# cahps

## **Narrative Item Set** for the Clinician & Group Survey

<u>Consumer Assessment of Healthcare Providers and Systems</u> (<u>CAHPS</u>) surveys provide a valuable look at patients' experiences with important aspects of care.

Getting Timely Appointments,		How Well Providers	
Care, and Information		Communicate with Patients	
	Clinician & Group Composite Measures		
Providers' Use of Information		Helpful, Courteous, and	
to Coordinate Patient Care		Respectful Office Staff	

The five open-ended questions in the *Narrative Item Set* bring greater depth and richness to this picture by asking patients to describe their experiences:

1 What do you look for in a provider?

2 How does your provider measure up?

3 What has gone well?

4 What hasn't gone well?

**5** How do you and your provider get along?

### **What You Gain from These Questions**

CAHPS Clinician & Group Composite Measures

#### Actionable information

that offers insights into scores for CAHPS measures Information about aspects of experience related to CAHPS measures

Information about aspects of experience not measured by CAHPS surveys

#### Learn More:

- Grob R, Schlesinger M, Barre LR, et al. What Words Convey: The Potential for Patient Narratives to Inform Quality Improvement. Milbank Q 2019 Mar;97(t1):176-227.
- Martino SC, Shaller D, Schlesinger M, et al. CAHPS and Comments: How Closed-Ended Survey Questions and Narrative Accounts Interact in the Assessment of Patient Experience. J Patient Exp 2017 Mar;4(1):37-45.

Learn more about the **CAHPS Narrative Item Set** for the Clinician & Group Survey:

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



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