



THE CAHPS DATABASE

CAHPS Clinician & Group Survey Database

2018 Chartbook



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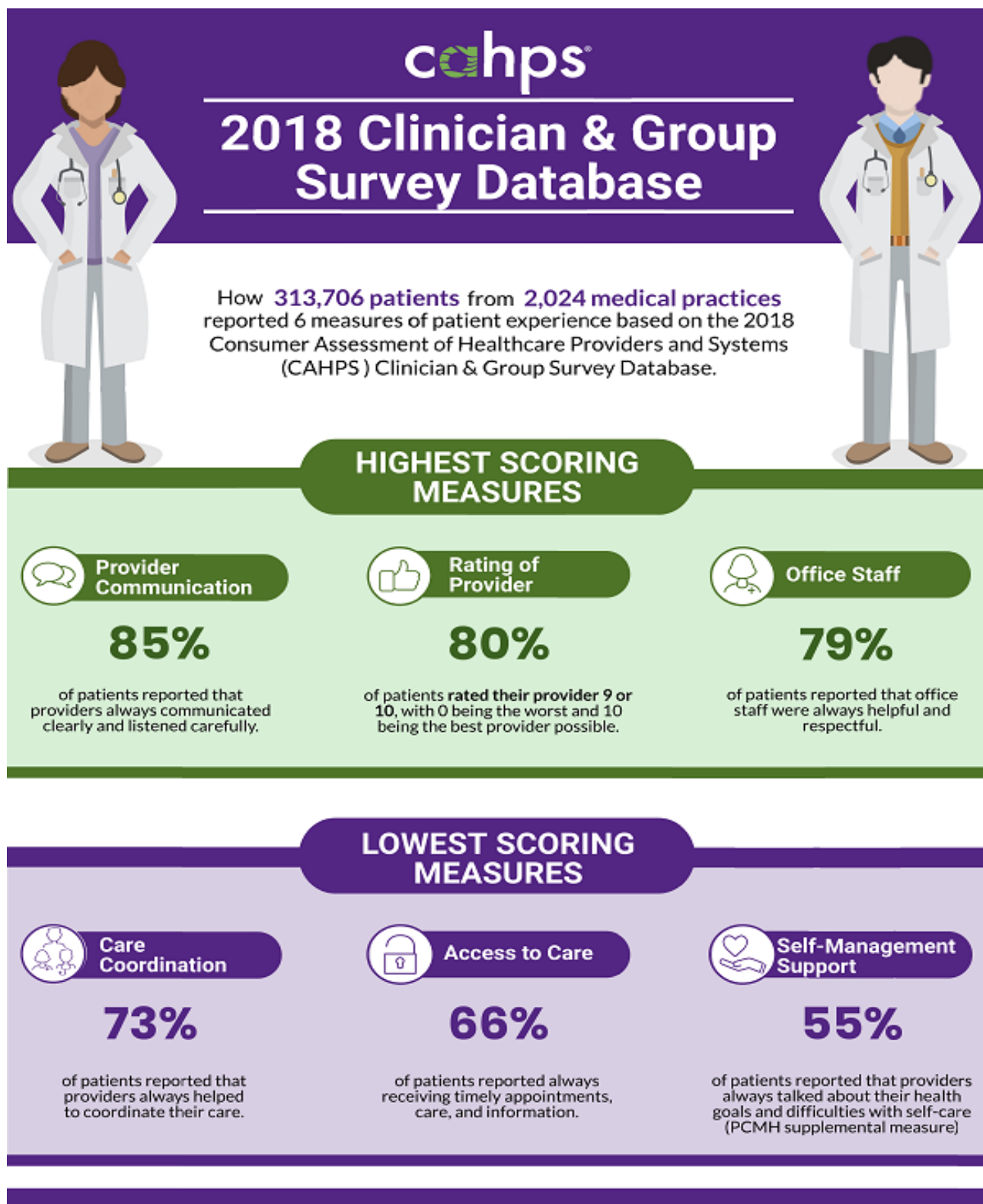
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1. OVERVIEW



2. INTRODUCTION

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician & Group Survey Database receives data voluntarily submitted by survey users that have administered the CAHPS Clinician & Group Survey (CG-CAHPS). This annual Chartbook presents results from the 2018 CAHPS Database for the CG-CAHPS Adult 3.0 Survey.

