



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



An Update on the CAHPS Patient Narrative Item Sets

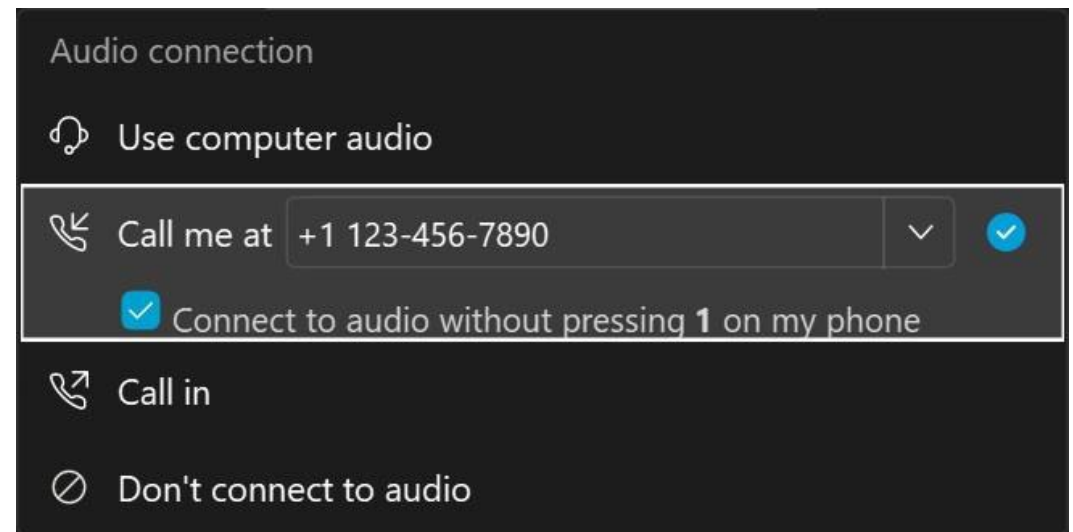
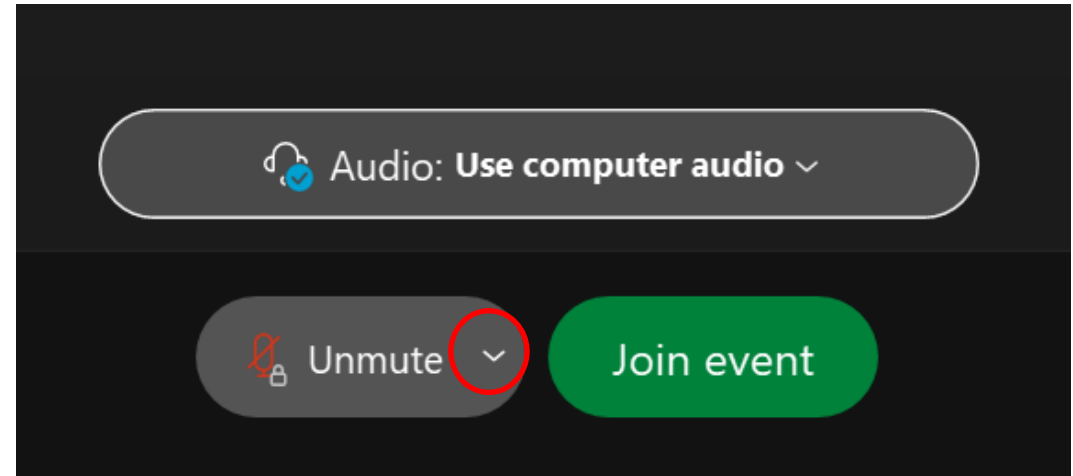
**A Webcast Presented by the AHRQ CAHPS User Network
November 16, 2021
1:00 – 2:00 pm ET**

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

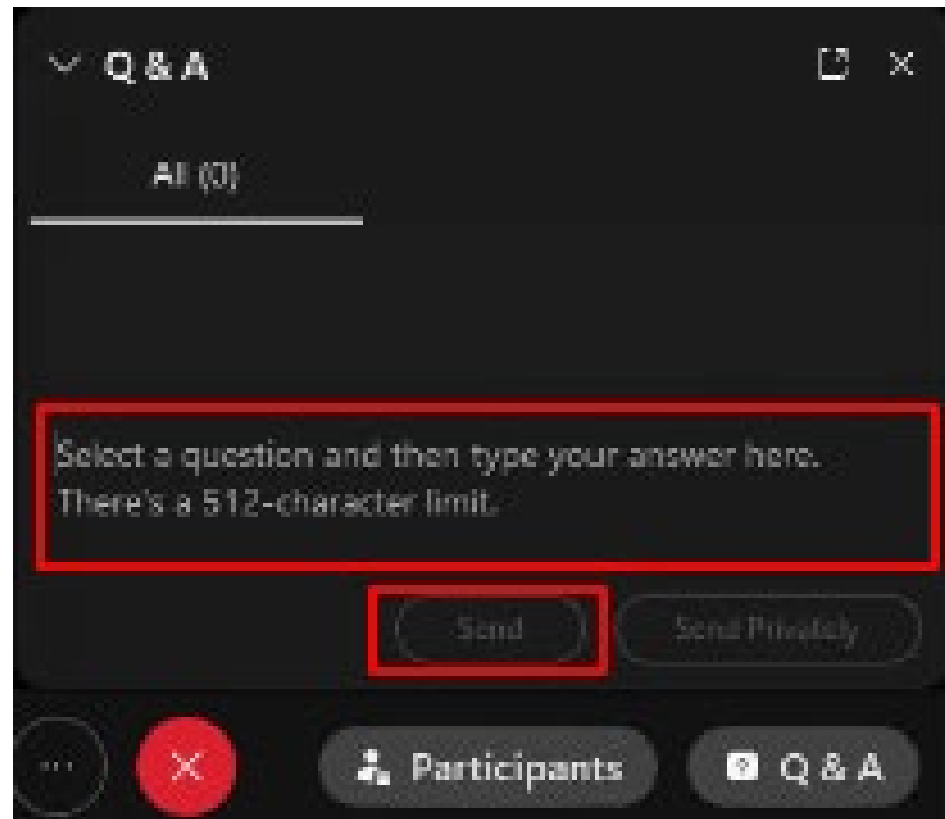
Need Help?

- 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



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

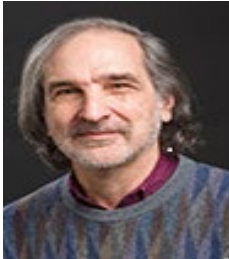
Today's Speakers



- **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