



Surveys and Tools
To Advance Patient-Centered Care

CAHPS Clinician & Group Survey 2.0 Update

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C-G CAHPS History



- **Development of “Group-CAHPS” began in 1999**
 - Solomon, L., Hays, R. D., Zaslavsky, A., & Cleary, P. D. (2005). Psychometric properties of the Group-Level Consumer Assessment of Health Plans Study (CAHPS®) instrument. Medical Care, 43, 53-60.
- **C-G CAHPS Survey 1.0 released in 2006**
- **NQF endorsement in 2007**

C-G CAHPS Core Composites



- **Access: Getting Appointments and Health Care When Needed**

- Getting appointments for urgent care
- Getting appointments for routine care
- Getting an answer to a medical question during regular office hours
- Getting an answer to a medical question after regular office hours
- Wait time for appointment to start

- **Global Rating of Doctor**

- 0-10 rating

- **How Well Doctors Communicate**

- Doctor explanations easy to understand
- Doctor listens carefully
- Doctor gives easy to understand instructions
- Doctor knows important information about medical history
- Doctor shows respect for what you have to say
- Doctor spends enough time with you

- **Courteous and Helpful Office Staff**

- Clerks and receptionists were helpful
- Clerks and receptionists treat you with courtesy and respect

C-G CAHPS 12-Month Survey



- **Asks about experiences in last 12 months**
- **Response scales are “never” to “always”**
 - 6-point N-A
 - 4-point N-A
- **Sample frame: patients with an office visit during the prior 12 months**
- **Works well for assessing experiences that may not apply for every visit (e.g., health promotion, shared decision making)**
- **Commonly used for external reporting**

C-G CAHPS Visit Survey



- **A “hybrid” combining:**
 - 12-month reference period for Access questions (using 4-point N-A scale)
 - “Most recent visit” question for Doctor Communication and Office Staff and Follow-Up on Test Results (using 3-point Yes-No scale)
- **Sample frame: patients with an office visit in the prior x months, or continuous sampling**
- **Considered by many clinicians to be more actionable for improvement**

C&G Survey 2.0



- **Changed focal provider**
- **Made minor improvements to item wording**
- **Moved chronic condition screening items to supplemental items**
- **Added mental health item**
- **Finalized**
 - Child 12-Month Survey
 - Adult Visit Survey

Focal Provider

- **Users requested a way to include other types of providers (e.g., physician assistants and nurse practitioners)**
- **Changed from “this doctor” to “this provider”**
- **Cognitive testing confirmed “this provider” worked as intended**
- **Confirmation of provider name remains in Q1**

Minor Item Wording Improvements

- **Changed from getting an appointment**
 - “when you thought you needed” to
 - “when you needed”
- **Changed from getting easy to understand**
 - “instructions about taking care of health problems or concerns” to
 - “information about health questions or concerns”

Chronic Condition Screening Items



- **Moved from core survey to supplemental items**
- **Benefit of conducting subgroup analysis outweighed by desire to streamline the core survey**

Mental Health Item



- **In general, how would you rate your overall mental health?**
 - Parallels self-reported overall health item

Finalized Child 12-Month Survey



- **Previously called Child Primary Care Survey 2.0 (beta)**
- **Items and composite measures added on prevention and development**
 - Added new prevention item on time child spends on computer and watching TV.
 - Items changed from asking:
 - “whether you and this provider talked about” to
 - “whether anyone in this provider’s office talked to you about”

Finalized Adult Visit Survey



- **Most recent visit assessment of provider communication and office staff**
- **12-month assessment of access to care**
- **Child Visit Survey forthcoming**

The End/Questions

