or your child.

The Child HCAHPS Narrative Item Set: Development



- **Experimental Design: Multiple Stages**

- ❖ **Pilot Stage**

- ✓ 38 elicited narratives, recruited through on-line panel
 - ✓ Phone: n=14; Internet: n=24
 - ✓ 9 narratives with matching interviews

- ❖ **Full-Scale Testing**

- ✓ 125 elicited narratives from on-line panel
 - ✓ Phone: n=20; Internet: n=105
 - ✓ 36 narratives with matching interviews

- **Evaluation and Improvement: Multiple Stages**

- ❖ **NIS sequence:** Still underway

- ❖ **NIS wording:** To be completed

The Child HCAHPS Narrative Item Set: Yield



- Communication
 - ▶ Listening
 - ▶ Explaining
 - ▶ Providing timely information
- Relationships
 - ▶ Emotional rapport
 - ▶ Shared decision making
- Quality
 - ▶ Thoroughness
 - ▶ Care coordination
 - ▶ Patient safety
 - ▶ Efficiency/timing
- Hospital environment
 - ▶ Physical surroundings
 - ▶ Meals/food
- Parent and child factors
 - ▶ Emotional experiences
 - ▶ Advocacy
- Hospital processes
 - ▶ Admission
 - ▶ Discharge

The Child HCAHPS Narrative Item Set: Yield

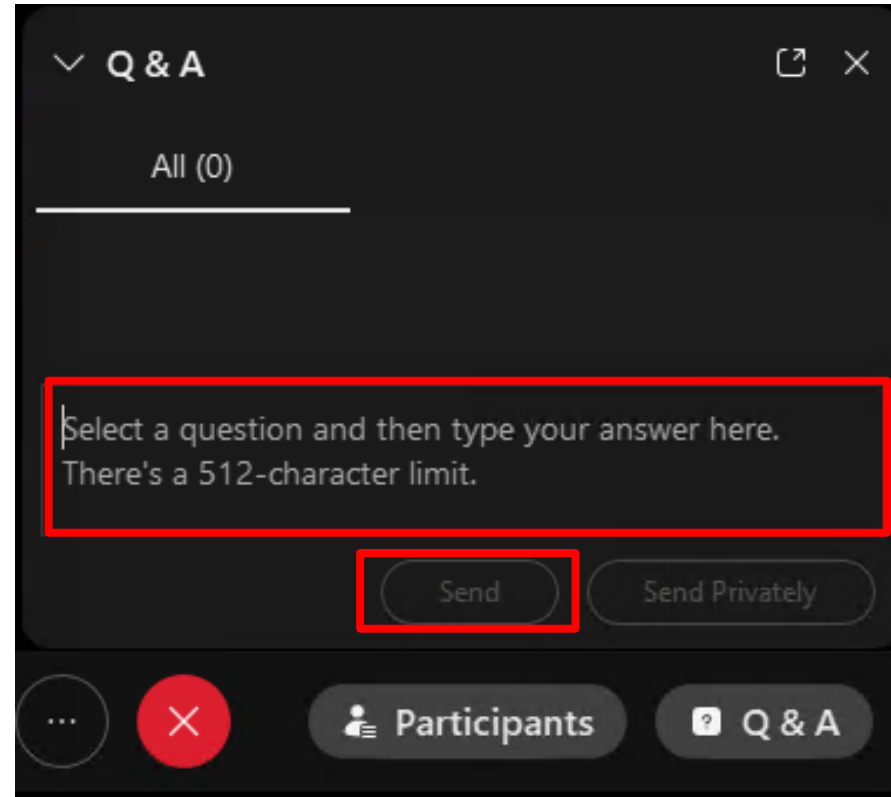
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QUESTIONS AND ANSWERS



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