



THE CAHPS DATABASE

2015 CAHPS Clinician & Group Survey Database

2015 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

AHRQ Contract No.: HHS A290201300003C

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**AHRQ Publication No. 16-CAHPS002-EF
July 2016**



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1. EXECUTIVE SUMMARY

This Chartbook presents comparative results from the 2015 CAHPS Clinician & Group Survey (CG-CAHPS) Database for the following CG-CAHPS Survey versions:

- **Adult Survey 2.0 Combined:** Combined results from the 12-month and 6-month Adult 2.0 Core Survey combined with the core questions from the 12-month and 6-month Adult 2.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items. The results also include the PCMH supplemental composites and items.
- **Child Survey 2.0 Combined:** Combined results from the 12-month and 6-month Child 2.0 Core Survey combined with the core questions from the 12-month and 6-month Child 2.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items. The results also include the PCMH supplemental composites and items.
- **Adult Visit Survey 2.0**
- **Adult Survey 3.0**

Results are presented for each survey version in the form of bar charts that show the overall national distribution of scores at the respondent level. For selected survey versions with sufficient data, results also are presented by State and provider specialty. Trend data for available years are presented for each version except for the Adult Survey 3.0, since 2015 was the first year of data collection for this new survey version.

Selected highlights of the results presented in this Chartbook include the following:

- The highest scoring core survey composite in three of the four survey versions is "How Well Providers Communicate with Patients" (Provider Communication). The lowest scoring core survey composite is "Getting Timely Appointments, Care, and Information" (Access).
- Scores for all of the 2.0 survey versions generally remained stable or increased slightly over time.
- Across provider specialties, Cardiology and Hematology/Oncology have among the highest scores for all composite measures for the Adult Survey 2.0 Combined and Adult Visit Survey 2.0 versions.

The summary results presented in this Chartbook are compiled from detailed data displays available in the CG-CAHPS Database Online Reporting System (ORS) at https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

The CG-CAHPS Database ORS consists of both a public site and a private submitter's site that is available only to survey users that contribute data. Survey users that submit data to the CG-CAHPS Database are provided access to a secure, password-protected area of the ORS that allows them to compare their own results to selected benchmarks. Both the public site and the submitter's site present CG-CAHPS results for composite measures, ratings, and individual survey items, organized according to survey version and field period. Displays available through the various tabs of the ORS include "top box" scores, frequencies, bar charts, and percentiles. The "report builder" feature allows users to create and download custom reports on demand.

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Research files for the CG-CAHPS data presented in this Chartbook, as well as from previous years, are available upon request according to the CAHPS Database Data Release Policy. (To learn more, visit <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>)

The CG-CAHPS Database Online Reporting System is updated periodically with new data submitted by CAHPS Clinician & Group survey users. Questions or comments regarding this Chartbook or any aspect of the CG-CAHPS Survey Database may be directed to the CAHPS Database toll-free help line at 888-808-7108 or by email to CAHPSDatabase@westat.com.

2. 2015 CG-CAHPS DATABASE COMPOSITION

The 2015 CG-CAHPS Database includes a total of 636,468 patient experience survey responses submitted voluntarily by 2,829 unique medical practices.

As shown in Table 1, the Adult Survey 2.0 Combined data represents the largest volume of data (with 418,901 respondents), followed by the Adult Visit Survey 2.0 (with 166,266 respondents). The Child Survey 2.0 Combined (26,364 respondents) and Adult Survey 3.0 (24,937 respondents) are significantly smaller. Because the new CG-CAHPS 3.0 version was released in July 2015, this represents only the first year of limited data collection for the Adult version of the survey. Data submitted for all survey versions were collected from January 2015 through March 2016.

Table 1. Composition of the 2015 CG-CAHPS Database

Survey Version	CG-CAHPS Database	
	Number of Practice Sites	Number of Respondents
Adult Survey 2.0 Combined	1,935	418,901
Child Survey 2.0 Combined	247	26,364
Adult Visit Survey 2.0	490	166,266
Adult Survey 3.0	157	24,937
Total	2,829	636,468

Data collected with the 2.0 version of the survey (excluding the Visit version) include surveys using the 6-month and 12-month reference period, as well as surveys that did or did not include PCMH supplemental items. In order to create the most comprehensive set of comparative results possible from the various versions of CG-CAHPS that were submitted, results for the 6-month core survey results have been combined with the 12-month core survey results for versions with and without the PCMH supplemental items.

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The number of survey respondents and practice sites submitting the 12-month and 6-month surveys with and without the PCMH items in 2015 is shown in Table 2.

Table 2. Number of 2015 Respondents and Practice Sites by 12-month vs. 6-month Survey Versions

Survey Version	12-Month		6-Month		Total	
	Number of Practice Sites	Number of Respondents	Number of Practice Sites	Number of Respondents	Number of Practice Sites	Number of Respondents
Adult	589	137,752	875	156,563	1,424	294,315
Adult PCMH	209	45,060	409	79,526	618	124,586
Total Adult 2.0 Combined	798	182,812	1,284	236,089	1,935*	418,901
Child	22	3,913	143	9,895	164	13,808
Child PCMH	35	4,588	52	7,968	87	12,556
Total Child 2.0 Combined	57	8,501	195	17,863	247*	26,364

*Several practices administered more than one version of the survey therefore these totals display the number of unique practice sites.

3. COMPARATIVE RESULTS BY SURVEY VERSION

This section presents a summary of comparative results for each CG-CAHPS survey version included in the 2015 CG-CAHPS Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the core composites, individual question items, provider ratings, and supplemental composites where applicable. Users can compare their own results to the relevant bar charts, in order to identify performance strengths as well as opportunities for improvement.

The bar charts are composed of colored segments that show the percentage of responses in each of the response categories. For questions and composites based on 4-point response scales (i.e., "always", "usually", "sometimes", "never"), the left-most segment combines the two lowest response categories (i.e., "sometimes" and "never").

Results also are presented by State and provider specialty for survey versions with sufficient data. Trend data for available years are presented for each version except for the Adult Survey 3.0, since 2015 was the first year of data collection for this new survey version.

All results presented in these charts are calculated at the respondent level. Survey results are presented in the following order:

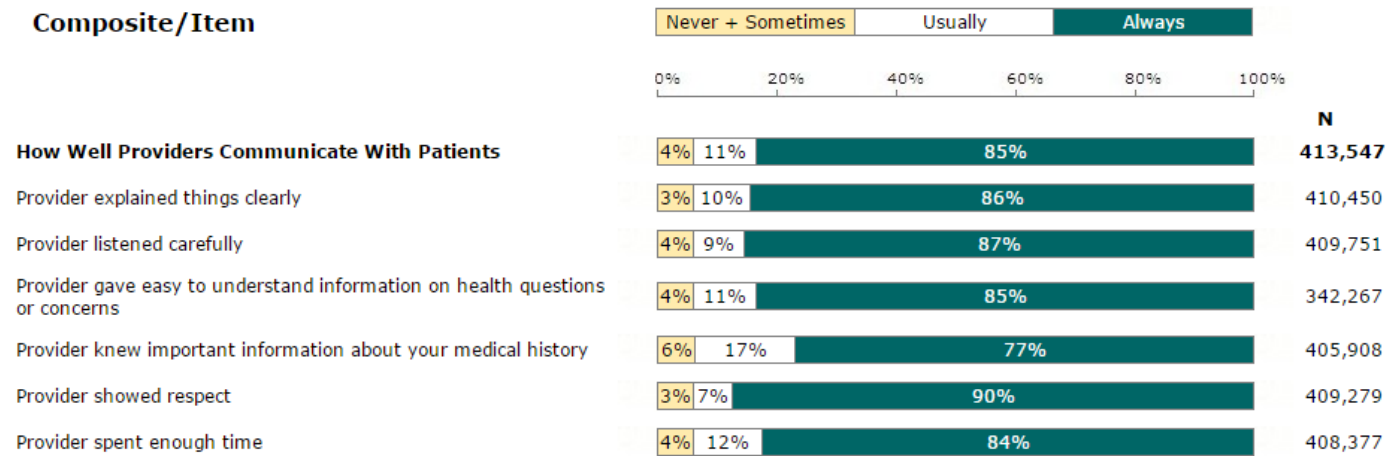
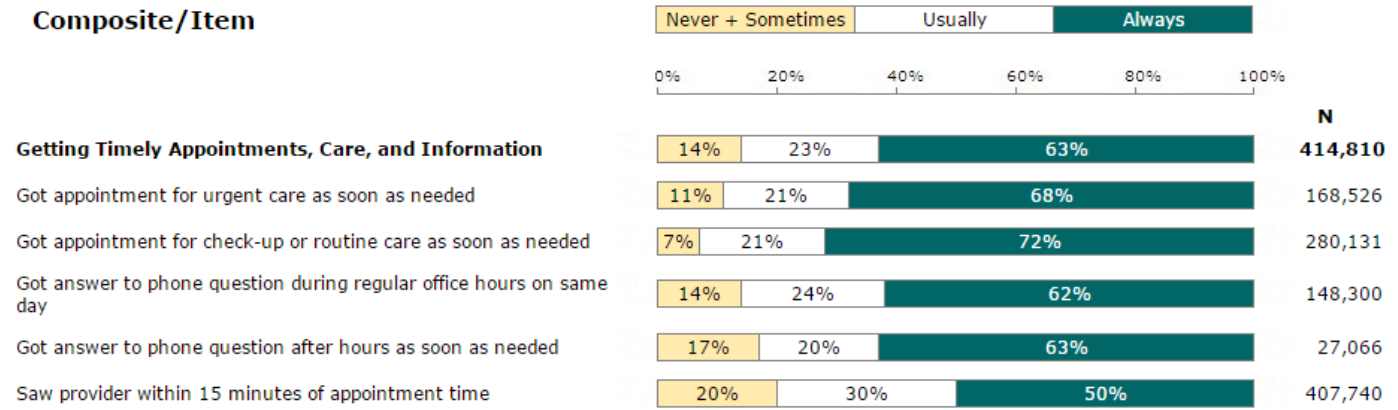
- **Adult Survey 2.0 Combined**
- **Child Survey 2.0 Combined**
- **Adult Visit Survey 2.0**
- **Adult Survey 3.0**

