

Use of Narrative Data to Explore Disparities in Patient Experience

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Attachment A

CG-CAHPS NEP Invitation

It is standard practice for Ipsos to send email invitations to KnowledgePanel participants. Panelists expect this, are familiar with this process, and then log onto a web portal, where they can access the survey. The study invitation below is a short statement for the email invitation, and the study description below is a brief description to be displayed on the web portal.

Study Invitation (to be included in an invitation email):

This is a study of patients' experiences with their healthcare providers. The study is being conducted by researchers at RAND, a non-profit research organization based in California.

Study Description (to be used on the KnowledgePanel web portal):

This is a study of patient's experiences with their healthcare providers.

In this study, you will be asked to recall a recent experience where you received outpatient care (that is, in a setting where you were not admitted to a hospital) from a physician or other healthcare provider. You will be asked a series of questions about those experiences, as well as asked to describe the experience in your own words. You will not be asked to provide any personal information that could be used to identify you or your health care provider. The survey should take you about 17 minutes to complete.