CAHPS Updates





CAHPS - Consumer Assessment of Healthcare Providers and Systems 1

CAHPS News & Events

Questions or Comments?



E-mail: <u>cahps1@westat.com</u>

^{CC} Phone: 1-800-492-9261





THANK YOU!





Supporting References

Rachel Grob and Yuna Lee References



- Grob R., Lee YH., Shaller D., Warne E., Matta S., Schlesinger M., Nembhard IM. "Nothing is more powerful than words: How patient experience narratives enable improvement." *Qual Manag Health Care*. July/September 2024;33(3):149-159. doi: 10.1097/QMH.000000000000477
- Lee YS., Grob R., Nembhard JG., Shaller D., Schlesinger M. "Leveraging patients' creative ideas for innovation in health care." *Milbank Q.* December 2023; Online first. https://doi.org/10.1111/1468-0009.12682
- Nembhard I., Matta S., Shaller D., Lee Y., Grob R., Schlesinger M. "Learning from patients: The impact of using patient narratives on patient experience scores." *Health Care Manage Rev,* no.1(2023):19710. doi: 10.5465/AMPROC.2023.225bp.
- Shaller D., Nembhard I., Matta S., Grob R., Lee Y, Warne E., Evans R., Dicello D., Colon M., Polanco A., Schlesinger M. "Assessing an innovative method to promote learning from patient narratives: Findings from a field experiment in ambulatory care." *Health Serv Res.* October 2023; 1-14. doi:10.1111/1475-6773.14245

Denise Quigley References



- Quigley, D.D., Elliott, M. N., Slaughter, M. E., Lerner, C., E., & Hays, R.D. 2024. Narrative comments about pediatric inpatient experiences yield substantial information beyond answers to closed-ended CAHPS survey questions. *Journal* of *Pediatric Nursing*. 76; e126-e13.
- Quigley, D. D., & Predmore, Z. 2022. What parents have to say: Content and actionability of narrative comments from the Child HCAHPS Survey. *Hospital Pediatrics.* 12(2):205-219.
- Quigley, D. D., & Predmore, Z. 2023. Parents have more to say: Comments from the Child HCAHPS single question versus a narrative item set. *Hospital Pediatrics.*, 13(4), 345-356.