

Improving Patients' Experiences: How Primary Care and Specialty Practices Are Using the CAHPS Clinician & Group Survey

**A Webcast Presented by
the CAHPS User Network
September 24, 2009
2:00 – 3:30 pm ET**

The CAHPS Family of Surveys



- **Family of surveys: → comprehensive and evolving**
- **Consumers and patients evaluate their experiences with health care**

CAHPS surveys ask about experiences with...

- **Medical groups and clinicians**
- Health plans
- Hospitals
- Behavioral health services
- Dental plans
- Dialysis facilities
- Nursing homes
- Home health agencies

CAHPS Clinician & Group Surveys



- **Adult Primary Care**
- **Adult Specialty Care**
- **Child Primary Care**

Today's Speakers



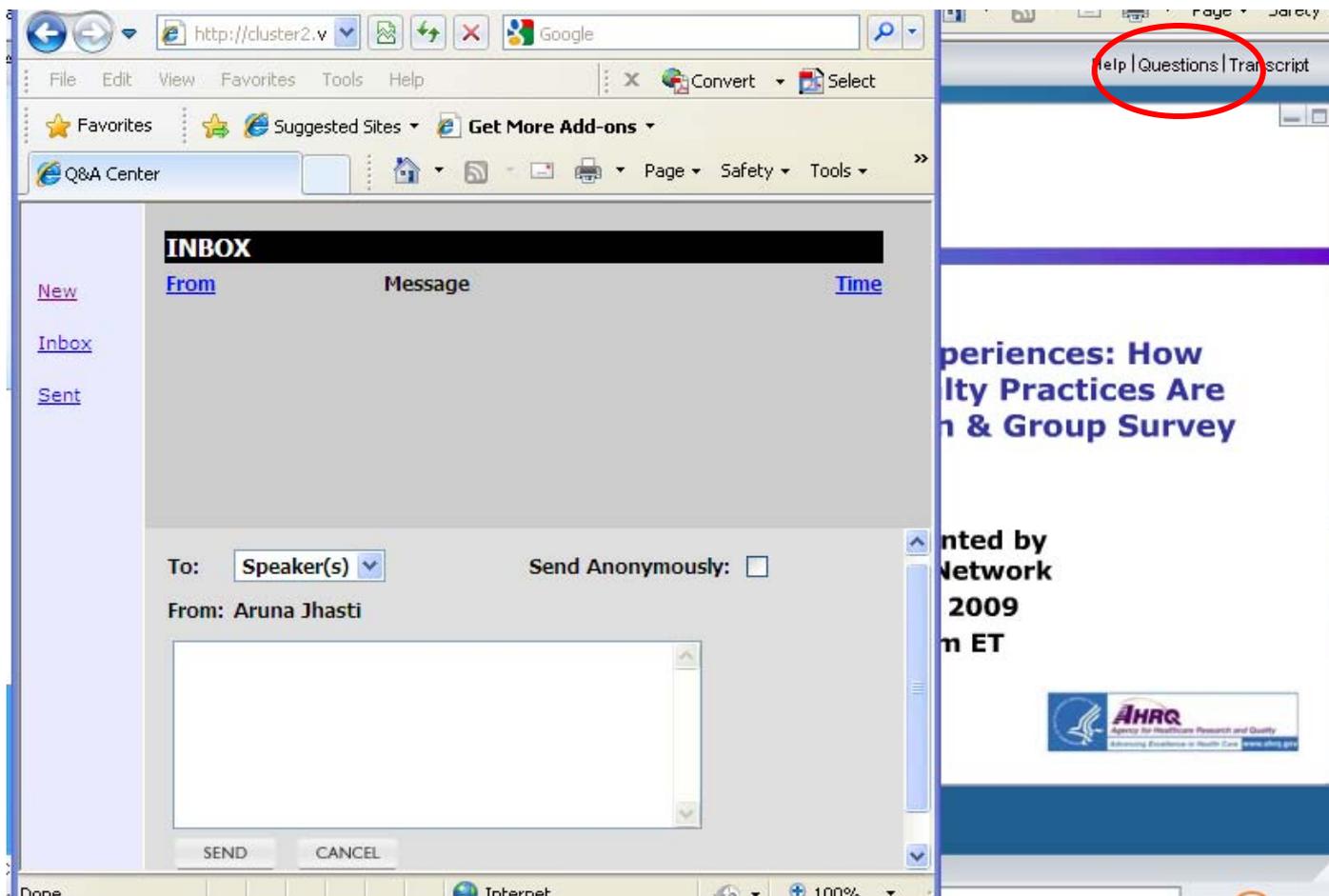
- **Lillian Martinez, UCLA Medical Specialty Suites practice**
- **David Finn, Massachusetts General Medical Group**
- **Susan Edgman-Levitan, Yale Team and Stoeckle Center**
- **Donna Farley, RAND Team (moderator)**



