



Surveys and Tools
To Advance Patient-Centered Care

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**

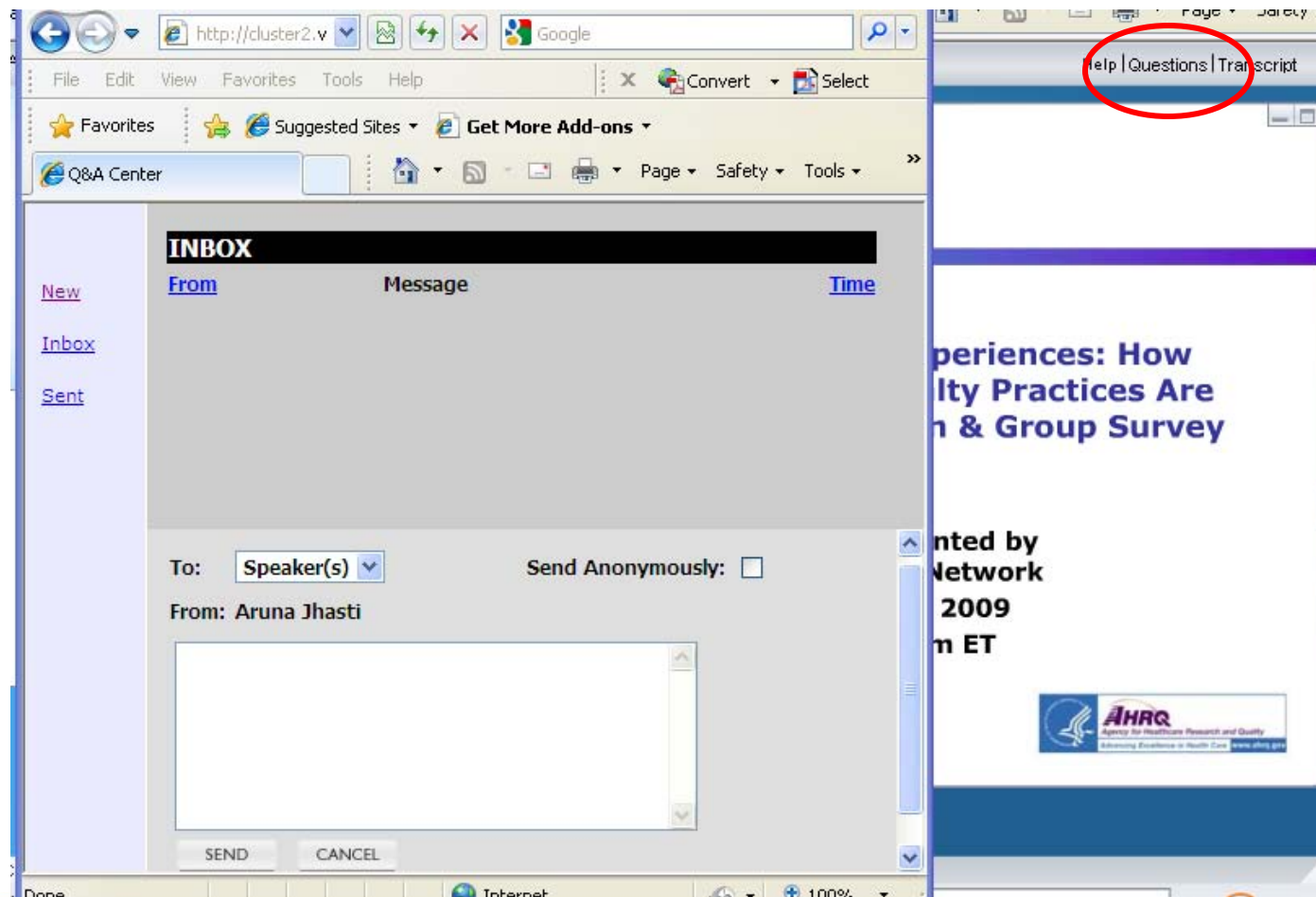
Today's Speakers

- **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**

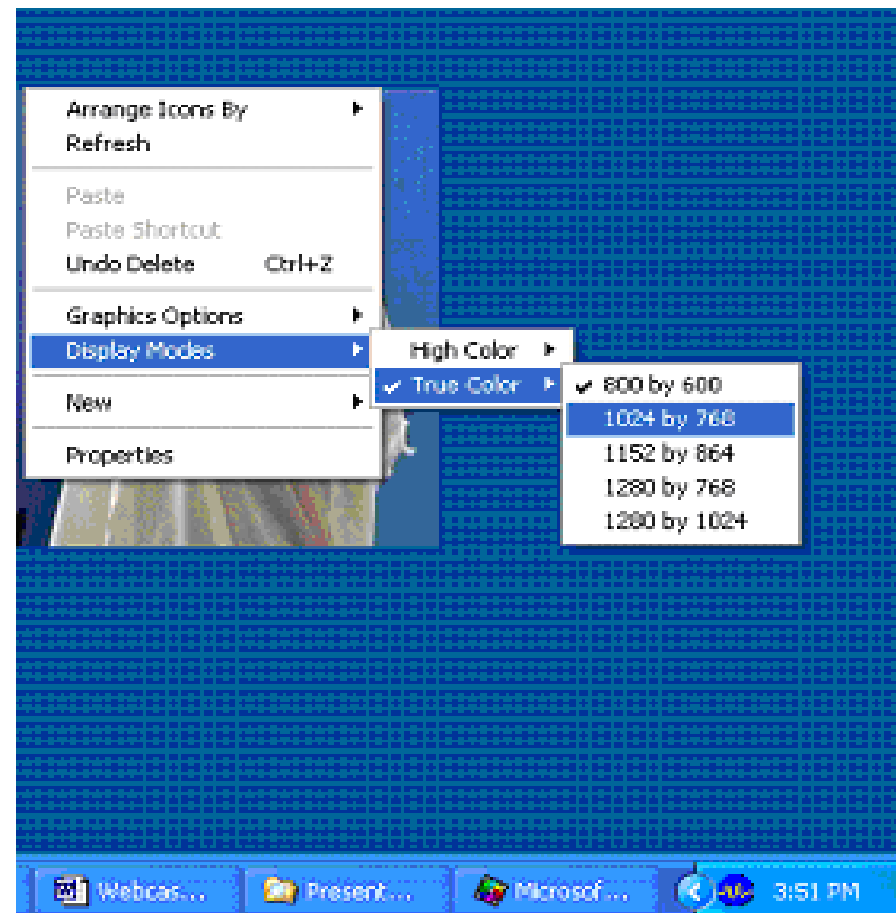
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Accessing Info and Documents





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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**