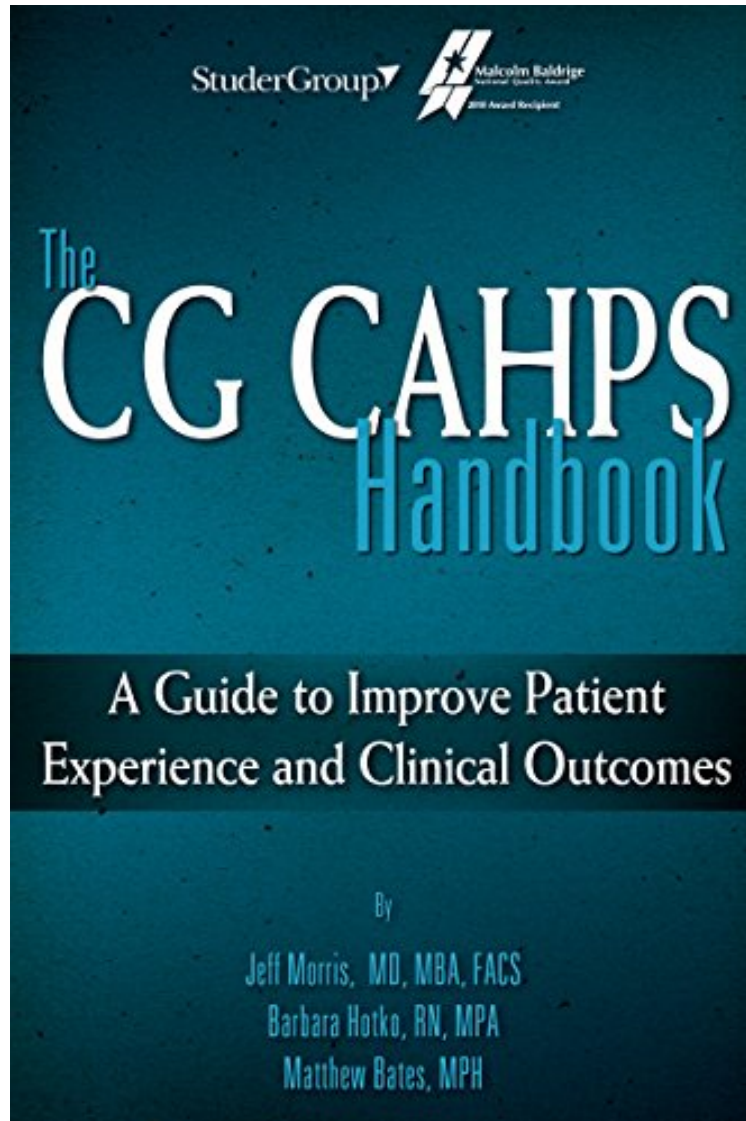


# The CG CAHPS Handbook: A Guide to Improve Patient Experience and Clinical Outcomes

*Jeff Morris, Barbara Hotko, Matthew Bates*  
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As CG CAHPS is rapidly emerging as the national standard for measuring patient experience in the ambulatory settings for both quality and business reasons The CG CAHPS Handbook is your guide to consistently deliver on what matters most - the patients and their families - in providing exceptional care and improved clinical outcomes. In this book you will read and learn about:Tactics to zero in on the core questions for the CG CAHPS composites that will impact every survey and improve resultsHow to engage and partner with the patient in their care for a true Shared Care Plan to increase compliance and impact clinical outcomesManage patient expectations from the start of the visit through the follow up with test resultsBest practices to help adjust and refine the steps you are already doing to maximize effectivenessThe CG CAHPS survey, much like the HCAHPS survey, provides patients with comparative information based on reported survey results. This enable patients to make informed decisions when choosing their healthcare providers. Now is the time to be preparing your physicians and practices to excel in the patient experience.

About the AuthorJeff Morris, MD, MBA, FACS is a Board Certified Orthopaedic Hand Surgeon (Canada). During more than 30 years of clinical practice and 12 years of physician executive leadership, Jeff appreciates very real connections between improved provider communication, a more positive patient experience and superior clinical outcomes, all which translate into a greater market share, reduced liability risk, and improved reimbursement. In his role as a Studer Group physician coach, he enjoys sharing his passion for servant leadership, service excellence and improving the patient experience and has worked with many physicians and medical staff leaders, both local and across the country, to connect these dots.Barbara Hotko, RN, MPA has more than 30 years of experience in the healthcare industry. She has constantly and undeniably raised the bar for medical groups, hospitals, healthcare systems, and emergency departments nationally. Her nursing background combined with her experience in both hospital administrations and consulting provides the expertise necessary to help organizations favorably impact efficiency, profitability, and most importantly patient care, all of which pave the way to service excellence.Matthew Bates, MPH is a member of the executive team at Studer Group where he leads innovation. Prior to joining Studer Group, Matthew was a Global Managing Director for Healthcare Accenture where he led strategic health initiatives with governments and global 1000 companies. Over his 25 years of experience in healthcare, he has held roles with healthcare providers, payers, and vendors.