

The CAHPS Narrative Elicitation Protocol

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CAHPS Narrative Elicitation Protocol

- A **structured series** of 5 open-ended questions designed for use with the CAHPS Clinician & Group Survey (CG-CAHPS).
- The Elicitation Protocol is intended to:
 - Prompt survey respondents to tell a **clear and comprehensive story** about their experience with a provider and his/her office staff
 - **Complement** the closed-ended survey questions
 - Provide **value-added information** helpful to both patients and clinicians

Why is the Elicitation Protocol important?

- Americans are increasingly seeking and finding online reviews of providers
- Growth of physician rating sites reflects 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
- The Elicitation Protocol offers a rigorous, scientifically-grounded method for collecting patient comments

Applying Goals for Narrative Elicitation

Four criteria for patient narratives:

- 1. Complete:** Provide a full picture of the experiences that matter to the patient describing them
- 2. Balanced:** Accurately reflect both positive and negative aspects of the patient's experiences
- 3. Meaningful:** Convey a story that is coherent to others and allows them to assess its relevance
- 4. Representative:** Capture experiences across a range of health status and demographic groups

Applying Goals for Narrative Elicitation

HSR

Health Services Research

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IMPROVING THE SCIENCE AND PRACTICE OF PUBLIC REPORTING

Breaking Narrative Ground: Innovative Methods for Rigorously Eliciting and Assessing Patient Narratives

Rachel Grob, Mark Schlesinger, Andrew M. Parker, Dale Shaller, Lacey Rose Barre, Steven C. Martino, Melissa L. Finucane, Lise Rybowski, and Jennifer L. Cerully

5-Question Elicitation Protocol

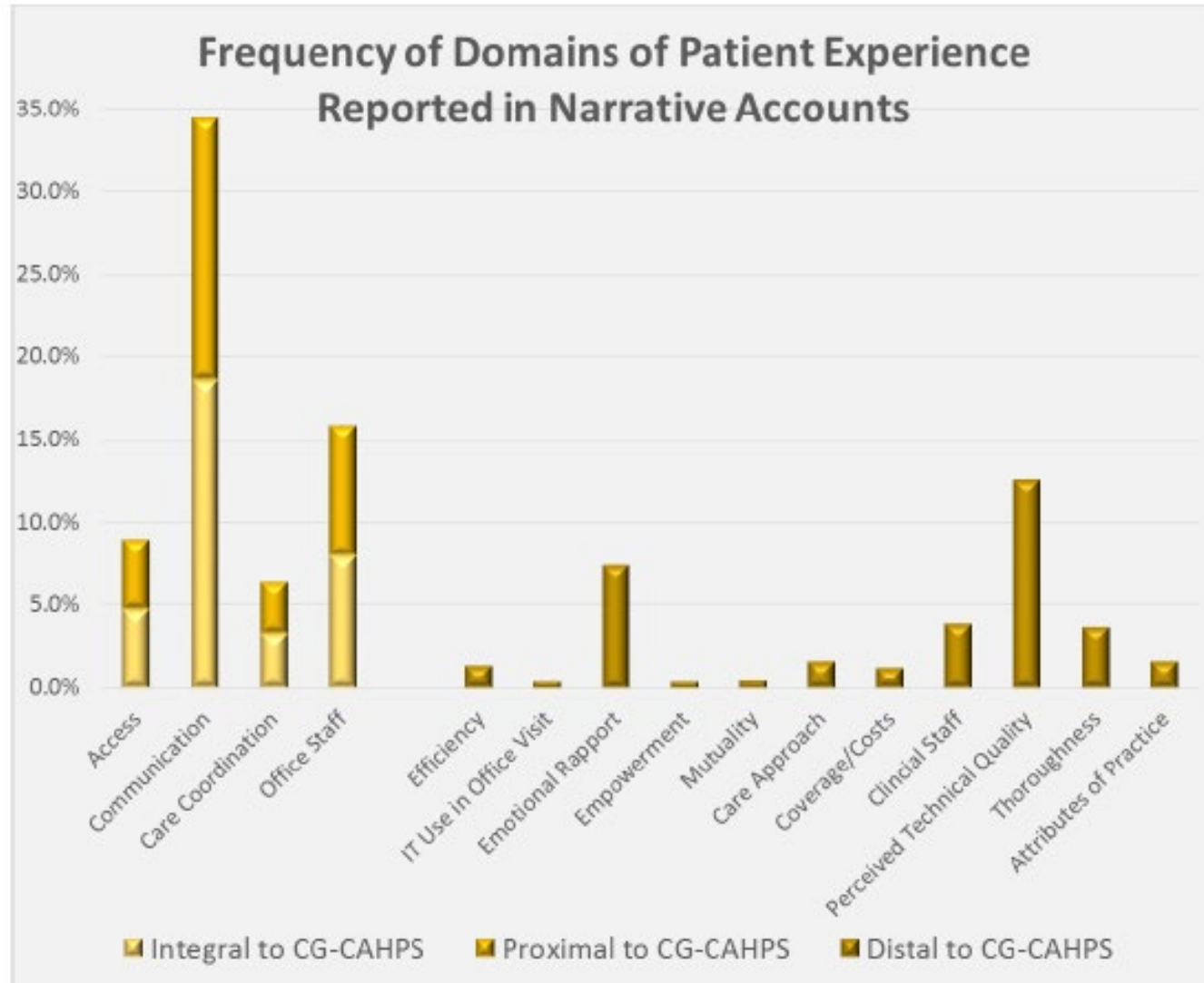
1. What are the most important things that you look for in a healthcare provider and the staff in his or her office?
2. When you think about the things that are most important to you, how do your provider and the staff in his or her office measure up?
3. Now we'd like to focus on anything that has gone well in your experiences in the last 3 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.
4. Next we'd like to focus on any experiences in the last 3 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.
5. Please describe how you and your provider relate to and interact with each other.