As noted earlier, detailed results are available through the CG-CAHPS Database Online Reporting System at https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

Adult Survey 2.0 Combined

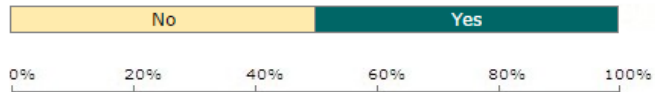
(Adult 12/6-Month Survey 2.0 with/without PCMH Items)

Adult Survey 2.0 Combined



Adult Survey 2.0 Combined (continued)

Composite/Item

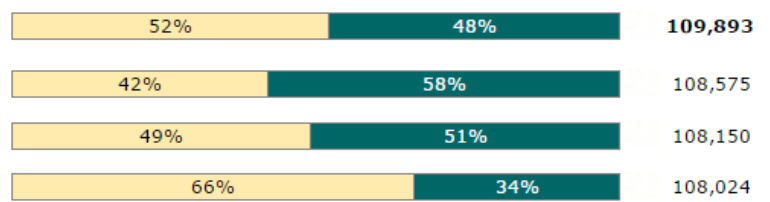


Providers Pay Attention to Your Mental or Emotional Health (PCMH)

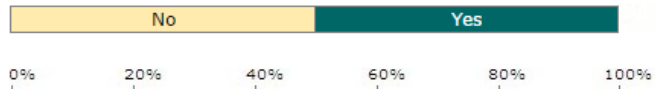
Provider asked if there was a period of time when respondent felt sad, empty, or depressed

Talked with provider about things causing worry or stress

Talked with provider about personal problem, family, alcohol or drug use



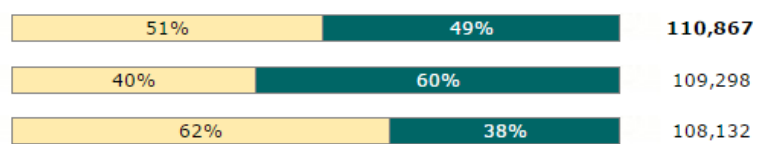
Composite/Item



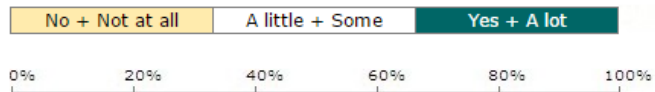
Providers Support You in Taking Care of Your Own Health (PCMH)

Provider talked about specific goals

Provider asked if there are things making it hard to take care of health



Composite/Item

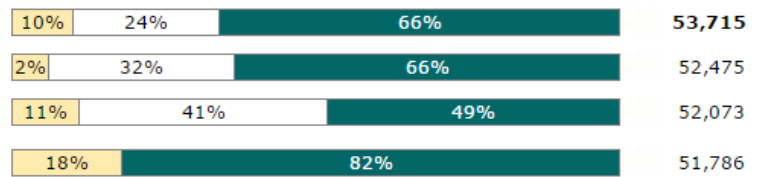


Providers Discuss Medication Decisions (PCMH)

Provider talked about reasons to take a medicine

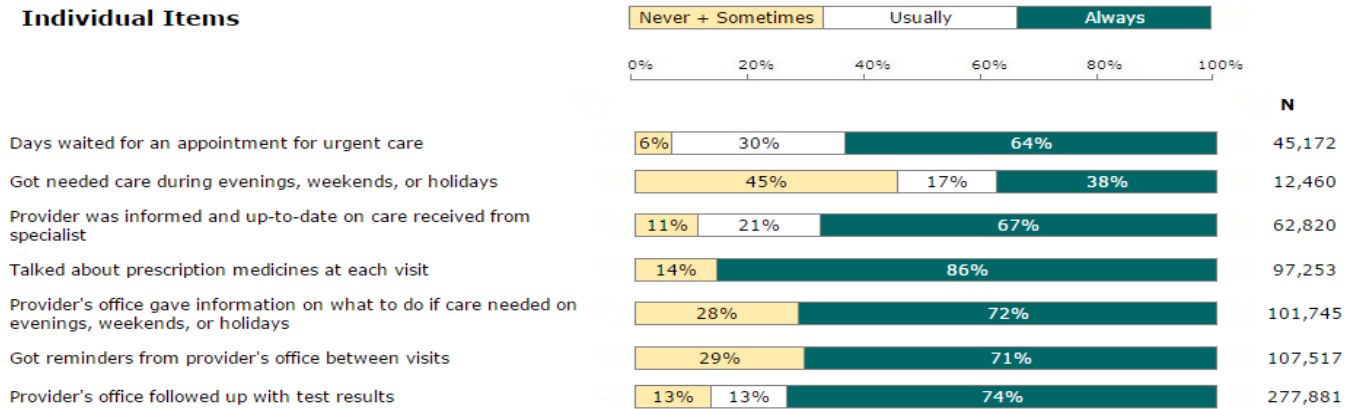
Provider talked about reasons not to take a medicine

Provider asked what respondent thought was best regarding medicine

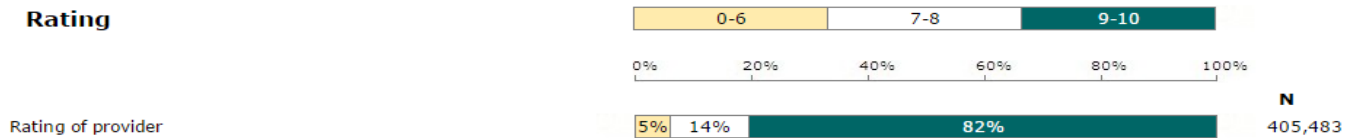


Adult Survey 2.0 Combined (continued)

Individual Items



Rating



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Table 3. Comparison of Adult Survey 2.0 Combined Top-Box Scores by State

State	N	Access	Provider Communication	Office Staff	Patients' Rating of the Provider
CAHPS DB Overall	418,901	63%	85%	81%	82%
Alabama	306	65%	81%	88%	90%
Arizona	6,358	59%	86%	81%	84%
Arkansas	13,012	59%	84%	79%	82%
California	82,067	58%	81%	74%	75%
Colorado	11,458	61%	84%	80%	82%
Connecticut	423	59%	82%	83%	77%
Florida	19,882	63%	86%	83%	83%
Illinois	13,134	59%	85%	79%	83%
Kentucky	1,623	70%	88%	85%	83%
Maine	76,671	67%	86%	84%	83%
Massachusetts	19,727	68%	87%	81%	84%
Michigan	25,511	55%	82%	74%	78%
Minnesota	8,451	59%	83%	83%	79%
Mississippi	2,301	71%	90%	84%	86%
Nebraska	2,893	66%	86%	80%	84%
New Hampshire	37,756	66%	88%	84%	85%
New York	8,346	66%	86%	82%	83%
North Dakota	8,696	71%	87%	86%	85%
Ohio	6,657	67%	86%	86%	86%
Oklahoma	4,656	65%	88%	82%	86%
Oregon	1,533	57%	82%	79%	79%
Pennsylvania	6,483	60%	84%	78%	80%
Tennessee	3,500	65%	88%	83%	87%
Texas	7,688	59%	84%	80%	83%
Virginia	6,152	64%	85%	84%	83%
West Virginia	963	66%	84%	84%	82%
Wisconsin	32,818	70%	88%	87%	87%

*When reporting comparison scores by State, States with fewer than five practices and/or fewer than 300 completed surveys are not shown.

