

Patient Experience, Patient Safety, and Provider Well-Being: Associations and Paths for Quality Improvement

A Virtual Research Meeting

Sponsored by the U.S. Agency for Healthcare Research and Quality (AHRQ)

October 19, 2023

11:00 a.m. – 4:00 p.m. ET

MEETING PURPOSE

Concerns over patient safety have escalated in recent years, as has job dissatisfaction and burnout among physicians, nurses, and staff. How do these issues relate to assessing and improving patient experience with care? This research meeting will explore how data from Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) surveys and other information about patient experience can help to improve patient safety and the well-being of the healthcare workforce.

The speakers will share current research on the following topics:

- How exposure to, and use of, information on patient experience affects the well-being of providers and staff
- The relationship between patient safety culture and patient experience
- How better communication with patients can improve patient safety and lower malpractice risks
- What patient narratives tell us about opportunities for improving patient safety

This meeting will feature a keynote presentation by Donald Berwick, President Emeritus and Senior Fellow at the Institute for Healthcare Improvement. AHRQ welcomes the participation of CAHPS survey users, researchers, healthcare organization leaders, patient advocates, policymakers, federal partners, and others interested in this topic.



MEETING AGENDA

11:00 – 11:20 a.m. Welcome & Goals of the Meeting

- **Welcome and Online Meeting Logistics:** Joann Sorra, PhD, Vice President, Westat
- **Welcome from AHRQ and Meeting Overview:**
 - Caren Ginsberg, PhD, Director, CAHPS and Surveys on Patient Safety Culture (SOPS) Programs, AHRQ
 - Craig Umscheid, MD, MS, Director, Center for Quality Improvement and Patient Safety, AHRQ

11:20 –12:00 p.m. How Improving Patient Experience Can Help Us Achieve the Quintuple Aim in Healthcare

Moderator: Susan Edgman-Levitan, PA, Director, Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital

- **Keynote Presentation:** Donald Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement
- **Participant Q/A**

Part I: Patient Experience and Workforce Well-Being

Moderator: Caren Ginsberg, PhD, Director, CAHPS and SOPS Programs, AHRQ

12:00 – 12:25 p.m. Patient Experience and Staff Well-Being in the National Health Service (NHS)

- **Presentation:** Christian van Stolk, PhD, Executive Vice President, RAND Europe
- **Participant Q/A**

12:25 – 12:50 p.m. Patient Narratives as a Catalyst for Reducing Staff Burnout in Ambulatory Care

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

12:50– 1:15 p.m. Associations of Provider and Nursing Staff Burnout with Involvement in Patient Experience Improvement Activities

- **Presentation:** Denise Quigley, PhD, Senior Health Policy Researcher, RAND
- **Participant Q/A**

1:15 – 1:45 p.m. *BREAK*

Part II: Patient Experience and Patient Safety

Moderator: Susan Edgman-Levitan, PA, Director, Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital

1:45 – 2:10 p.m. Linking Provider and Staff Perceptions of Patient Safety Culture with Patient Experience in Hospitals

- **Presentation:** Joann Sorra, PhD, Vice President, Westat
- **Participant Q/A**

2:10 – 2:35 p.m. Insights from Patient Narratives for Improving Diagnostic Safety

- **Presentation:** Mark Schlesinger, PhD, Professor of Health Policy, Yale School of Public Health
- **Participant Q/A**

2:35 – 3:00 p.m. Racial Disparities in Repeat Testing, Drug-Drug Interactions, and Preventable Emergency Department Visits in a National Study of Medicare Beneficiaries

- **Presentation:** Laura Pinheiro, PhD, Assistant Professor, Weill Cornell Medicine
- **Participant Q/A**

3:00 – 3:25 p.m. Patient-Provider Communication and Reducing Patient Harm and the Incidence of Malpractice

- **Presentation:** Thomas Gallagher, MD, Professor and Associate Chair, Department of Medicine, and Professor, Department of Bioethics and Humanities, University of Washington
- **Participant Q/A**

3:25 – 3:50 p.m. From the Closest Observers of Care: Caregiver and Patient Hospital Safety Observations

- **Presentation:** Naomi Bardach, MD, Professor of Pediatrics and Policy, School of Medicine, University of California at San Francisco
- **Participant Q/A**

3:50 – 4:00 p.m. Meeting Wrap-Up and Closing Remarks

- Marc Elliott, PhD, Senior Principal Researcher, RAND