

Public Reporting of Patients' Comments with Quality Measures: How Can We Make It Work?

A Webcast Presented by the CAHPS User Network
June 3, 2014
1:00 – 2:00 pm EDT

What is CAHPS?

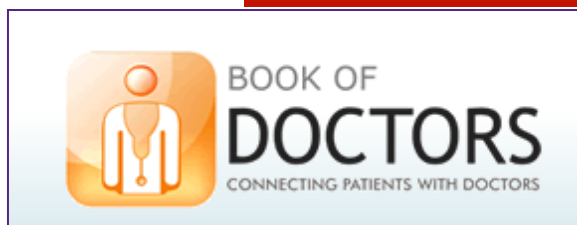
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) Program
 - Funded primarily by the Agency for Healthcare Research and Quality (AHRQ)
 - Develops standardized surveys to assess patients' experiences with care in multiple settings
 - Conducts research and develops guidance on methods for reporting and using CAHPS survey results to improve: 1) consumer choice and 2) the delivery of patient-centered care

Our Focus Today

- CAHPS reporting research on patient experience narratives (or comments)
 - Reporting of comments
 - Elicitation (collection) of comments
 - Integration of comments into public reporting websites
- Research supported by AHRQ through
 - CAHPS grantee funds to RAND and Yale
 - R21 grant to Yale

Why is this research important?

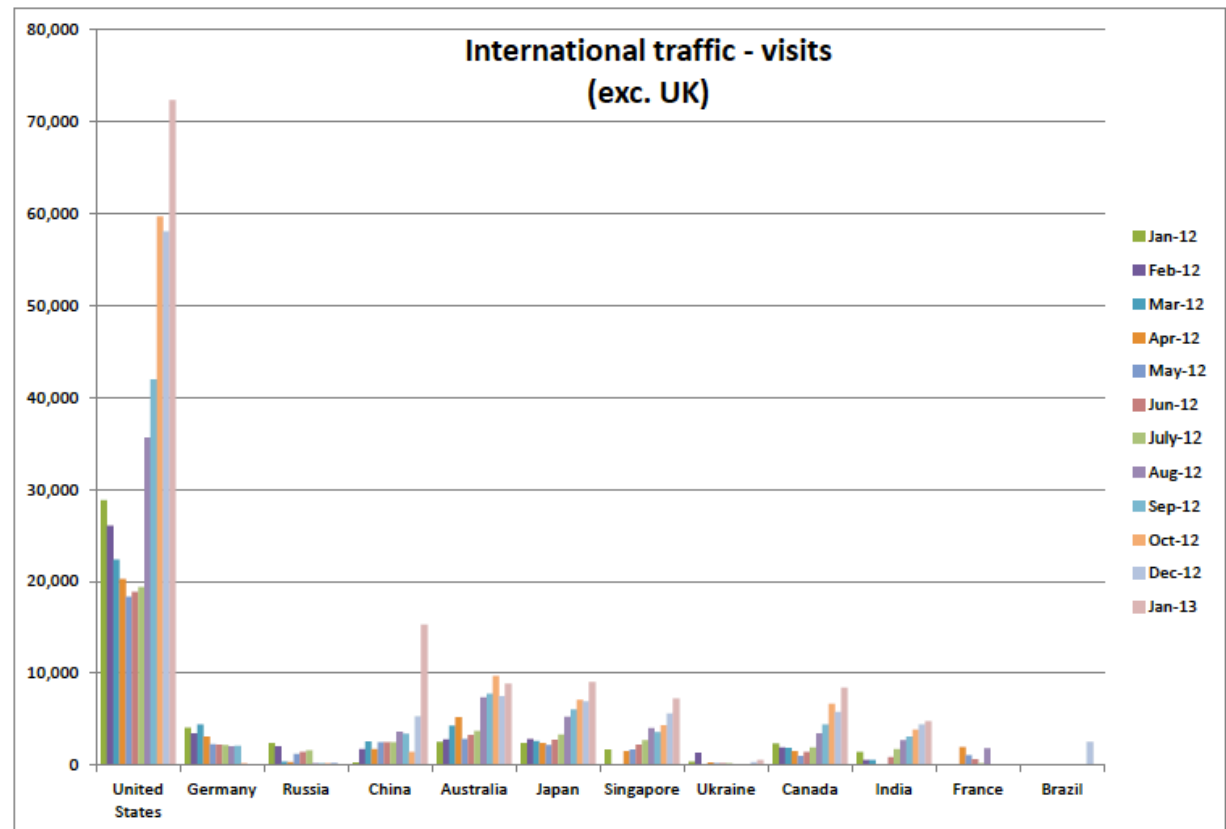
- Physician reporting websites posting patient comments are growing rapidly



Why is this research important?