As shown in Table 1, the 2018 CG-CAHPS Database combines results from the Adult Survey 3.0 with the Adult Survey 3.0 with Patient-Centered Medical Home (PCMH) Supplemental Items (Adult 3.0 Combined). Data submitted were collected from January 2018 through June 2019 and represent patient encounters that occurred between January 1, 2018 and December 31, 2018.

Table 1. Composition of the 2018 CG-CAHPS Database

Survey Version	Total	
	Number of Practice Sites	Number of Respondents
Adult 3.0	491	122,716
Adult 3.0 PCMH	1,533	190,990
Total Adult 3.0 Combined	2,024	313,706

The summary results presented in this Chartbook are compiled from detailed data voluntarily reported in the CG-CAHPS Database [Online Reporting System \(ORS\)](#). The ORS is a Web-based platform that allows users to interact with the results for survey composite measures, rating measures, and individual items. The CG-CAHPS ORS is updated annually with new data submitted by CG-CAHPS Survey users.

De-identified CG-CAHPS data research files are available upon request according to the CAHPS Database Data Release Policy. To learn more, visit <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>.

Questions or comments regarding this Chartbook or the CG-CAHPS Database may be directed to the CAHPS Database by email CAHPSDatabase@westat.com or questions may be directed to the toll-free help line at 888-808-7108.

Data Limitations

The organizations that voluntarily contribute data to the CAHPS Database are not drawn from a statistically representative sample of all U.S. medical practices, and a limited number of practices may choose to participate. Therefore, the submitting organizations are not representative of all U.S. medical practices, nor are they representative of any of the other comparison categories presented in this report (such as state, urban/rural classification, and provider specialty). Estimates based on these voluntarily submitted data sets of the medical practice and patient populations might be biased as it is not possible to compute estimates of precision from these data. In addition, the number and mix of organizations contributing data vary slightly from year to year, and therefore comparisons over time should be made with these limitations and variations in mind.

3. SELECTED HIGHLIGHTS

Selected highlights of the 2018 results presented in this Chartbook include the following:

- "How Well Providers Communicate with Patients" was the highest scoring composite measure (85%) and "Getting Timely Appointments, Care, and Information" was the lowest scoring composite measure (66%).
- Practices located in Louisiana, Massachusetts, Ohio, and Tennessee consistently scored above average for all composite measures.
- Practices with only one provider scored higher on all composite measures than practices with more than one provider.
- There is a slight decline in scores for 4 of the 5 core measures between 2015 and 2017, with 2018 scores remaining stable at similar levels to 2017.

4. RESULTS

This section presents the results for the CG-CAHPS Adult 3.0 Combined survey version in the 2018 CG-CAHPS Database. Results are presented in the form of bar charts that graphically show the distribution of responses for the four core composite measures (groupings of topically related survey items), individual question items, provider rating, and the PCMH supplemental composite measures. Appendix A lists the composite measures, individual items, and ratings for the Adult Survey 3.0 with and without PCMH supplemental items. 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 response category. For questions and composite measures using 4-point response scales (i.e., "always", "usually", "sometimes", and "never"), the left-most segment combines the two lowest response categories (i.e., "sometimes" and "never").