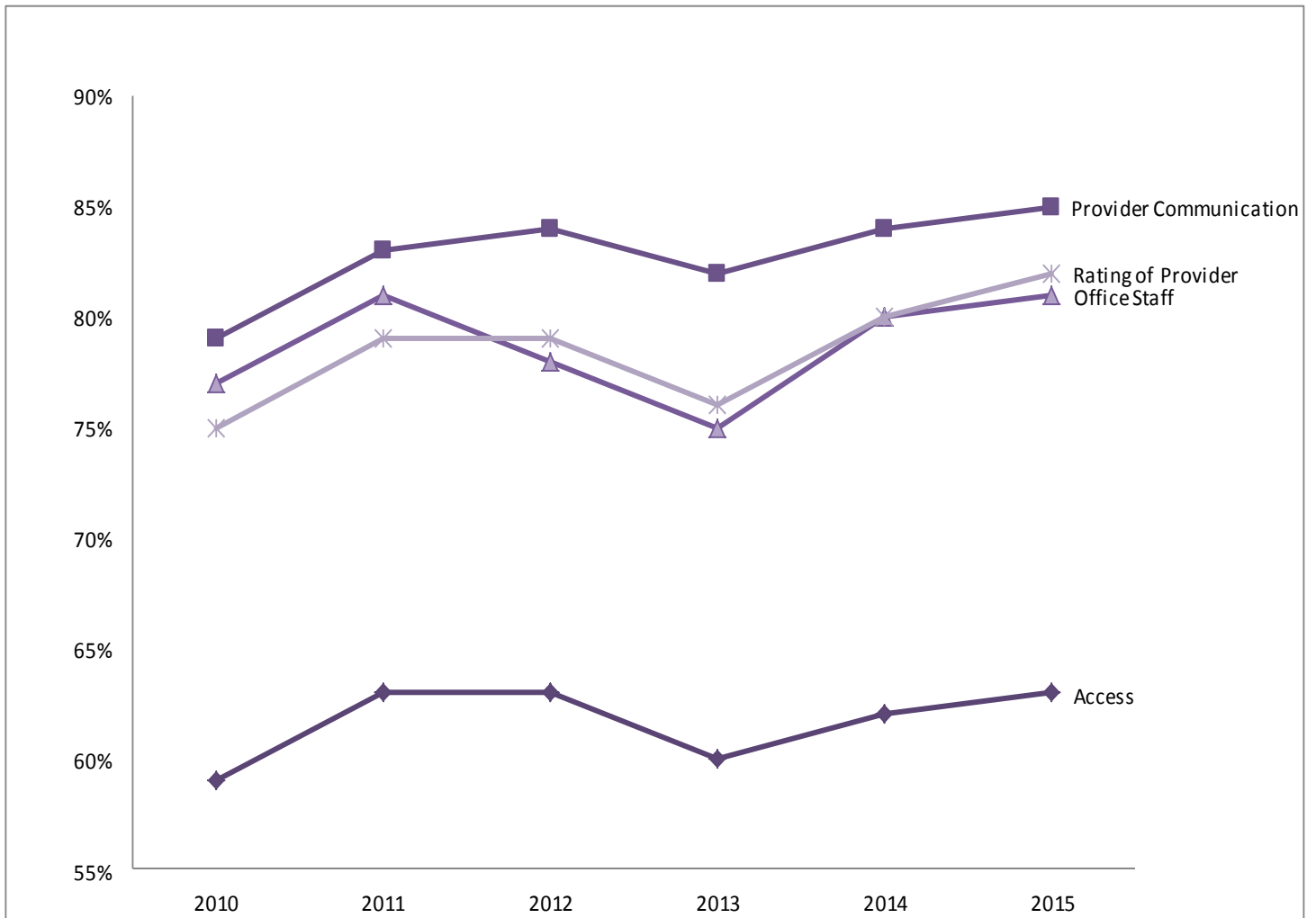
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Table 4. Comparison of Adult Survey 2.0 Combined Top-Box Scores by Specialty

State	N	Access	Provider Communication	Office Staff	Patients' Rating of the Provider
CAHPS DB Overall	418,901	63%	85%	81%	82%
Allergy/Immunology	1,237	63%	84%	81%	77%
Cardiology	9,821	68%	87%	84%	86%
Dermatology	8,709	65%	85%	83%	81%
Endocrinology	7,345	63%	86%	80%	82%
Family Practice	90,357	59%	84%	78%	80%
Gastroenterology	9,066	62%	83%	80%	79%
General Practice	1,694	64%	89%	80%	85%
Hematology/Oncology	14,178	68%	87%	86%	87%
Internal Medicine	61,077	62%	85%	79%	81%
Neurology	10,954	58%	82%	80%	78%
OB/GYN	20,546	65%	86%	77%	82%
Ophthalmology	8,446	65%	83%	81%	82%
Orthopedics	13,197	66%	84%	83%	83%
Pediatrics	809	59%	87%	79%	85%
Physical Medicine & Rehabilitation	2,213	60%	82%	81%	79%
Podiatry	772	63%	83%	79%	77%
Psychiatry	1,052	60%	86%	81%	82%
Pulmonary Medicine	4,431	65%	88%	86%	84%
Radiology	651	62%	83%	75%	81%
Rheumatology	10,179	67%	86%	84%	85%
Surgery	21,549	69%	86%	83%	83%
Urology	6,134	64%	85%	82%	82%

*When reporting comparison scores by specialty, specialties with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Figure 1. Comparison of Adult Survey 2.0 Combined Top Box Scores: 2010-2015*



* Scores for 2010-2012 do not include results from the Adult PCMH version.

Table 5. Number of Adult CG-CAHPS Survey Respondents and Practice Sites, 2010-2015*