- Consumer information seeking for comments is also increasing

Spike in U.S. traffic to healthtalkonline.org in the U.K.



Why is this research important?

- Recent surge in public reporting and search for comments highlights consumer interest but also poses concerns:
 - Posted comments are typically not drawn from a representative sample of patients
 - Posted comments provide only a partial picture of physician performance
- How can the collection and reporting of patient comments with other measures be improved?

Today's Speakers

- **Dale Shaller**, Managing Director, CAHPS Database; Shaller Consulting Group, Stillwater, MN (Moderator)
- **Steven Martino, PhD**, Behavioral Scientist, RAND, Pittsburgh, PA
- **Rachel Grob, PhD**, Senior Scientist, Center for Patient Partnerships and Department of Family Medicine, University of Wisconsin, Madison, WI
- **Mark Schlesinger, PhD**, Professor of Health Policy, Yale School of Public Health, New Haven, CT

Need Help?

- No sound from computer speakers?
 - Join us by phone: (855) 442-5743
 - Conference ID #: 34577236
- Trouble with your connection or slides not moving?
 - Select F5 to refresh your screen.
 - Log out and log back in.
- Other problems?
 - Use Q&A feature to ask for help.

To Ask a Question

To submit a question, type question here and hit submit.

The screenshot displays the CAHPS webcast interface. On the left is the 'Slide Area' with the CAHPS logo and the title 'Public Reporting of Patients' Comments with Quality Measures: How Can We Make It Work?'. On the right is the 'Speaker Bio' section listing Steven Martino, PhD and Rachel Grob, PhD. Below the speaker bios is the 'Q&A' section, which is currently empty and has a 'Submit' button circled in red. A red arrow points from the 'Submit' button to the text 'To submit a question, type question here and hit submit.' Another red arrow points from the 'Q&A' section to the text 'Click on the "Q&A" icon to get the Q&A box to appear.' At the bottom of the interface is a navigation bar with several icons, including a question mark icon.

Click on the "Q&A" icon to get the Q&A box to appear.