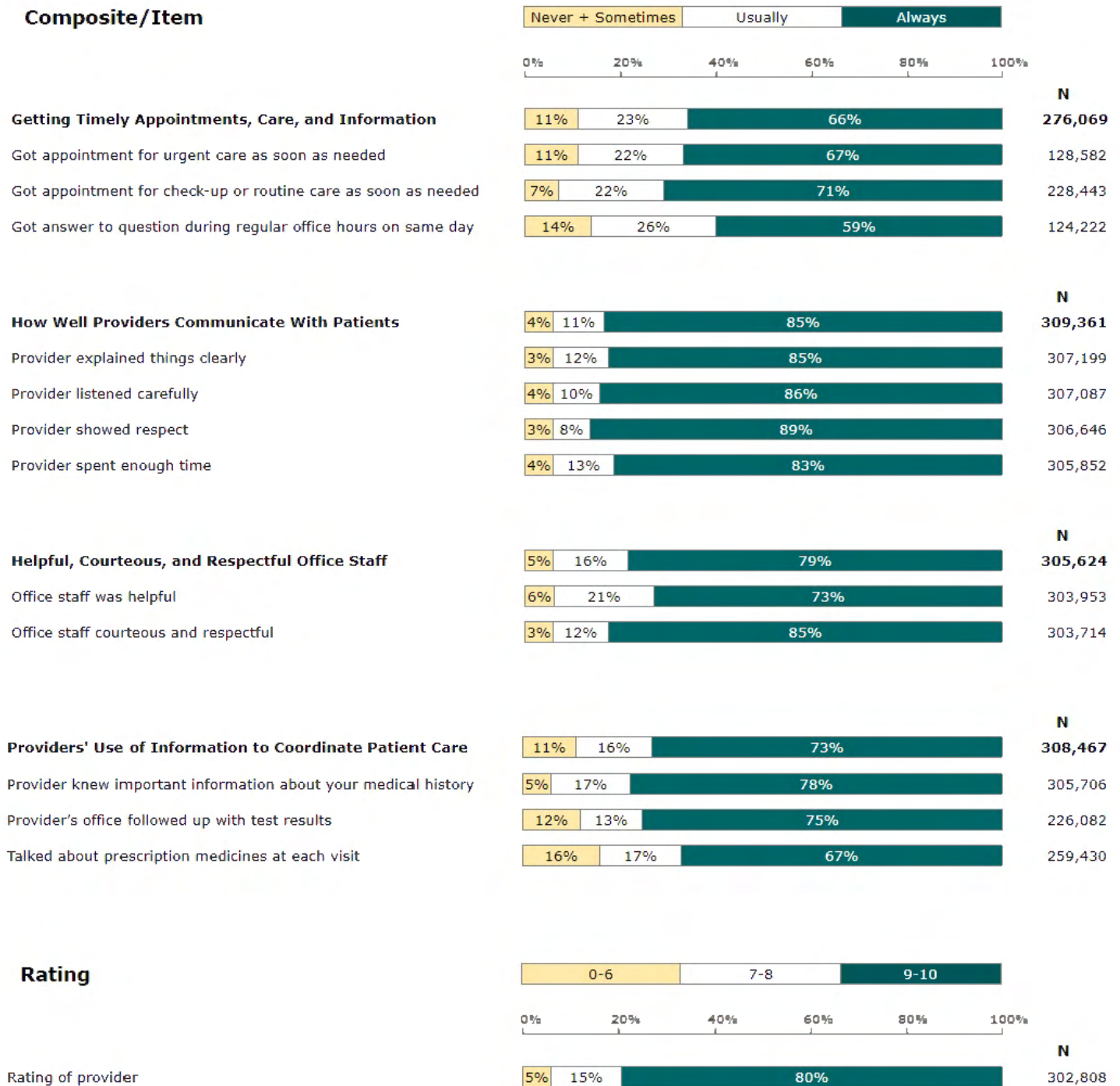
Results are also presented by State, urban/rural classification, provider specialty, and by number of providers working each week (as an indicator of practice size). Trend data for available years are also presented.

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

- Getting Timely Appointments, Care, and Information (Access)
- How Well Providers Communicate with Patients (Provider Communication)
- Helpful, Courteous, and Respectful Office Staff (Office Staff)
- Providers' Use of Information to Coordinate Patient Care (Care Coordination)
- Rating of Provider

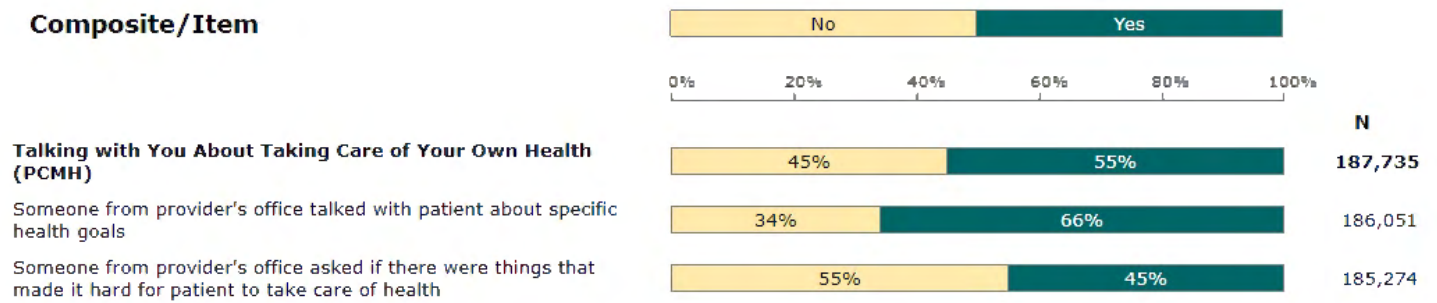
As noted earlier, detailed results are available through the CG-CAHPS Database [Online Reporting System](#).