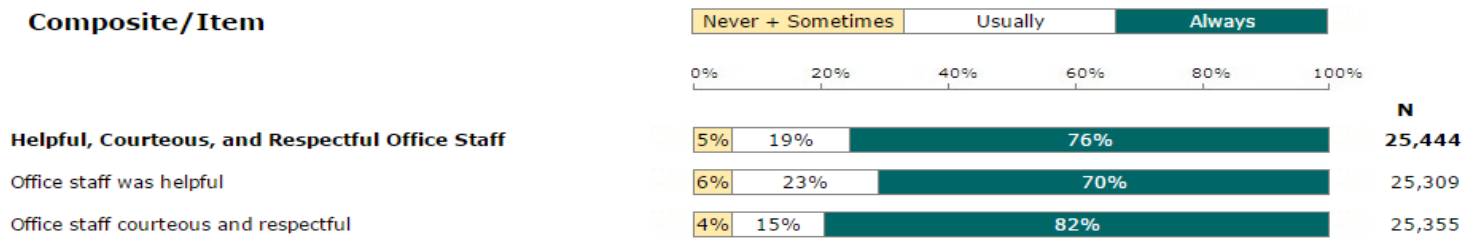
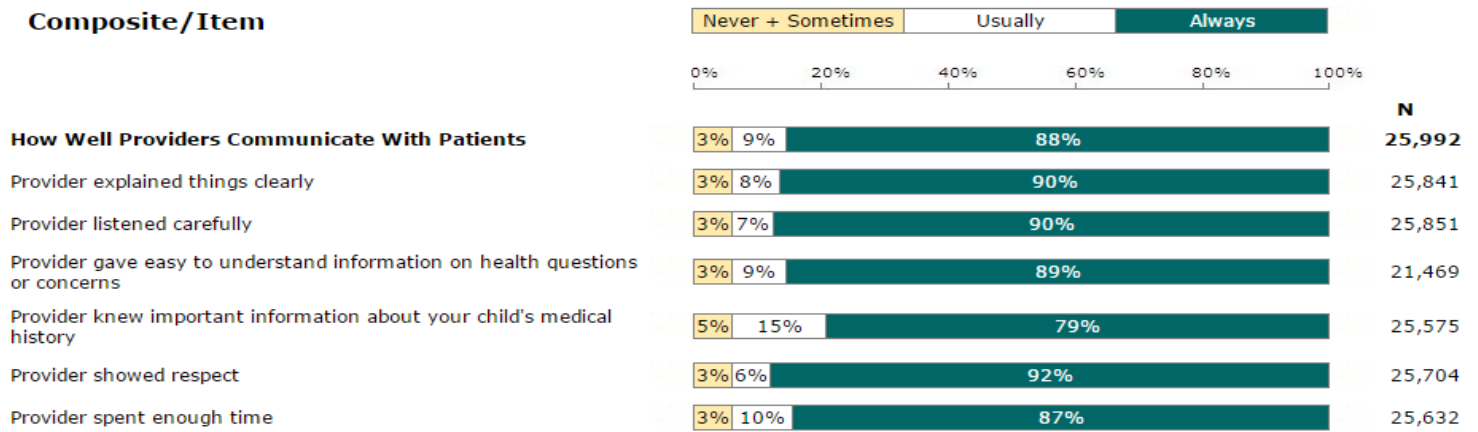
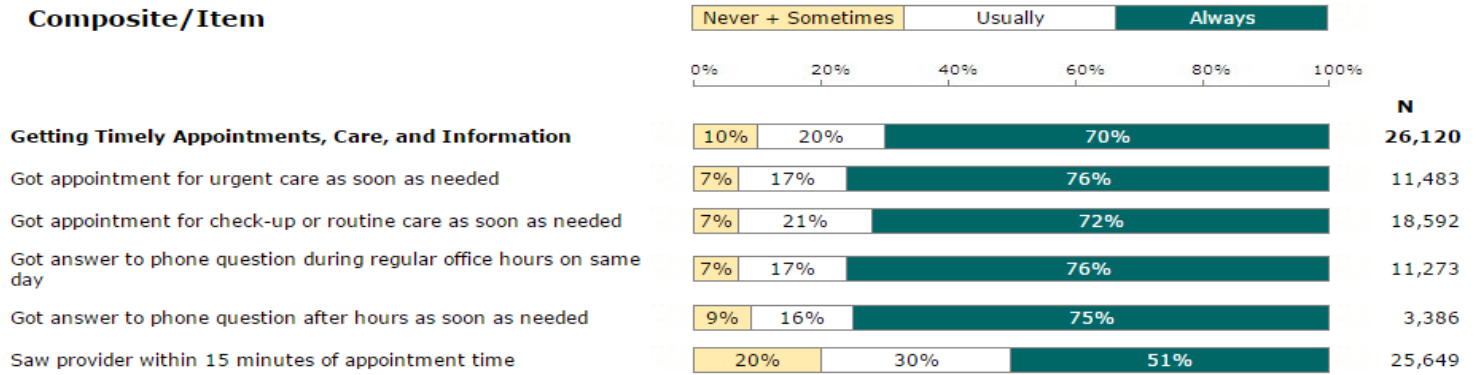
Year (Version)	Adult Survey 2.0 Combined	
	Number of Practice Sites	Number of Respondents
2015 (2.0)	1,935	418,901
2014 (2.0)	2,291	457,418
2013 (2.0)	833	199,038
2012 (2.0)	286	100,527
2011 (1.0)	519	52,434
2010 (1.0)	234	41,834

* Numbers for 2010-2012 do not include the Adult PCMH version.

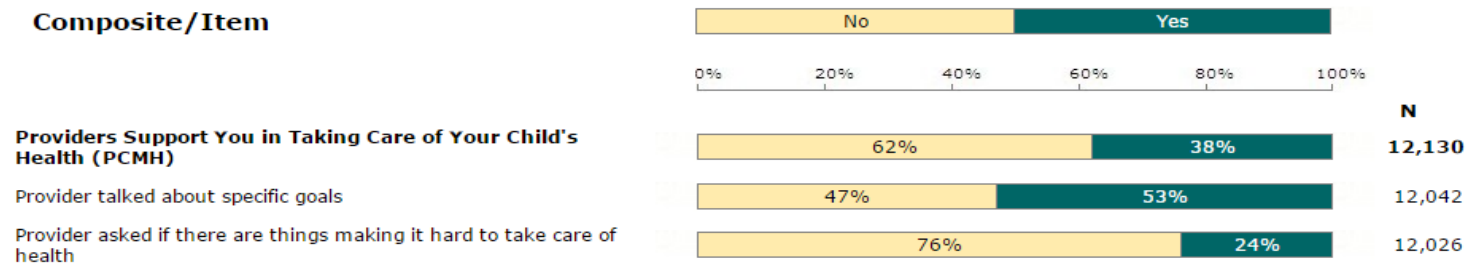
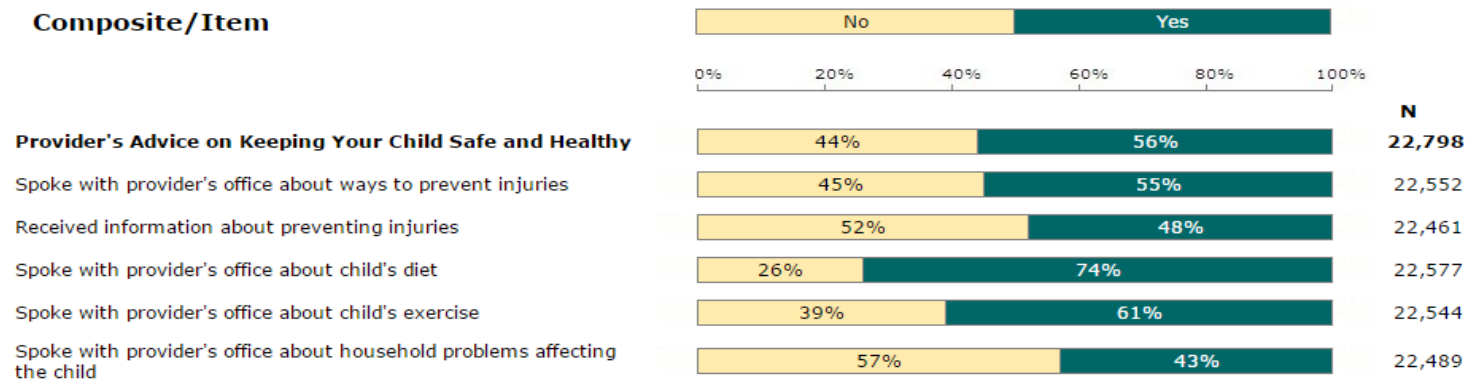
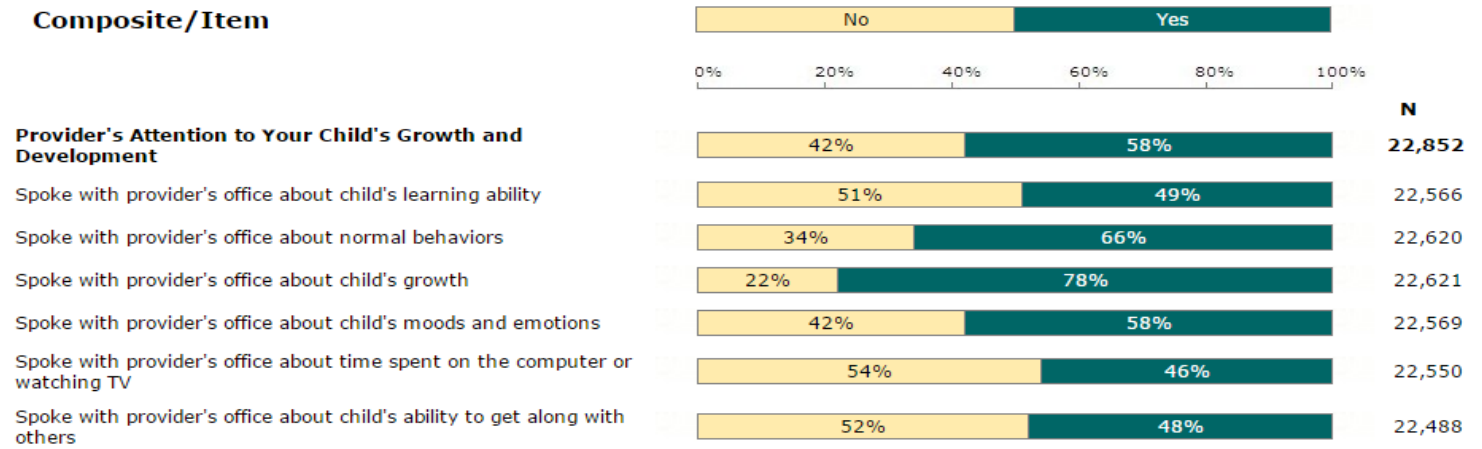
Child Survey 2.0 Combined

