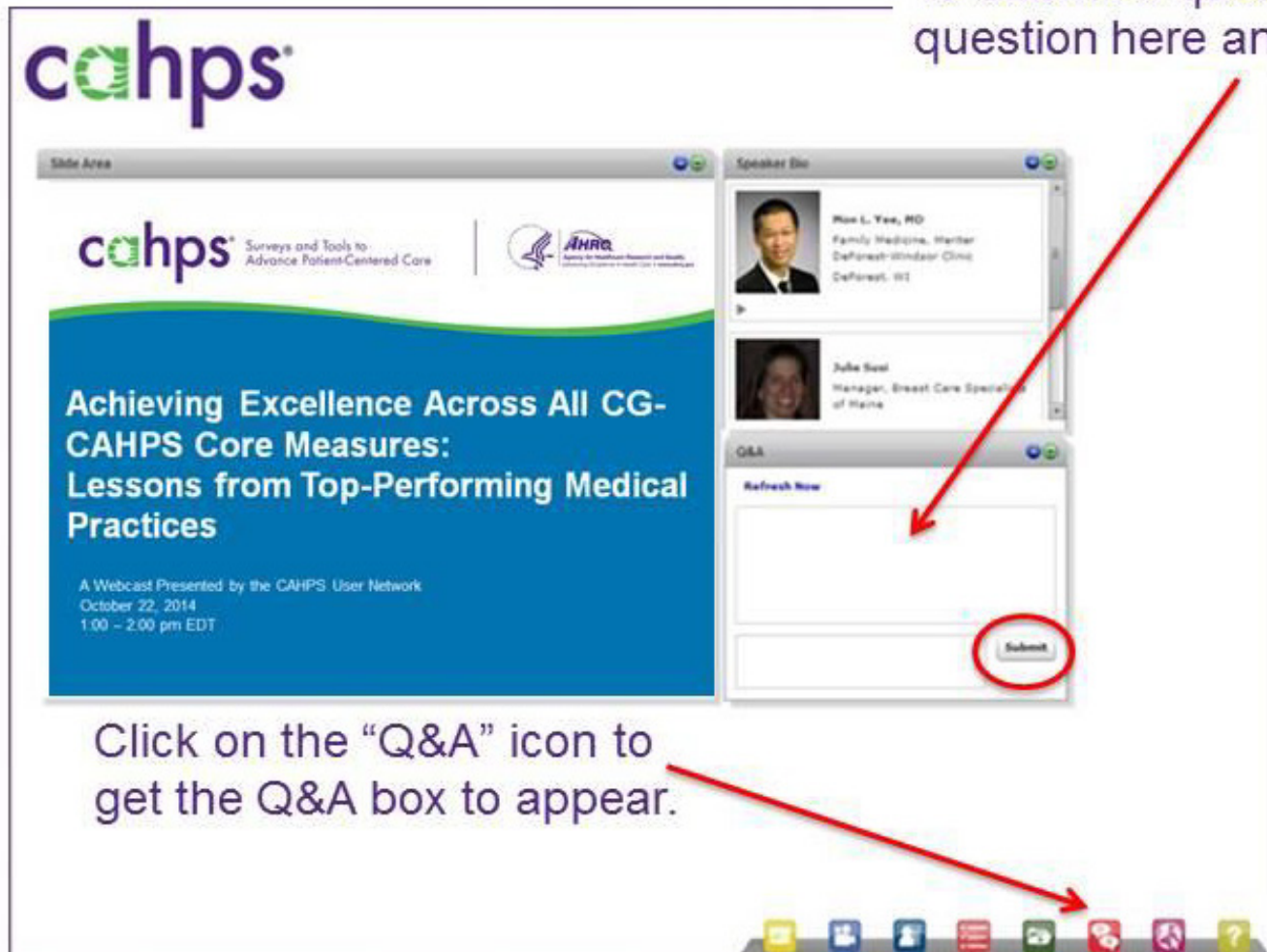


To Ask a Question

To submit a question, type question here and hit submit.



The screenshot shows a webcast interface with a slide area on the left and a Q&A panel on the right. The slide area contains the CAHPS logo, the AHRQ logo, and the title "Achieving Excellence Across All CG-CAHPS Core Measures: Lessons from Top-Performing Medical Practices". The Q&A panel includes a "Refresh Now" button, a text input field, and a "Submit" button circled in red. A red arrow points from the "Submit" button to the text above it. Another red arrow points from the "Q&A" icon in the bottom toolbar to the Q&A panel.


Click on the "Q&A" icon to get the Q&A box to appear.