Adult Survey 3.0 Combined



Adult Survey 3.0 Combined (continued)

Composite/Item



Individual Items

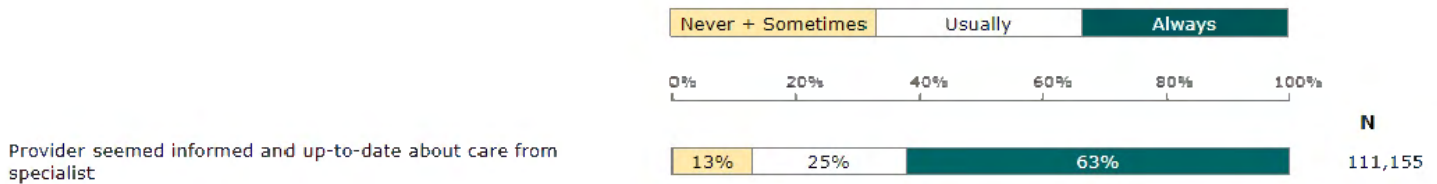
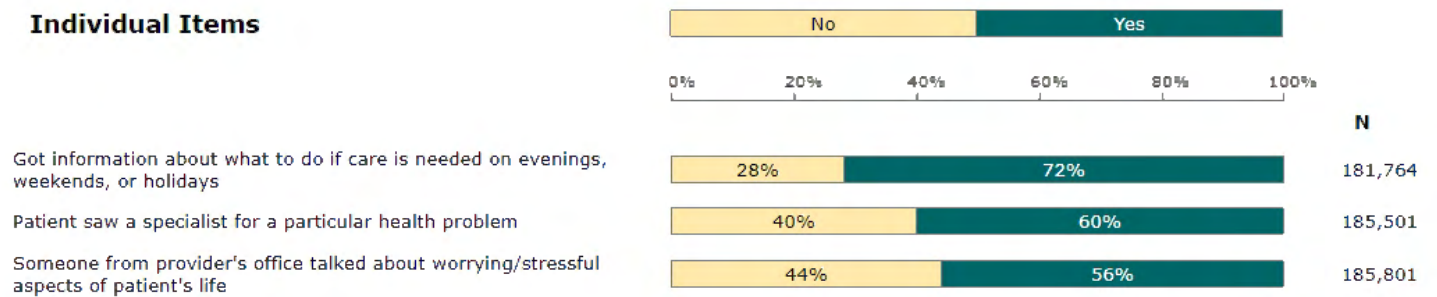


Table 2. Comparison of Adult Survey 3.0 Combined Top-Box Scores by State*

State	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	313,706	66%	85%	79%	73%	80%
Arkansas	9,671	70%	86%	78%	76%	82%
California	68,292	62%	84%	79%	68%	77%
Colorado	13,674	59%	81%	73%	70%	75%
Hawaii	9,577	68%	84%	78%	72%	80%
Kansas	4,972	65%	86%	78%	77%	81%
Louisiana	1,982	76%	90%	83%	83%	89%
Massachusetts	17,422	71%	90%	83%	77%	85%
Michigan	19,807	65%	84%	76%	73%	79%
Minnesota	4,891	64%	86%	83%	72%	77%
Missouri	5,310	61%	83%	75%	74%	79%
Montana	5,165	62%	84%	78%	76%	80%
Nebraska	1,171	68%	81%	74%	73%	78%
New Jersey	15,575	69%	86%	77%	74%	81%
New York	21,653	70%	85%	75%	72%	79%
North Dakota	3,060	61%	82%	77%	74%	76%
Ohio	36,242	71%	88%	80%	79%	84%
Oklahoma	11,759	64%	84%	78%	74%	78%
Oregon	19,539	60%	82%	78%	71%	75%
Pennsylvania	10,548	66%	86%	76%	74%	81%
Tennessee	3,171	72%	87%	81%	79%	83%

* States with fewer than five practices and/or fewer than 300 completed surveys are not shown. Practices that did not provide state information are not shown.

** Top box scores display the percent of respondents reporting the most positive response for a composite measure or rating item.

Table 3. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Urban/Rural Classification*

Urban/Rural Classification	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	313,706	66%	85%	79%	73%	80%
Urban	235,251	67%	86%	79%	75%	81%
Micropolitan	14,102	67%	84%	79%	75%	80%
Small and Isolated Rural	7,860	67%	83%	78%	72%	76%

*Urban/rural classifications are based on Rural-Urban Commuting Area Codes, U. S. Department of Agriculture Economic Research Service & Federal Office of Rural Health Policy (2013). ZIP code was self-reported at the practice-site level. Practices that did not provide a ZIP code are not shown.