(Child 12/6-Month Survey 2.0 with/without PCMH Items)

Child Survey 2.0 Combined

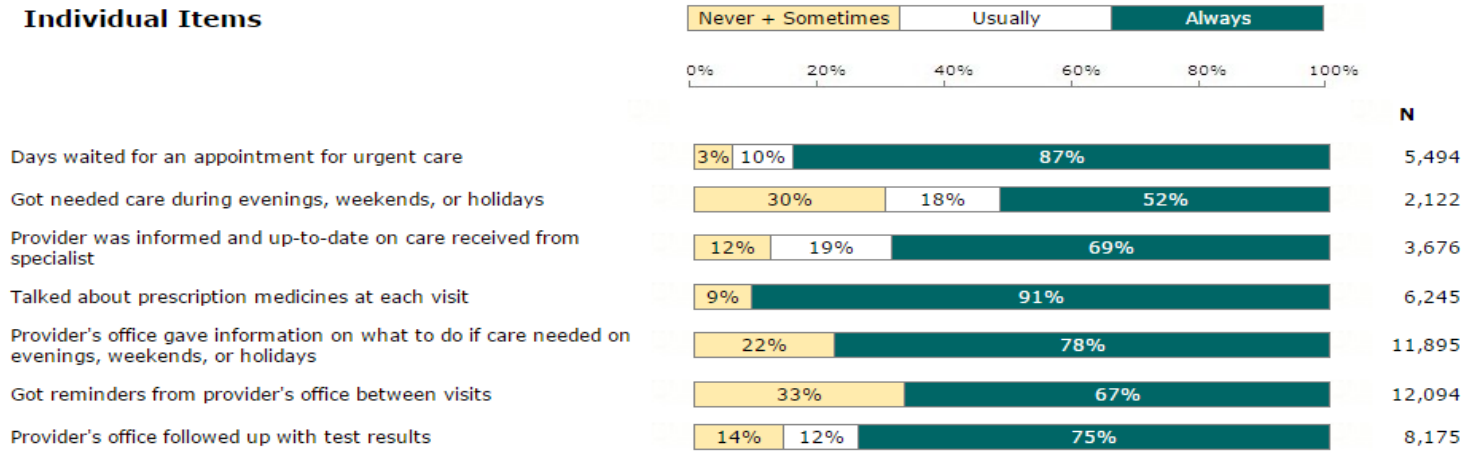


Child Survey 2.0 Combined (continued)



Child Survey 2.0 Combined (continued)

Individual Items



Rating

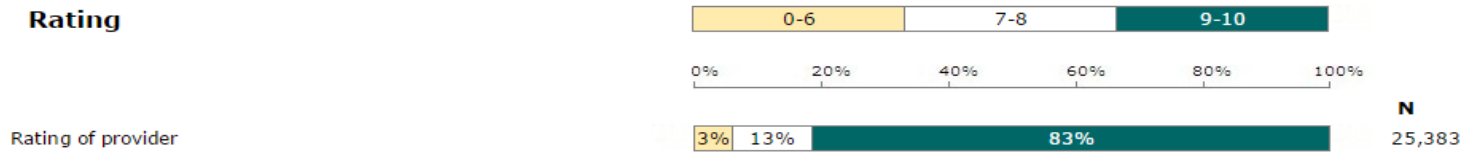


Figure 2. Comparison of Child Survey 2.0 Combined Top Box Scores: 2012-2015

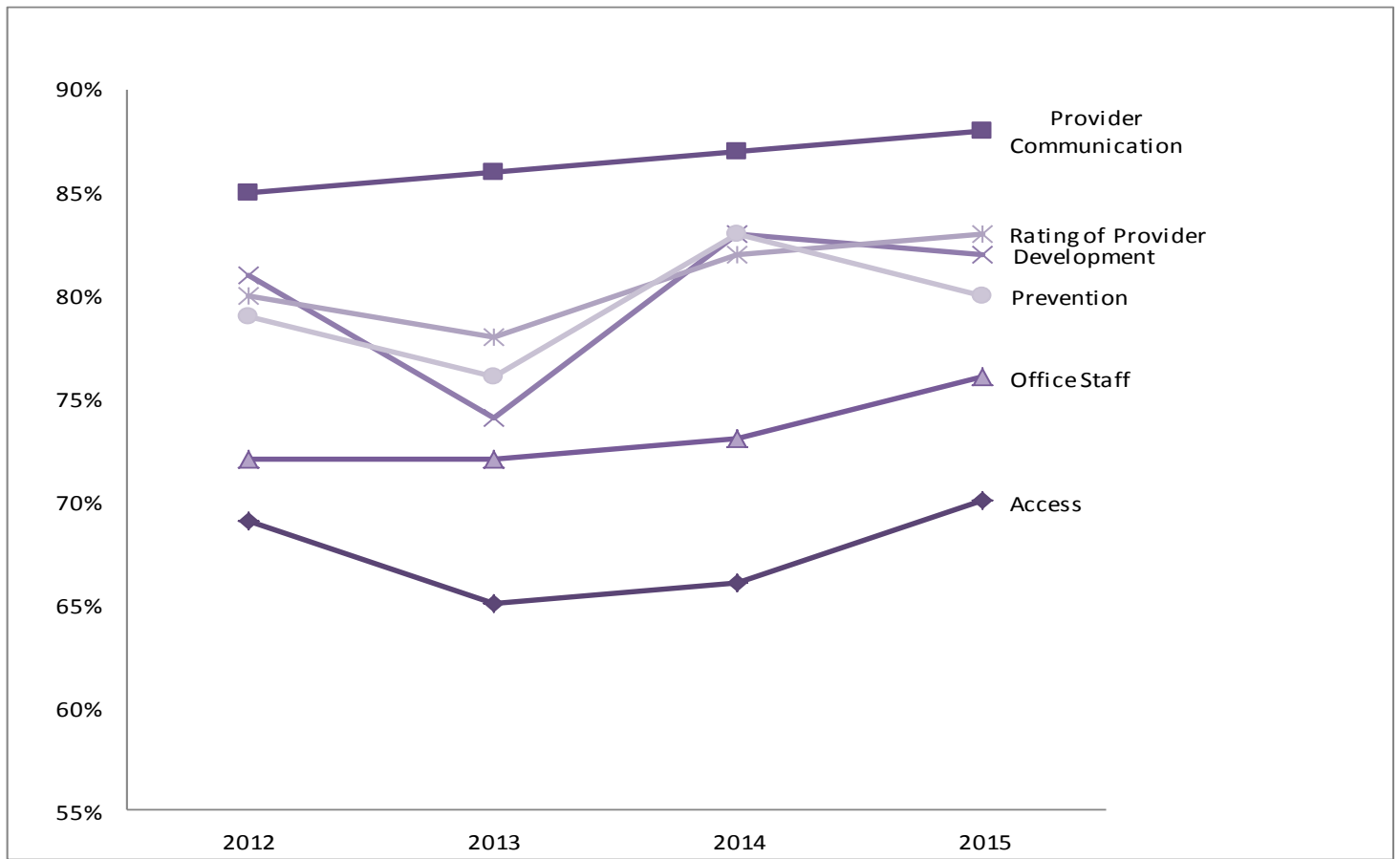


Table 6. Number of Child Survey 2.0 Combined Respondents and Practice Sites, 2012-2015

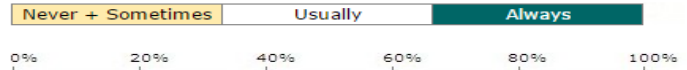
Year (Version)	Child Survey 2.0 Combined	
	Number of Practice Sites	Number of Respondents
2015 (2.0)	247	26,364
2014 (2.0)	341	28,925
2013 (2.0)	105	8,265
2012 (2.0)	58	3,276

Adult Visit Survey 2.0

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Adult Visit Survey 2.0

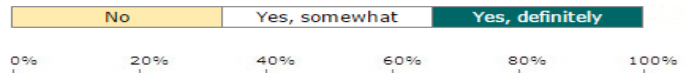
Composite/Item



Getting Timely Appointments, Care, and Information

Item	Never + Sometimes	Usually	Always	N
Getting Timely Appointments, Care, and Information	14%	24%	62%	164,342
Got appointment for urgent care as soon as needed	12%	22%	66%	63,787
Got appointment for check-up or routine care as soon as needed	7%	22%	71%	114,197
Got answer to phone question during regular office hours on same day	15%	25%	60%	59,182
Got answer to phone question after hours as soon as needed	16%	21%	63%	11,314
Saw provider within 15 minutes of appointment time	18%	32%	50%	160,716