Value of the Elicitation Protocol for Improvement

THREE distinct substantive areas of added value to the CAHPS Clinician & Group Survey:

1. Illustrate concrete and actionable examples of aspects of care already being measured (*Integral*)
2. Highlight missing aspects of existing composite measures (*Proximal*)
3. Highlight domains of care that are important to patients but not included on the Clinician & Group Survey (*Distal*)

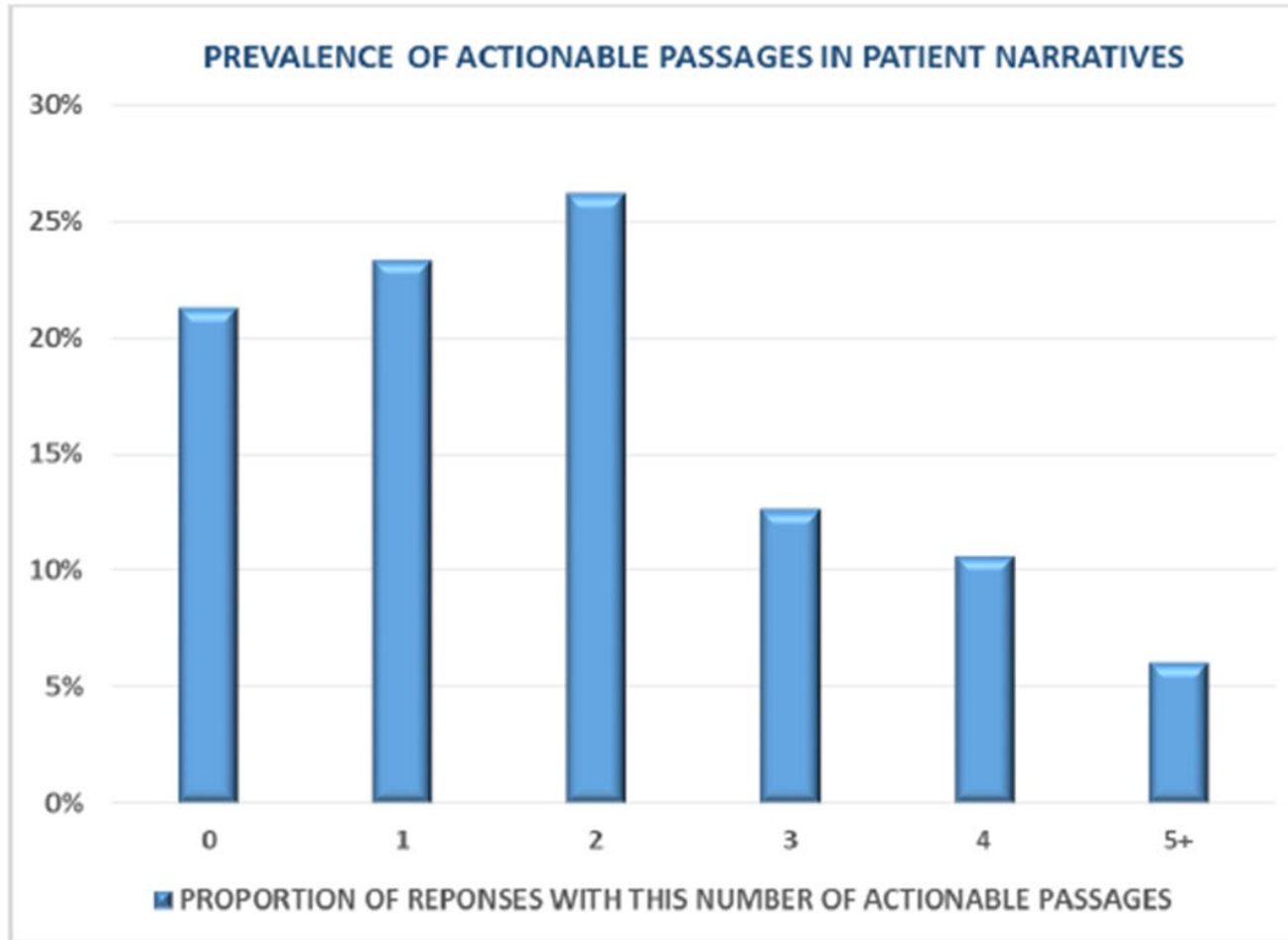
Frequency of Narrative Content: By Relationship to Existing CG-CAHPS Composites