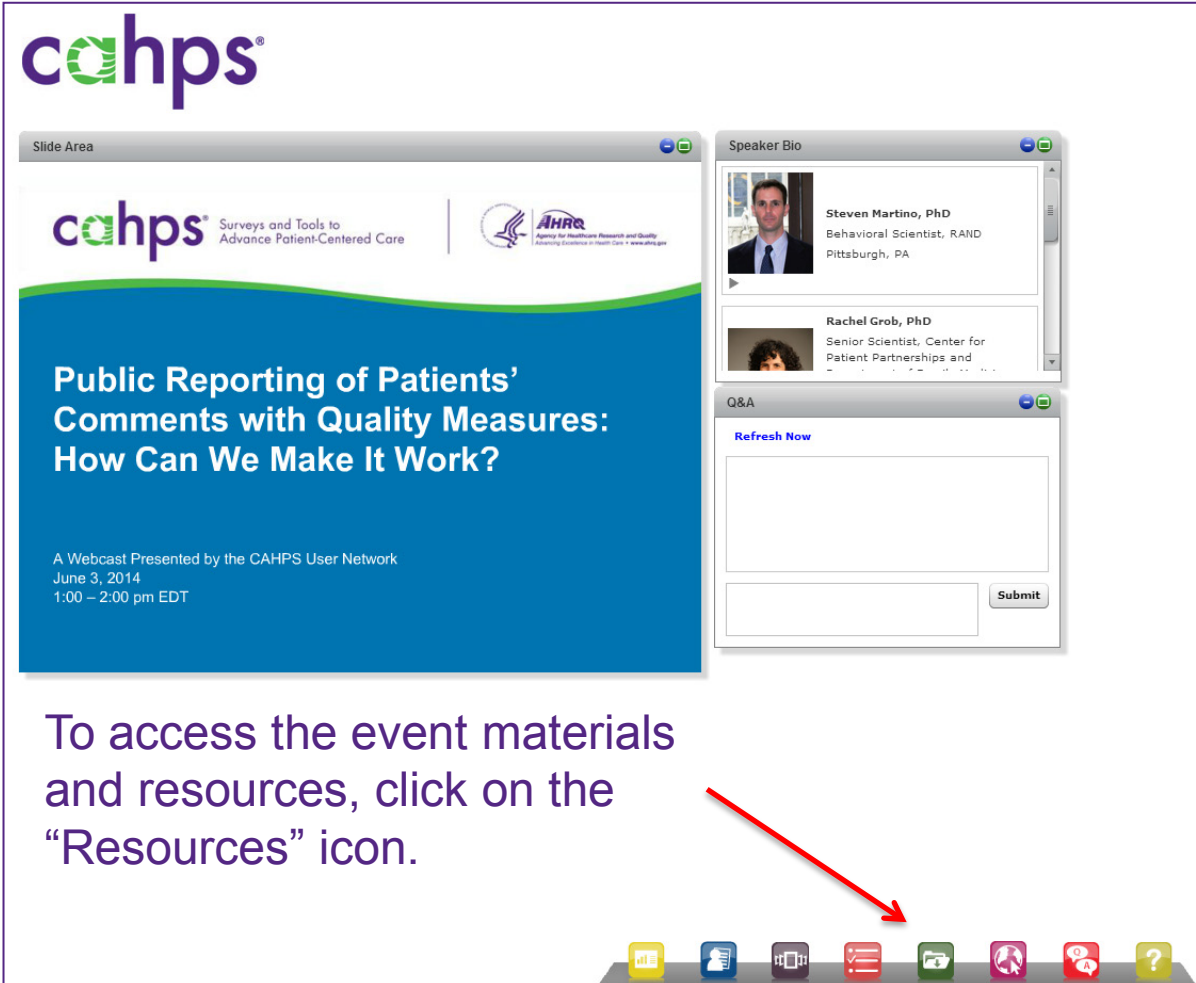
Accessing Presentations

Download Slides from the console.

The screenshot shows a web browser window displaying a presentation slide. The slide area on the left contains the CAHPS logo, the text "Surveys and Tools to Advance Patient-Centered Care", and the AHRQ logo. The main slide content is titled "Public Reporting of Patients' Comments with Quality Measures: How Can We Make It Work?" and includes the text "A Webcast Presented by the CAHPS User Network", "June 3, 2014", and "1:00 - 2:00 pm EDT". To the right of the slide area are two panels: "Speaker Bio" and "Q&A". The "Speaker Bio" panel lists Steven Martino, PhD (Behavioral Scientist, RAND, Pittsburgh, PA) and Rachel Grob, PhD (Senior Scientist, Center for Patient Partnerships and ...). The "Q&A" panel has a "Refresh Now" link and a "Submit" button. At the bottom of the browser window is a toolbar with several icons, including a green icon with a white document symbol. A red arrow points from the text "Click on the 'Download Slides' icon for a PDF version." to this green icon.

Click on the “Download Slides” icon for a PDF version.

Accessing Event Materials



The screenshot displays the CAHPS webcast interface. The main slide area features the CAHPS logo and the title "Public Reporting of Patients' Comments with Quality Measures: How Can We Make It Work?". Below the title, it states "A Webcast Presented by the CAHPS User Network" and provides the date and time: "June 3, 2014, 1:00 - 2:00 pm EDT". To the right, the "Speaker Bio" section lists two speakers: Steven Martino, PhD, Behavioral Scientist, RAND Pittsburgh, PA; and Rachel Grob, PhD, Senior Scientist, Center for Patient Partnerships and... Below the speaker bios is a "Q&A" section with a "Refresh Now" link and a "Submit" button.

To access the event materials and resources, click on the "Resources" icon.

The navigation bar at the bottom of the interface includes several icons: a yellow icon with a document, a blue icon with a folder, a grey icon with a video camera, a red icon with a list, a green icon with a folder (the "Resources" icon), a purple icon with a globe, a red icon with a speech bubble, and a yellow question mark icon. A red arrow points to the green "Resources" icon.