

CAHPS ACCESS TO CARE, GETTING CARE QUICKLY (NQF #5/AHRQ)				
Name	Author	Year	Content/Mode	Link
Federal Agencies				
<i>CAHPS Ambulatory Improvement Guide</i>	Agency for Healthcare Quality (AHRQ)	2017	Resource for providers around how to: <ul style="list-style-type: none"> ▪ Cultivate an environment that encourages and sustains improvements in patient-centered care. ▪ Analyze the results of CAHPS surveys and other forms of patient feedback to identify strengths and weaknesses. ▪ Develop strategies for improving CAHPS performance, in particular areas such as “Access to care, getting care quickly.” 	https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/improvement-guide.html How Two Provider Groups Are Using the CAHPS Survey for Quality Improvement: https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/reports-and-case-studies/cgcahps-webcast-brief-2014.pdf
Improvement Organizations/Multi-Stakeholder Coalitions/Networks				
<i>A Tale of Three Practices: How Medical Groups are Improving the Patient Experience</i>	Aligning Forces for Quality	2011	An account of how three practices have achieved improvements in various domains of the CG-CAHPS survey, including access.	http://forces4quality.org/af4q/download-document/3214/Resource-A%20Tale%20of%20Three%20Practices.pdf.pdf
<i>Engage, Collect, Partner: How to Use Patient Experience of Care Surveys in Your Practice</i>	Patient-Centered Primary Care Institute	2014	Guidance on approaches and practical office-based tools to facilitate effective administration of patient experience surveys and application of the results.	http://oregon-pip.org/resources/May%2022_CAHP_FINAL.pdf
<i>Let's Talk: A guide for transforming the patient experience through improved communication</i>	Minnesota Community Measurement	2013	A guide for providers that shows the importance of good provider-patient communication to patient experience. Includes patient stories of their experiences with providers, and case studies/strategies of medical groups that have made successful changes to enhance communication.	http://mncm.org/wp-content/uploads/2013/04/MN_CM_LetsTalk_FNL_LoRes.pdf

Improvement Organizations/Multi-Stakeholder Coalitions/Networks, continued				
<i>Listening to the Voice of the Patient: Using CAHPS® for Improving Care in Minnesota's Health Care Homes</i>	Shaller Consulting Group	2013	A summary of CAHPS and examples of how patient experience survey scores can be used for improvement.	http://www.health.state.mn.us/healthreform/homes/outcomes/documents/ptexpresults/voic eofptshaller111313.pdf
<i>Improving the Patient Experience: Change Package</i>	California Quality Collaborative, Pacific Business Group on Health	2011	A guide to nine proven changes to support improvements in patient experience.	http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_Updated_May2011.pdf
<i>Patient Experience of Care Improvement: By Composite</i>	John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital	2017	Practical tools to support improvement in every domain measured in patient experience surveys - Clinical Team Communication, Health Promotion, Integration of Care, Knowledge of the Patient, Office Staff, and Organizational Access.	http://www.massgeneral.org/stoecklecenter/programs/patient_exper/by_composite.aspx
Professional Societies				
<i>Listening to the Voice of the Patient: Using CAHPS® for Improving Care in Minnesota's Health Care Homes</i>	Shaller Consulting Group	2013	A summary of CAHPS and examples of how patient experience survey scores can be used for improvement.	http://www.health.state.mn.us/healthreform/homes/outcomes/documents/ptexpresults/voic eofptshaller111313.pdf