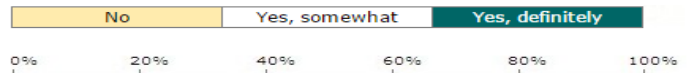
Composite/Item



How Well Providers Communicate With Patients

Item	No	Yes, somewhat	Yes, definitely	N
How Well Providers Communicate With Patients	1%	7%	91%	164,029
Provider explained things clearly	1%	7%	92%	160,373
Provider listened carefully	1%	5%	93%	162,966
Provider gave easy to understand information on health questions or concerns	1%	8%	91%	139,934
Provider knew important information about your medical history	3%	12%	85%	162,485
Provider showed respect	1%	4%	95%	163,265
Provider spent enough time	2%	7%	92%	163,025

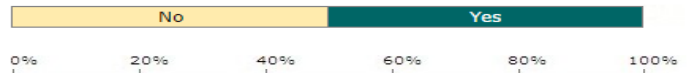
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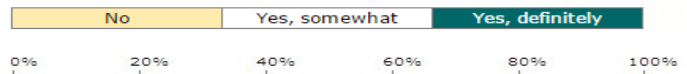
Helpful, Courteous, and Respectful Office Staff

Item	No	Yes, somewhat	Yes, definitely	N
Helpful, Courteous, and Respectful Office Staff	1%	7%	92%	163,555
Office staff was helpful	1%	9%	90%	162,526
Office staff courteous and respectful	1%	5%	94%	163,051

Individual Items



Item	No	Yes	N
Provider's office followed up with test results	15%	85%	77,906



Item	No	Yes, somewhat	Yes, definitely	N
Would you recommend this provider's office	3%	8%	90%	161,561

Rating



Item	0-6	7-8	9-10	N
Rating of provider	4%	13%	83%	161,889

Table 7. Comparison of Adult Visit Survey 2.0 by State*

State	N	Access	Provider Communication	Office Staff	Patients' Rating of the Provider
CAHPS DB Overall	166,266	62%	91%	92%	85%
Arizona	8,441	55%	90%	89%	82%
Colorado	50,624	62%	91%	92%	83%
Idaho	9,613	65%	93%	93%	86%
Illinois	4,003	66%	92%	94%	83%
Indiana	27,091	62%	91%	92%	84%
Iowa	1,506	58%	90%	90%	81%
Maine	3,070	69%	92%	96%	83%
Minnesota	1,732	59%	89%	95%	79%
Montana	13,303	65%	93%	93%	85%
Ohio	2,364	70%	93%	95%	84%
Pennsylvania	19,639	62%	91%	91%	81%
Washington	17,768	57%	91%	92%	82%
Wisconsin	4,667	71%	89%	93%	81%

*When reporting comparison scores by State, States with fewer than five practices and/or fewer than 300 completed surveys are not shown.

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Table 8. Comparison of Adult Visit Survey 2.0 by Specialty*

Specialty	N	Access	Provider Communication	Office Staff	Patients' Rating of the Provider
CAHPS DB Overall	166,266	62%	91%	92%	83%
Cardiology	4,288	70%	94%	95%	87%
Dermatology	3,151	61%	89%	92%	81%
Endocrinology	3,382	58%	91%	93%	82%
Family Practice	33,923	59%	92%	92%	2%
Gastroenterology	5,102	62%	89%	93%	80%
Hematology/ Oncology	4,856	71%	93%	93%	87%
Internal Medicine	16,557	60%	93%	93%	84%
Neurology	7,667	49%	89%	90%	79%
OB/GYN	4,095	65%	91%	89%	82%
Ophthalmology	6,199	66%	92%	93%	83%
Orthopedics	2,888	63%	89%	92%	83%
Physical Medicine & Rehabilitation	2,139	62%	93%	89%	86%
Pulmonary Medicine	399	61%	93%	95%	83%
Radiology	832	61%	90%	91%	82%
Rheumatology	3,806	61%	91%	92%	86%
Surgery	9,106	67%	92%	92%	86%
Urology	2,541	64%	91%	92%	83%

*When reporting comparison scores by specialty, specialties with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Figure 3. Comparison of Adult Visit Survey 2.0 Top Box Scores: 2010-2015

