Background

What is Patient Experience?
It is the range of interactions patients have with the entire healthcare system, including providers, nurses and all other staff. (AHRQ)
- It is a patient’s perception of quality of care
- It objectively assesses whether something that should happen in a healthcare encounter actually occurred
- Different from patient satisfaction

How do we survey patient experience?
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys
  - Est in 1995
  - Standardized questionnaires
  - 14 surveys to assess experience in variety of settings
  - Normally mailed to patients after clinic visits or hospital stays
  - Measure of quality, used for reimbursement
  - Calculation of “Top Box” score

Criticism of CAHPS
- National decline in response rates
- Diversity of perspectives gathered
- Financial burden of distribution, analysis

Study 1: Inpatient & H-CAHPS

Method
- Patients met in hospital room
- Surveyed using Survey Monkey Tool (with H-CAHPS)

Questions
1. Why do you respond to surveys?
   - Positive reasons: “Thank my provider”, “good care”, “give credit”
   - Negative reasons: “Affect change”, “bad experience”, “feedback”
   - “If I have nothing else to do”

2. What is missing from the H-CAHPS questions?
   - “Nothing” (most common response)
   - Care plan, post-hospitalization
   - “My family’s experience”

Questions
3. How would you prefer to respond to a survey? Fig A.

Study 2: Outpatient & CG-CAHPS

Method
- Pts exiting Internal Medicine Clinic given patient experience survey (CAHPS)
- Supplemental survey questions: (1) Ideal survey length, (2) Time it should take
- Option to take home survey and mail back

Questions
1. Does POC (Point-of-Care) survey administration result in better survey participation? Fig. 1

2. What proportion of POC surveys were returned by mail? 7.9%

3. How do patients prefer to complete the survey? Fig. 2

Summary
- Patients prefer POC survey administration. (See Perspectives)
- More research needed including analysis for bias, cost effectiveness, integration into clinic workflow, etc.
- CAHPS would further benefit from improvement in terms of reading level, design, etc.

Patient Perspectives
“"I value a connection to the people, not the institution.”

“I respond if there is a personal connection. I would like a personalized invite from my MD.”