

Advancing the Science and Implementation of Patient Narratives

A Virtual Invitational Research Meeting Sponsored by the U.S. Agency for Healthcare Research and Quality

Thursday, October 7, 2021

****11:00 am – 4:00 pm ET via Webex****

BACKGROUND

Interest in using patient narratives to improve care experiences has grown rapidly in recent years. Health care organizations and online rating sites now routinely post patient comments along with survey scores and other quality measures. Recognizing that narratives can complement the information obtained through standardized Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys, CAHPS researchers have been developing and testing new approaches to collecting and using patient narratives. This research has led to the development of several CAHPS supplemental Narrative Item Sets. Early testing of these questions has revealed important insights on the use of patient narratives for identifying and addressing critical needs for improving care experiences including emerging issues related to equity, empathy, and patient safety.

MEETING OBJECTIVES

This half-day virtual research meeting will convene a group of approximately 100 researchers, health care organizations, quality improvement experts, patient advocates, and policymakers to explore four major questions:

1. How can narratives be analyzed, reported and used for maximum impact in quality improvement initiatives?
2. What are the challenges and opportunities for using patient narratives in public reports?
3. What do narratives reveal about patients' experiences that complement CAHPS survey results? How can narrative questions be successfully implemented in real-world settings?
4. What are the potential benefits and challenges of using Natural Language Processing (NLP) and other machine learning methods for analyzing narratives? What are the advantages of NLP methods over human qualitative coding approaches? How can the two approaches be combined for optimal effect?

MEETING STRUCTURE

The meeting will include a combination of plenary and concurrent sessions presented by CAHPS researchers, field test partners, quality improvement experts, and other users. Participants will be asked to register for specific concurrent sessions of their choice. The discussions for all sessions will be moderated through online Q&A and chat functions.

10:50 – 11:00 A.M. ET PLEASE JOIN THE MEETING AT 10:50 TO FACILITATE A PROMPT START

Morning Plenary Session

11:00 a.m.-12:05 p.m.

11:00 – 11:15 a.m. Welcome & Goals of the Meeting (plenary session)
[Join AM Plenary](#)

- **Welcome and Online Meeting Logistics:** Joann Sorra, PhD, Associate Director, Westat
- **Welcome from AHRQ:** Caren Ginsberg, PhD, CPXP, Director, CAHPS & SOPS, AHRQ
- **Meeting Background and Objectives:** Dale Shaller, MPA, Principal, Shaller Consulting Group

11:15 – 11:40 a.m. The Power of Patient Stories (plenary session)

- **Presentation:** Rachel Grob, PhD, Clinical Professor, Senior Scientist, and Director of National Initiatives, Center for Patient Partnerships, University of Wisconsin-Madison
- **Participant Q&A**

11:40 – 12:05 p.m. Using Narratives for Quality Improvement (plenary session)

- **Presentation:** Ingrid Nembhard, PhD, Fishman Family President's Distinguished Professor, Associate Professor of Health Care Management, The Wharton School, University of Pennsylvania
- **Participant Q&A**

12:05 – 12:55p.m. Concurrent Sessions on Using Narratives for Quality Improvement (choose one of two)
Concurrent Session 1: Presenting Narrative Information to Drive Improvement
[Join Session 1](#)

- **Innovative Strategies for Internal Feedback Reporting**
 - Rick Evans, Senior VP, Patient Services and Chief Experience Officer, New York-Presbyterian Hospital
- **Use of Narratives in Experience-Based Co-Design**
 - Bev Fitzsimons, Chief Executive, The Point of Care Foundation
- **Participant Q&A**
 - Susan Edgman-Levitan, PA, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital (Moderator)

Concurrent Session 2: Extracting Insights from Narratives for Improvement
[Join Session 2](#)

- **The Value of Patients' Creative Ideas for Quality Improvement**
 - Yuna Lee, PhD, Assistant Professor, Columbia Mailman School of Public Health
- **Learning About Trust Through Narratives From People With Cystic Fibrosis**
 - Stacy Van Gorp, PhD, Partner, See What I Mean, LLC
- **Participant Q&A**
 - Ingrid Nembhard, Moderator

12:55 – 1:25 P.M. BREAK

First Afternoon Plenary Session**1:25 – 2:30 p.m.****1:25 – 2:15 p.m. Using Patient Narratives in Public Reports (*plenary session*)**[Join 1st PM Plenary](#)

- **Panel Discussion: Posting Comments on Health System Websites: Challenges and Opportunities**
 - **Panel Introduction**
 - Dale Shaller, Moderator
 - **Panel Discussion**
 - Christian Dankers, MD, Associate Chief Quality Officer, Mass General Brigham
 - Adrienne Boissy, MD, Chief Experience Officer, Cleveland Clinic
 - **Participant Q&A**
 - Dale Shaller, Moderator

2:15 – 2:30 p.m. Introduction to the CAHPS Narrative Item Sets (*plenary session*)

- Mark Schlesinger, PhD, Professor, Yale School of Public Health

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

- **Concurrent Session 1: CAHPS Clinician & Group (CG-CAHPS) Survey Narrative Item Set**

[Join Session 1](#)

- Mark Schlesinger, PhD, Professor, Yale School of Public Health

- **Concurrent Session 2: CAHPS Health Plan Survey Narrative Item Set**

[Join Session 2](#)

- Lise Rybowski, MBA, President, The Severyn Group
- Blake Hodges, Senior Consultant, National Market Research, Kaiser Permanente
- Participant Q&A

- **Concurrent Session 3: CAHPS Child Hospital Survey (HCAHPS) Narrative Item Set**

[Join Session 3](#)

- Kerry Reynolds, PhD, Senior Behavioral/Social Scientist, RAND
- Kelli Carroll, PFAC Leader, UCLA Mattel Children's Hospital
- Participant Q&A

Second Afternoon Plenary Session**3:05 – 4:00 p.m.****3:05 – 3:55 p.m. Narrative Analysis Methods (*plenary session*)**[Join 2nd PM Plenary](#)

- **Using Natural Language Processing (NLP) to Code Patient Narratives: Capabilities and Challenges**
 - Steven Martino, PhD, Senior Behavioral/Social Scientist, RAND
 - Osonde Osoba, Senior Information Scientist, RAND
- **Using Public Source NLP Software to Code CG-CAHPS Comments in Massachusetts**
 - Amy Stern, Director of Operations and Commercial Surveys, Massachusetts Health Quality Partners
 - Raji Rajan, Senior Programming Manager, Massachusetts Health Quality Partners
- **Participant Q&A**
 - Andrew Parker, Senior Behavioral/Social Scientist, RAND (Moderator)

3:55 – 4:00 p.m. Closing

- **Meeting Wrap-up and Closing Remarks**
 - Caren Ginsberg