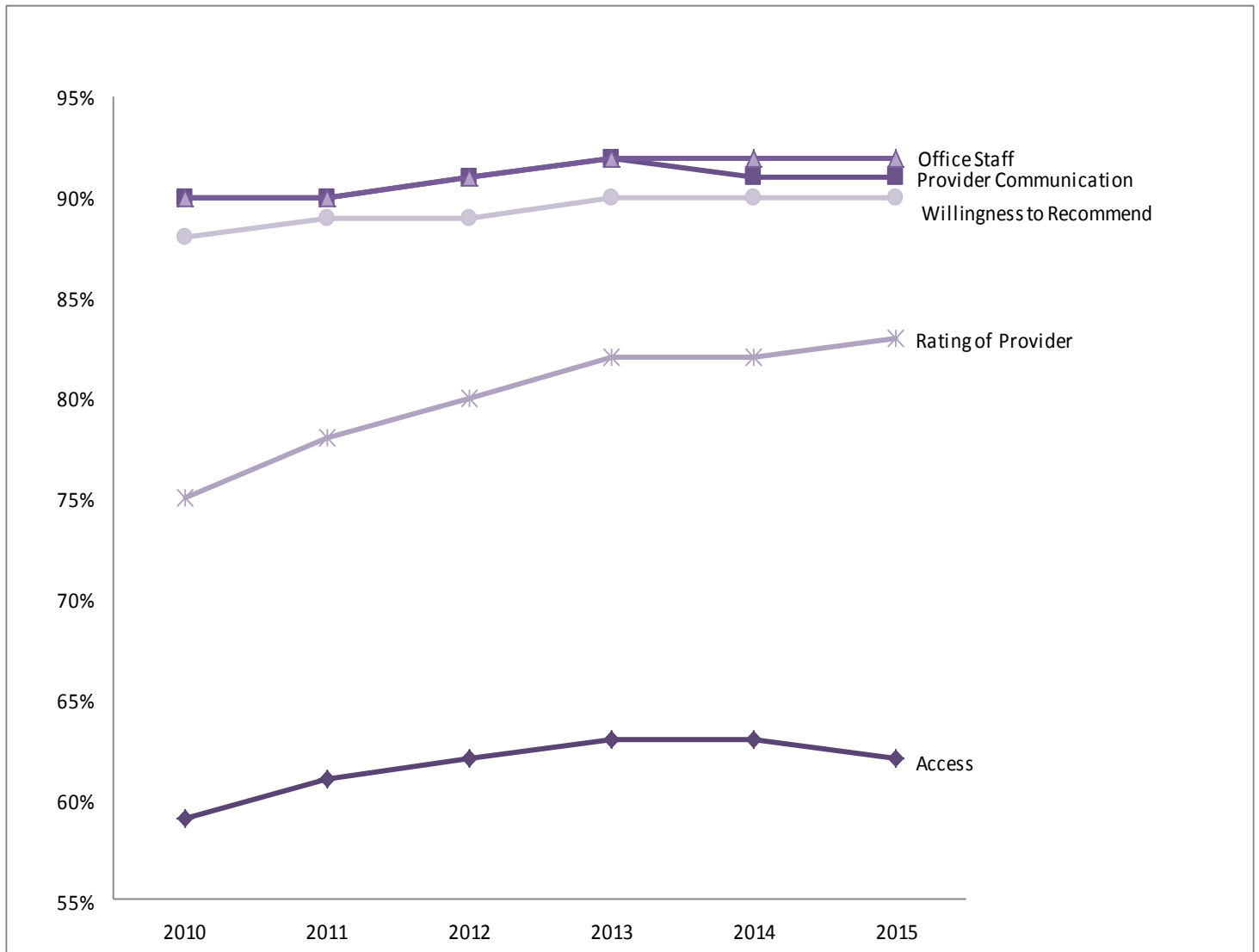


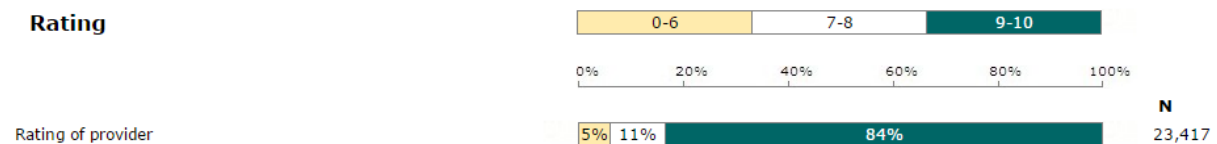
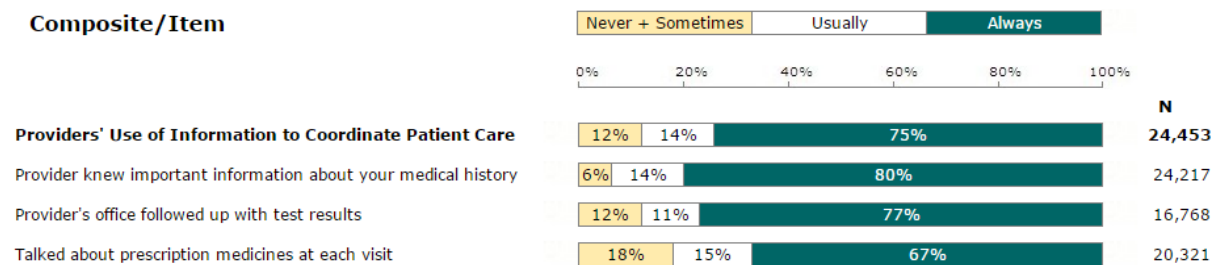
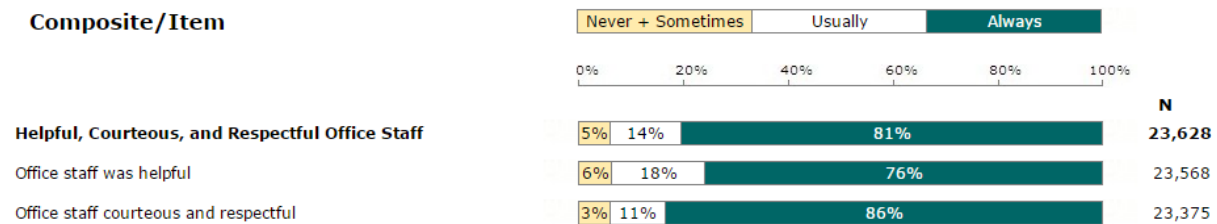
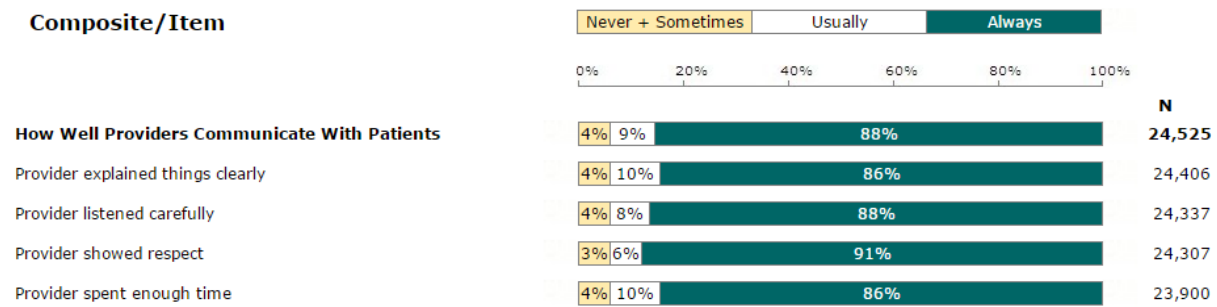
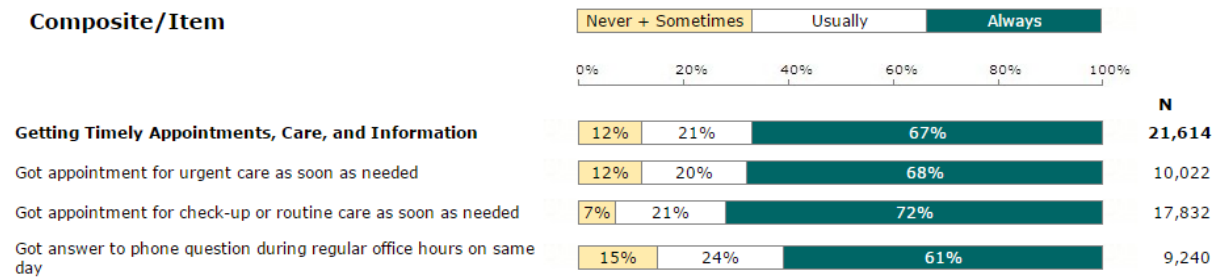
Table 9. Number of Adult Visit Survey Respondents and Practice Sites, 2010-2015

Year (Version)	Adult Visit	
	Number of Practice Sites	Number of Respondents
2015 (2.0)	490	166,266
2014 (2.0)	1,330	312,624
2013 (2.0)	1,234	428,154
2012 (2.0)	1,718	613,396
2011 (1.0)	769	266,327
2010 (1.0)	469	103,442

Adult Survey 3.0

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Adult Survey 3.0



APPENDIX A. CHARACTERISTICS OF THE 2015 CG-CAHPS DATABASE

When reviewing the CAHPS Clinician & Group (CG-CAHPS) Survey results, it is helpful as context to understand the types of practice sites that make up the comparative results for all versions of the survey. The CAHPS Database asked each submitter to provide information about their practices (i.e., “practice site characteristics”) along with their survey responses. It is important to note that participating practice sites voluntarily submit data to the CAHPS Database and therefore do not constitute a representative sample of all medical practices in the United States. However, users can compare their results to similar organizations using the reported practice site characteristics.

The practice site characteristics collected by the CAHPS Database include region, practice ownership and affiliation, and providers working per week. Survey completion mode was reported at the respondent level.

Table A-1. Composition of the 2015 CG-CAHPS Database

Survey Version	CG-CAHPS Database	
	Number of Practice Sites	Number of Respondents
Adult Survey 2.0 Combined	1,935	418,901
Child Survey 2.0 Combined	247	26,364
Adult Visit Survey 2.0	490	166,266
Adult Survey 3.0	157	24,937
Total	2,829	636,468

Region

The distribution of regions is shown in Table A-2. Each version of the CG-CAHPS Survey reflects a different regional distribution and is not representative of the U.S. distribution. The largest concentration of practice sites for the Adult Survey 2.0 Combined was from the Northeast. The largest concentration for the Adult Visit 2.0 survey was from the West, and for Child Survey 2.0 Combined, most practice sites were from the Northeast. Practice sites were assigned to one of the four U.S. Census Bureau’s regions, based on the practice sites’ self-reported State and ZIP code information¹.

¹ States are categorized into U.S. Census Bureau-defined regions as follows:

Northeast: CT, MA, ME, NH, NJ, NY, PA, PR, RI, VT

Midwest: IA, IL, IN, KS, MI, MN, MO, NE, ND, OH, SD, WI

West: AK, AZ, CA, CO, GU, HI, ID, MT, NM, NV, OR, UT, WA, WY

South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV

Table A-2. Distribution of Practice Sites and Survey Respondents by Region

Region	Number	Adult 2.0 Combined	Child 2.0 Combined	Adult Visit 2.0	Adult 3.0
Midwest	Practice Sites	509	63	117	51
	Respondents	98,190	7,490	41,413	6,791
Northeast	Practice Sites	740	129	125	22
	Respondents	155,194	11,248	23,435	195
South	Practice Sites	312	42	6	75
	Respondents	60,161	4,045	1,196	16,803
West	Practice Sites	374	13	242	9
	Respondents	105,356	3,581	100,222	1,148
Total	Practice Sites	1,935	247	490	157
	Respondents	418,901	26,364	166,266	24,937

Practice Ownership and Affiliation

The distribution of the practice ownership and affiliation categories is shown in Table A-3. The largest number of practice sites was “Hospital/Health System” across all survey versions, followed by “Provider/Physician.” In addition, some of the categories are not mutually exclusive and could therefore misrepresent the true distribution among the practice sites included in the database.

Table A-3. Distribution of Practice Sites and Survey Respondents by Practice Site Ownership and Affiliation

Practice Ownership and Affiliation	Number	Adult 2.0 Combined	Child 2.0 Combined	Adult Visit 2.0	Adult 3.0
Provider/Physician	Practice Sites	485	48	75	62
	Respondents	99,524	6,512	40,411	6,159
Hospital/Health System	Practice Sites	1,088	173	286	95
	Respondents	251,820	15,354	99,528	18,778
University/ Academic Med Center	Practice Sites	199	21	45	0
	Respondents	46,178	3,961	9,763	0
Community Health Center	Practice Sites	114	4	58	0
	Respondents	14,431	369	13,643	0
Other	Practice Sites	49	1	26	0
	Respondents	6,948	168	2,891	0
Total	Practice Sites	1,935	247	490	157
	Respondents	418,901	26,364	166,236	24,937

Providers Working per Week

As a proxy measure for practice size, the distribution of the number of providers working per week is shown in Table A-4. This information was self-reported at the practice-site level. Other than “missing,” most practice sites that voluntarily submitted their data to the CAHPS Database have 4 to 9 providers (e.g., doctors of medicine, doctors of osteopathic medicine, physician assistants, nurse practitioners, etc.) working during a typical week.