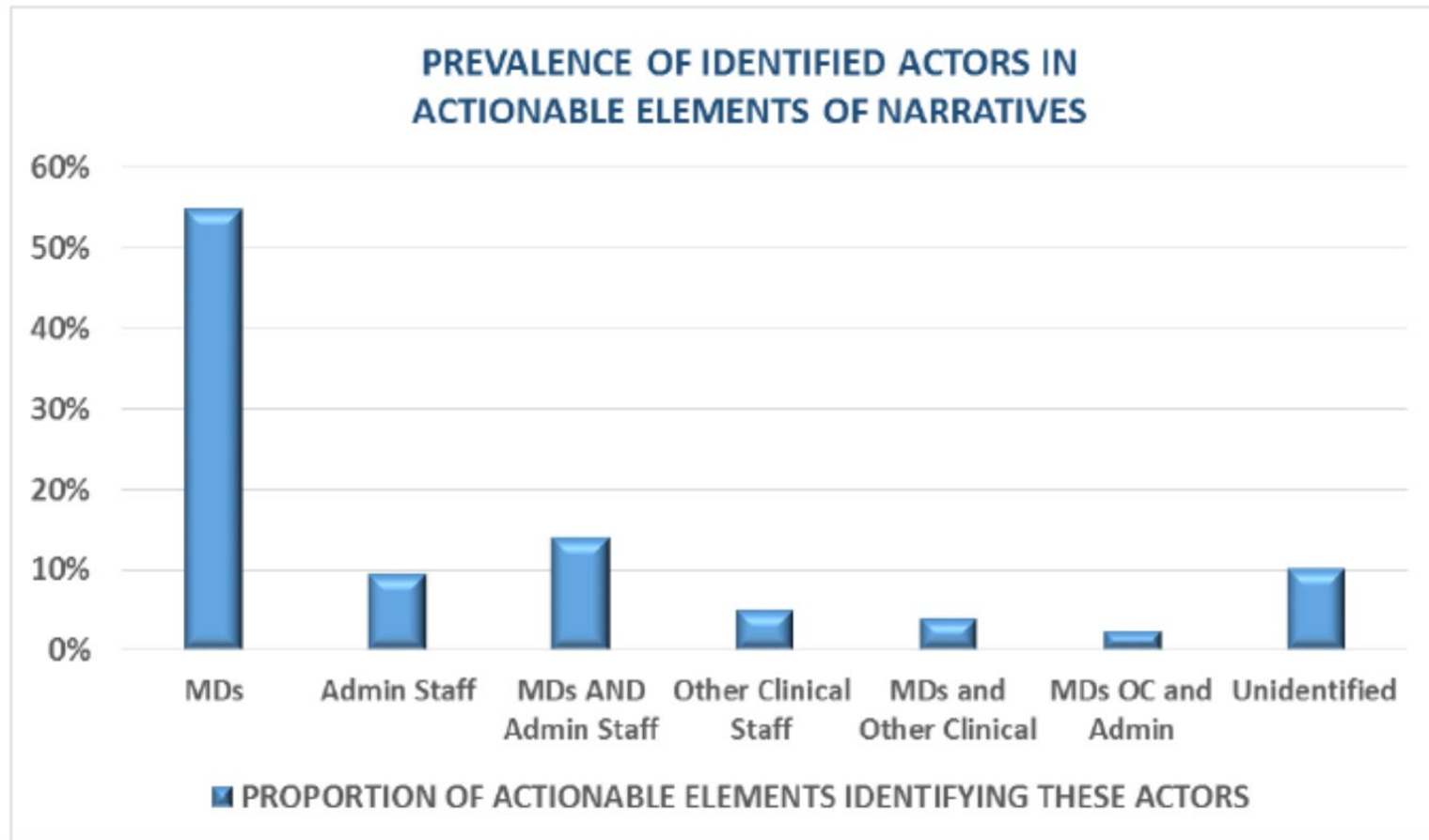
Actionability of Narrative Data

- Extent to which narratives contain details about
 - Who
 - What
 - Where
 - When
 - How

Frequency of Actionable Narrative Content



Frequency of Actionable Narrative Content: By Key Actors



Implementation Guidance Document

The screenshot shows the AHRQ website header with the U.S. Department of Health & Human Services logo and navigation links: Home, About Us, Careers, Contact Us. Below is the AHRQ logo and tagline: "Agency for Healthcare Research and Quality, Advancing Excellence in Health Care". A blue navigation bar contains: Topics, Programs, Research, Data, Tools, Funding & Grants, News, About. A purple breadcrumb trail reads: Home > CAHPS > Surveys and Guidance > Supplemental Item Sets. A left sidebar lists CAHPS categories: About CAHPS, Surveys and Guidance, American Indian, Cancer Care, Clinician & Group, Dental Plan, Experience of Care & Health Outcomes (ECHO), Health Plan, Home and Community-Based Services. The main content area features the title "CAHPS Patient Narrative Elicitation Protocol" and the following text:

The CAHPS® Narrative Elicitation Protocol (beta version) is a set of open-ended questions that prompt survey respondents to tell a clear and comprehensive story about their experience with a health care provider. Narratives from patients about their health care experiences can 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.

These supplemental items are designed to be used with the CAHPS Clinician & Group Survey.

They are available in English and Spanish for both the Adult and Child versions of the survey.

<https://www.ahrq.gov/cahps/surveys-guidance/item-sets/elicitation/index.html>