Table 4. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Specialty*

Specialty	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	313,706	66%	85%	79%	73%	80%
Allergy/Immunology	621	64%	85%	85%	71%	75%
Cardiology	3,845	68%	87%	82%	74%	82%
Dermatology	3,345	62%	84%	82%	67%	76%
Endocrinology	2,920	65%	88%	81%	76%	82%
Family Practice	20,124	61%	86%	77%	70%	77%
Gastroenterology	2,417	60%	83%	78%	67%	75%
Hematology/Oncology	3,755	74%	89%	86%	76%	87%
Internal Medicine	18,593	63%	86%	78%	72%	79%
Neurology	3,219	59%	85%	76%	68%	77%
OB/GYN	6,638	64%	85%	76%	69%	77%
Ophthalmology	4,000	67%	83%	79%	68%	78%
Orthopedics	2,326	66%	84%	82%	68%	78%
Podiatry	545	80%	90%	83%	71%	84%
Pulmonary Medicine	1,375	68%	91%	87%	78%	88%
Radiology	755	60%	84%	77%	68%	76%
Rheumatology	2,975	64%	84%	79%	69%	77%
Surgery	6,645	72%	87%	85%	72%	83%
Urology	913	65%	85%	82%	71%	84%

* Specialties with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Table 5. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Number of Providers Working*

Number of Providers Working per Week	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	313,706	66%	85%	79%	73%	80%
1 provider	22,149	76%	87%	83%	76%	83%
2 - 3 providers	56,110	70%	87%	79%	75%	82%
4 - 9 providers	104,109	66%	85%	77%	75%	80%
10 - 13 providers	18,514	63%	84%	77%	72%	79%
14 - 19 providers	12,910	63%	85%	79%	74%	80%
More than 20 providers	23,764	63%	86%	81%	73%	81%

* The number of providers working per week was self-reported at the practice-site level. Practices that did not self-report are not shown.