Table A-4. Distribution of Practice Sites and Survey Respondents by Number of Providers Working per Week

Number of Providers Working per Week	Number	Adult 2.0 Combined	Child 2.0 Combined	Adult Visit 2.0	Adult 3.0
Missing	Practice Sites	1,079	163	417	24
	Respondents	264,968	14,012	153,193	13,737
1 provider	Practice Sites	114	5	15	13
	Respondents	6,400	237	453	96
2 - 3 providers	Practice Sites	223	21	25	37
	Respondents	24,941	2,259	2,433	1,128
4 - 9 providers	Practice Sites	297	28	24	53
	Respondents	55,693	4,507	4,889	3,549
10 - 13 providers	Practice Sites	76	6	5	15
	Respondents	21,499	509	2,532	2,373
14 - 19 providers	Practice Sites	46	13	1	9
	Respondents	13,396	2,439	469	1,953
More than 20 providers	Practice Sites	100	11	3	6
	Respondents	32,004	2,401	2,297	2,101
Total	Practice Sites	1,935	247	490	157
	Respondents	418,901	26,364	166,266	24,937

Survey Completion Mode

As shown in Table A-5, the vast majority of the surveys submitted to the CAHPS Database were completed by mail. Web/Internet survey mode accounted for the second largest number of survey completes.

Table A-5. Distribution of Practice Sites and Survey Respondents by Survey Completion Mode

Survey Completion Mode	Number	Adult 2.0 Combined	Child 2.0 Combined	Adult Visit	Adult 3.0
Mail	Practice Sites	1,539	211	431	63
	Respondents	308,542	20,681	156,052	14,950
Phone	Practice Sites	456	17	25	0
	Respondents	19,159	1,799	2,456	0
IVR	Practice Sites	228	18	0	0
	Respondents	50,515	3,345	0	0
Web/Internet	Practice Sites	683	49	78	100
	Respondents	39,999	513	7,483	9,978

APPENDIX B. LISTING OF COMPOSITES, RATINGS, AND INDIVIDUAL ITEMS BY SURVEY VERSION

The following tables present the question wording and response options for the composites, ratings, and individual items included in the Adult and Child versions of the CAHPS Clinician & Group Survey.

Table B-1. Adult Survey 2.0 Combined

Getting Timely Appointments, Care, and Information		
Q6	In the last 12/6 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8/Q9	In the last 12/6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10/Q14	In the last 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12/Q16	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13/Q18	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q14/Q19	In the last 12/6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15/Q20	In the last 12/6 months, how often did this provider listen carefully to you?	
Q17/Q22	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q18/Q23	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q19/Q24	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q20/Q25	In the last 12/6 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q24/Q42	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q25/Q43	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

Table B-1. Adult Survey 2.0 Combined (cont.)

Follow-up on Test Results		
Q22/Q27	In the last 12/6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q23/Q32	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10
Providers Pay Attention to Your Mental or Emotional Health (PCMH)		
Q39	In the last 12/6 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q40	In the last 12/6 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?	
Q41	In the last 12/6 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	
Providers Support You in Taking Care of Your Own Health (PCMH)		
Q35	In the last 12/6 months, did anyone in this provider's office talk with you about specific goals for your health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q36	In the last 12/6 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?	
Providers Discuss Medication Decisions (PCMH)		
Q29	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?	Response Options <ul style="list-style-type: none"> ● Not at all ● A little ● Some ● A lot
Q30	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?	
Q31	When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	Response Options <ul style="list-style-type: none"> ● Yes ● No

Table B-1. Adult Survey 2.0 Combined (cont.)

Other Individual PCMH Items		
Access to Care		
Q7	In the last 12/6 months, how many days did you usually have to wait for an appointment when you needed care right away?	Response Options <ul style="list-style-type: none"> ● Same day ● 1 day ● 2 to 3 days ● 4 to 7 days ● More than 7 days
Q12	In the last 12/6 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Attention to Care From Other Providers		
Q34	In the last 12/6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q38	In the last 12/6 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Information About Care and Appointments		
Q10	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q17	Some offices remind patients between visits about tests, treatment or appointments. In the last 12/6 months, did you get any reminders from this provider's office between visits?	

Table B-2. Child Survey 2.0 Combined

Getting Timely Appointments, Care, and Information		
Q13	In the last 12/6 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15/Q16	In the last 12/6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q17/Q21	In the last 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q19/Q23	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q20/Q25	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did your child see this provider within 15 minutes of his or her appointment time?	
How Well Providers Communicate With Patients		
Q21/Q26	In the last 12/6 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q22/Q27	In the last 12/6 months, how often did this provider listen carefully to you?	
Q24/Q29	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q25/Q30	In the last 12/6 months, how often did this provider seem to know the important information about your child's medical history?	
Q26/Q31	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q27/Q32	In the last 12/6 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q42/Q53	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q43/Q54	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

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Table B-2. Child Survey 2.0 Combined (cont.)

Provider's Attention to Your Child's Growth and Development		
Q31/Q38	In the last 12/6 months, did you and anyone in this provider's office talk about your child's learning ability?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q32/Q39	In the last 12/6 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	
Q33/Q40	In the last 12/6 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q34/Q41	In the last 12/6 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q37/Q44	In the last 12/6 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?	
Q40/Q47	In the last 12/6 months, did you and anyone in this provider's office talk about how your child gets along with others?	
Provider's Advice on Keeping Your Child Safe and Healthy		
Q35/Q42	In the last 12/6 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q36/Q43	In the last 12/6 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q38/Q45	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q39/Q46	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Q41/Q48	In the last 12/6 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?	
Follow-up on Test Results		
Q29/Q34	In the last 12/6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q30/Q35	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

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Table B-2. Child Survey 2.0 Combined (cont.)

Providers Support You in Taking Care of Your Own Health (PCMH)		
Q49	In the last 12/6 months, did anyone in this provider's office talk with you about specific goals for your child's health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q50	In the last 12/6 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?	
Other Individual PCMH Items		
Access to Care		
Q14	In the last 12/6 months, how many days did you usually have to wait for an appointment when your child needed care right away?	Response Options <ul style="list-style-type: none"> ● Same day ● 1 day ● 2 to 3 days ● 4 to 7 days ● More than 7 days
Q19	In the last 12/6 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Attention to Care From Other Providers		
Q37	In the last 12/6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q52	In the last 12/6 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines your child was taking?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Information About Care and Appointments		
Q17	Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q24	Some offices remind patients between visits about tests, treatment, or appointments. In the last 12/6 months, did you get any reminders about your child's care from this provider's office between visits?	

Table B-3. Adult Visit Survey 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q16	During your most recent visit, did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No
Q17	During your most recent visit, did this provider listen carefully to you?	
Q19	During your most recent visit, did this provider give you easy to understand information about these health questions or concerns?	
Q20	During your most recent visit, did this provider seem to know the important information about your medical history?	
Q21	During your most recent visit, did this provider show respect for what you had to say?	
Q22	During your most recent visit, did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q27	During your most recent visit, were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No
Q28	During your most recent visit, did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q24	Did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Yes ● No

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Table B-3. Adult Visit Survey 2.0 (cont.)

Patients' Rating of the Provider		
Q25	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10
Willingness to Recommend		
Q26	Would you recommend this provider's office to your family and friends?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No

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Table B-4. Adult Survey 3.0

Getting Timely Appointments, Care and Information		
Q6	In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
How Well Providers Communicate With Patients		
Q11	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q12	In the last 6 months, how often did this provider listen carefully to you?	
Q14	In the last 6 months, how often did this provider show respect for what you had to say?	
Q15	In the last 6 months, how often did this provider spend enough time with you?	
Providers' Use of Information to Coordinate Patient Care		
Q13	In the last 6 months, how often did this provider seem to know the important information about your medical history?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q17	In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	
Q20	In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	
Helpful, Courteous, and Respectful Office Staff		
Q21	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q22	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Patients' Rating of the Provider		
Q18	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10