



CALIFORNIA  
HEALTHCARE  
FOUNDATION

# TRANSFORMING HEALTH THROUGH THE PATIENT EXPERIENCE

JANUARY 27–28, 2011 *The Beverly Garland Hotel, Burbank, California*

## RESOURCE LIST

### CONFERENCE MATERIALS:

Additional conference materials to supplement the keynote presentations and breakout sessions will be available during the conference at the following website:

<http://www.regonline.com/TransformingHealthThroughThePatientExperience>

### GENERAL RESOURCES:

*Patient Experience in California Ambulatory Care*

This paper describes the present landscape of ambulatory patient experience in California. It is based on a literature review and a series of in-depth interviews with high-performance medical groups and independent practice associations (IPAs), as well as ambulatory care organizations serving large safety-net populations.

<http://www.chcf.org/publications/2010/12/patient-experience-in-california-ambulatory-care>

### IMPROVEMENT TOOLS & RESOURCES:

CAHPS Guide: published by AHRQ, a good resource on improvement ideas and tools for improving key dimensions of the patient experience including communication, access and care coordination.

<https://www.cahps.ahrq.gov/qiguide/default.aspx>

California-specific improvement guide that describes the key tactical changes in the areas of access, communication and care coordination; in addition to describing strategies for sustaining improvements in these areas. The guide is designed for commercial medical groups with tools relevant for all, including practice tip sheets.

[http://www.calquality.org/documents/Improving\\_Pt\\_Experience\\_Spread\\_Change\\_Pkg.pdf](http://www.calquality.org/documents/Improving_Pt_Experience_Spread_Change_Pkg.pdf)

## SURVEYS AND MEASUREMENT

Here is a validated short-form physician-level survey based on the Clinician-Group CAHPS survey, to be used to measure patients' experiences with their providers:

[http://www.calquality.org/programs/patientexp/resources/documents/4.ShortFormSurvey\\_PCP\\_feb2010.doc](http://www.calquality.org/programs/patientexp/resources/documents/4.ShortFormSurvey_PCP_feb2010.doc)

CAHPS based Surveys – the surveys measure the patients' experiences with care at multiple levels of the delivery system. You can find surveys addressing: ambulatory care and facility surveys.

[https://www.cahps.ahrq.gov/content/products/Prod\\_Intro.asp?p=102&s=2](https://www.cahps.ahrq.gov/content/products/Prod_Intro.asp?p=102&s=2)

## WEBSITES:

<http://www.calquality.org/programs/patientexp/resources/>

CHCF Patient Experience Webpage

<http://www.chcf.org/events/2010/transforming-health-through-the-patient-experience>

## VIDEOS:

The following three DVDs are offered free of charge by the California HealthCare Foundation. To preview the videos and for ordering instructions, follow the individual links below:

### **Techniques for Effective Patient Self-Management**

To support health care providers in promoting patient self-management, this video provides strategies and tools that busy clinicians can use to help patients adopt healthy behaviors.

<http://www.chcf.org/publications/2006/08/video-with-techniques-for-effective-patient-selfmanagement>

### **Coaching Patients for Successful Self-Management**

The video focuses on using the action planning process to support healthy behavior change and ensuring patients are taking their medications appropriately.

<http://www.chcf.org/publications/2008/08/video-on-coaching-patients-for-successful-selfmanagement>

### **Team Meetings in a Clinical Environment**

The video shows how the multi-disciplinary diabetes improvement team has been able to dramatically increase the diabetic foot screening rate at the health center, among other improvements.

<http://www.chcf.org/publications/2009/06/video-on-team-meetings-in-a-clinical-environment>