Figure 1. Adult Survey 3.0 Combined Top Box Scores: 2015-2018

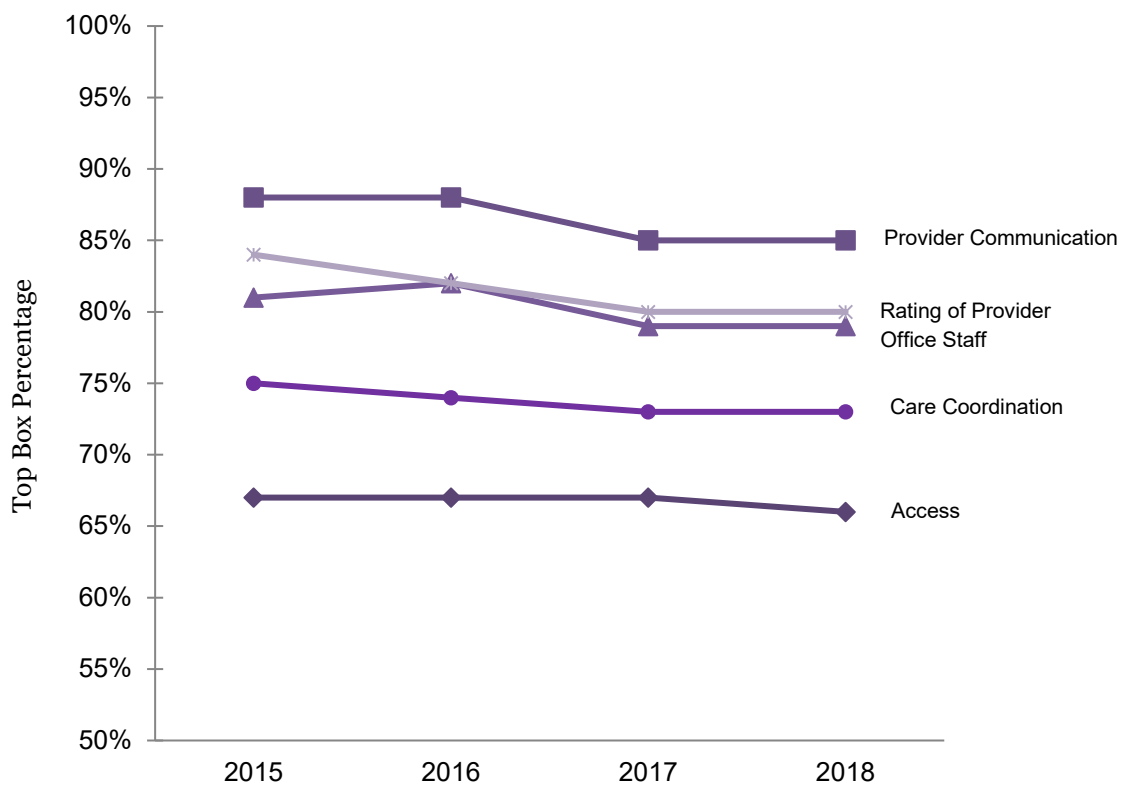


Table 6. Adult Survey 3.0 Combined Top Box Scores: 2015-2018

Year	Number of Practice Sites	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
2015	157	24,937	67%	88%	81%	75%	84%
2016	656	137,416	67%	88%	82%	74%	82%
2017	3,443	366,994	67%	85%	79%	73%	80%
2018	2,024	313,706	66%	85%	79%	73%	80%

APPENDIX A. CHARACTERISTICS OF THE 2018 CG-CAHPS DATABASE

When reviewing the CAHPS Clinician & Group Survey (CG-CAHPS) 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. Users can compare their results to similar organizations using the reported practice site characteristics.

Practice Site Characteristics

The distribution by of practice sites and survey respondents by region and number of providers working per week is shown in Table A-1. To determine a practice site’s region, 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. The largest concentration of practice sites that submitted data to the CAHPS Database are from the West.

As a proxy measure for practice size, the number of providers (e.g., doctors of medicine, doctors of osteopathic medicine, physician assistants, nurse practitioners, etc.) working per week is shown in Table A-1. This information was self-reported at the practice-site level. The majority of practice sites that submitted their data to the CAHPS Database have either 4 to 9 providers or 2-3 providers working during a typical week.

Table A-1. Number of Practice Sites and Respondents by Region and Number of Providers Working per Week

Practice Site Characteristic	Number of Practice Sites	Number of Respondents
Region		
Midwest	588	75,453
Northeast	533	65,501
South	225	56,505
West	678	116,247
Number of Providers Working per Week		
1 provider	242	22,149
2 - 3 providers	538	56,110
4 - 9 providers	769	104,109
10 - 13 providers	129	18,514
14 - 19 providers	80	12,910
More than 20 providers	82	23,764

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

Survey Completion Mode

Survey completion mode is reported at the respondent level. As shown in Table A-2, the vast majority of the surveys submitted to the CAHPS Database were completed by mail, followed by phone and Web/Internet survey modes, respectively.

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

Survey Completion Mode	Number of Practice Sites	Number of Respondents
Mail	1,680	240,883
Phone	1,252	13,928
IVR	286	39,299
Web/Internet	375	19,532

APPENDIX B. LISTING OF COMPOSITE MEASURES, RATINGS, AND INDIVIDUAL ITEMS

The following table presents the question wording and response options for the composite measures, ratings, and individual items included in the Adult 3.0 with and without PCMH item versions of the CAHPS Clinician & Group Survey. Question numbers are shown for both the core version as well as the version with PCMH items included (core Q#/core plus PCMH Q#).

Adult Survey 3.0 Combined

Getting Timely Appointments, Care, and Information (Access)		
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/Q11	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 (Provider Communication)		
Q11/Q12	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/Q13	In the last 6 months, how often did this provider listen carefully to you?	
Q14/Q15	In the last 6 months, how often did this provider show respect for what you had to say?	
Q15/Q16	In the last 6 months, how often did this provider spend enough time with you?	
Providers' Use of Information to Coordinate Patient Care (Care Coordination)		
Q13/Q14	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/Q18	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/Q26	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 (Office Staff)		
Q21/Q27	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/Q28	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Rating of Provider		
Q18/Q19	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

Adult Survey 3.0 Combined (cont.)

Talking with You About Taking Care of Your Own Health (PCMH)		
Q22 PCMH4	In the last 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
Q23 PCMH5	In the last 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?	
Other Individual PCMH Items		
Access to Care		
Q9 PCMH1	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
Coordination of Care		
Q20 PCMH2	Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you see a specialist for a particular health problem?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q21 PCMH3	In the last 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
Comprehensiveness		
Q24 PCMH6	In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Response Options <ul style="list-style-type: none"> ● Yes ● No