Agenda for the Webcast

- **Two examples of improving patient experience of care**
 - **Specialty practice** – Lillian Martinez
 - **Primary care practice** – David Finn
- **Q&A with the audience (10-15 min)**
- **Panel discussion on QI issues (30 min)**
 - Lillian Martinez
 - David Finn
 - Susan Edgman-Levitan
- **Final Q&A with the audience**

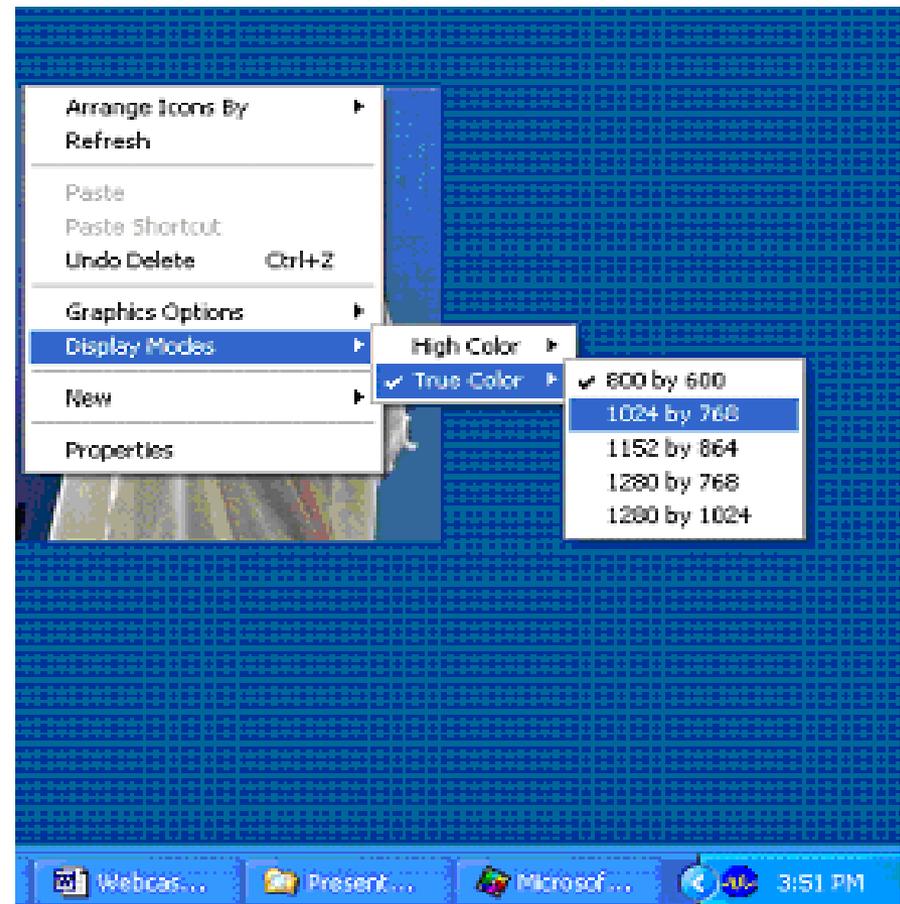
To Ask a Question: Select "Questions"



Screen Resolution

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- **Right click**
- **Scroll to Display Modes or Display Settings then True Color**
- **Change screen resolution to 1024 by 768**



Accessing Info and Documents



The screenshot shows a webcast interface. At the top left is the CAHPS logo. Below it is a video player window showing a woman with glasses and a colorful patterned top. To the right of the video player is a navigation menu with three tabs: "Contact Info", "Troubleshooting", and "Webcast Materials". The "Contact Info" tab is selected and circled in red. Below the navigation menu is a text box with the text: "Click on the item listed here to access additional resources or learn more about this presentation." To the right of this text box is a link labeled "Contact Info".

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Surveys and Tools
To Advance Patient-Centered Care

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The logo for the Agency for Healthcare Research and Quality (AHRQ), featuring a stylized eagle head and the text "AHRQ Agency for Healthcare Research and Quality Advancing Excellence in Health Care www.ahrq.gov".

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 - Use Q&A feature to ask for help.
 - If on the phone, dial “*0.”
 - If you are not on the phone, dial: 1-866-490-5412.

Patient Experience of Care at UCLA Faculty Practice Group



- **UCLA Faculty Practice Group (FPG) has been committed to positive experience with care for its patients**
- **Multi-part strategy to improve performance**
 - BRITE training for office staff
 - Collaborative with several practices
 - Training for physicians
- **Uses CAHPS survey for measurement**
- **RAND CAHPS team has worked with UCLA since 2007 to learn from their experiences**