2013 CG-CAHPS Database Comparative Data Available

www.cahpsdatabase.ahrq.gov

The screenshot shows the AHRQ Agency for Healthcare Research and Quality website. The header includes the AHRQ logo and the tagline 'Advancing Excellence in Health Care'. Below this is the CAHPS logo and the text 'Surveys and Tools to Advance Patient-Centered Care'. The main content area is titled 'CAHPS Database' and features a navigation menu on the left with categories: 'About CAHPS Database', 'Submitting Data', and 'Comparative Data'. The 'Comparative Data' section is highlighted with a red circle. The main content area displays 'Comparative Data Clinician & Group' with a breadcrumb trail: 'You are here: Comparative Data > Clinician & Group > CG About Database'. There are links for 'Login', 'Help', and 'Print Page'. Below this, there are two steps for selecting data: 'Step 1: Select Field Period: 2013 Go' and 'Step 2: Select Survey Type: Visit Adult 2.0 Go'. A row of buttons includes 'About CG Database', 'Top Box Scores', 'Frequencies', 'Barcharts', 'Percentiles', and 'Report Builder'. The main heading is 'About the CAHPS Clinician & Group Survey Database', followed by a paragraph explaining that the database is the newest component of the CAHPS Database, used for comparing survey results across different versions of the CAHPS Clinician & Group Survey.

2013 CG-CAHPS Database Chartbook



THE CAHPS DATABASE

2013 CAHPS Clinician & Group Survey Database

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices


AHRQ Contract No.: HHS290201300003C

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July 2014



cahps | CAHPS Clinician and Group Survey Database

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-month Adult/PCMH 2.0 Combined Core Results

Getting Timely Appointments, Care, and Information
Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.

Category	Never	Sometimes	Usually	Always
National	15%	24%	60%	
Region				
Midwest	11%	23%	66%	
Northeast	17%	24%	59%	
South	17%	23%	60%	
West				
Overall Physician Specialties	15%	27%	58%	
Physician Specialties				
Primary Care	16%	21%	63%	
Pediatrics	14%	22%	65%	
Other Specialties	18%	22%	60%	
Cardiology	17%	23%	60%	
Dermatology	16%	28%	56%	
Endocrinology	20%	21%	59%	
Family Practice	12%	21%	67%	
Family Practice	14%	26%	60%	
Gastroenterology	22%	22%	56%	
Hematology/Oncology	16%	21%	63%	
Internal Medicine	19%	21%	60%	
Neurology	19%	21%	60%	
OB/GYN	18%	20%	62%	
Ophthalmology	18%	20%	62%	
Orthopedics	17%	27%	56%	
Pediatrics	18%	22%	60%	
Pulmonary Medicine	14%	20%	66%	
Rheumatology	16%	21%	63%	
Surgical	16%	25%	59%	
Urology	12%	25%	63%	
Provider Type				
Physician	16%	25%	59%	
NP/PA	12%	25%	63%	

July 2014

www.cahpsdatabase.ahrq.gov | AHRQ 15

CAHPS Database 2015 Schedule

- Clinician & Group Database Submission & Reporting
 - Data Submission: March 16 – March 27, 2015
 - Report Results: June 12, 2015
- Health Plan Database Submission & Reporting
 - Data Submission: Summer 2015
 - Report Results: Fall 2015

CAHPS E-mail Updates

U.S. Department of Health & Human Services

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AHRQ Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

cahps Surveys and Tools to Advance Patient-Centered Care

Home About CAHPS Surveys and Guidance Consumer Reporting Quality Improvement CAHPS Database News and Events

Surveys and Guidance

- ▶ Health Plan
- ▶ Clinician & Group

CAHPS Database

- ▶ About the CAHPS Database
- ▶ Comparative Data
- ▶ Request Data for Research

Podcasts
Hear providers and experts discuss ways to improve patients' experiences with care

1 2 3 4

About CAHPS

Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care.

- ▶ Bibliography
- ▶ Frequently Asked Questions
- ▶ Contact Us

Events

- ▶ Using the CAHPS Database to Compare, Report, and Improve Organizational Performance (Webcast)
- ▶ Myth Busting: Using the CG-CAHPS 12-Month Survey for Quality Improvement (Webcast)
- ▶ Podcasts

CAHPS Survey for Medical Homes
The expanded Clinician & Group 12-Month Survey includes questions to better assess patients' experiences with patient-centered medical homes.

CAHPS Health Plan 5.0 Survey
The 5.0 version of the CAHPS Health Plan Survey is available for commercial and Medicaid plans.

Spotlight

- ▶ New Comparative Results Available for Clinician & Group Surveys
- ▶ Forces Driving Implementation of the CAHPS Clinician & Group Survey
- ▶ Patient Experience of Care: Inventory of Improvement Resources
- ▶ When Seeing the Same Physician, Highly Satisfied Patients Report Better Experiences

Thank You!

- Evaluation Survey

- Please complete the evaluation survey. Your feedback is important to us.

- Questions or comments?

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