

Why Create CG-CAHPS 3.0?

- CAHPS surveys evolve to keep pace with changing environment of health care delivery
- Care coordination had long been a focus of CAHPS development and testing efforts
- Promote alignment of content and approach across multiple initiatives

3.0 Revision Guided by Key Principles

- Achieve a **common core** across all CG-CAHPS versions
- Balance survey length with desire for robust content
- **Improve efficiency** of existing domains
- Update item wording to match current practice
- **Maximize reliability and validity** of measures

Survey Development Process

- Analysis of existing data to identify and model changes to composite measures
- Call for public comment
- Consultation with key stakeholders

Adding a Measure of Care Coordination

CG-CAHPS 2.0 Measures	CG-CAHPS 3.0 Measures
Getting Timely Care, Appointments and Information	Getting Timely Care, Appointments and Information
How Well Providers Communicate With Patients	How Well Providers Communicate With Patients
	Providers' Use of Information to Coordinate Patient Care
Helpful, Courteous and Respectful Office Staff	Helpful, Courteous and Respectful Office Staff
Patients' Rating of the Provider	Patients' Rating of the Provider

Other Changes to CG-CAHPS Core Survey

- Changed ***reference period*** from 12- to 6-months
- **Access** (“Getting Timely Care, Appointments and Information”): reduced from 5 to 3 items, and changed “phone” to “contact”
- **Communication**: reduced from 6 to 4 items
- **Net change**: reduced core from 34 to 31 items

Measuring Access

CG-CAHPS 2.0 Content	CG-CAHPS 3.0 Content
In the last 12 months...	In the last 6 months...
Q6. 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?	Q6. 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?
Q8. 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?	Q8. 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. 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?	Q10. 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?
Q12. When you phoned this provider's office after regular office hours, how often did you get an answer to your medical questions as soon as you needed?	<i>(Removed from core survey)</i>
Q13. How often did you see this provider within 15 minutes of your appointment time?	<i>(Removed from core survey)</i>

Measuring Communication

CG-CAHPS 2.0 Content	CG-CAHPS 3.0 Content
In the last 12 months...	In the last 6 months...
Q14. How often did this provider explain things in a way that was easy to understand?	Q11. How often did this provider explain things in a way that was easy to understand?
Q15. How often did this provider listen carefully to you?	Q12. How often did this provider listen carefully to you?
Q17. How often did this provider give you easy to understand information about these health questions or concerns?	<i>(Removed from core survey)</i>
Q19. How often did this provider show respect for what you had to say?	Q14. How often did this provider show respect for what you had to say?
Q20. How often did this provider spend enough time with you?	Q15. How often did this provider spend enough time with you?

Measuring Care Coordination

CAHPS 3.0 Content

In the last 6 months...

Q13. How often did this provider seem to know the important information about your medical history?

Q17. 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 test results?

Q20. How often did you and someone from this provider's office talk about all the prescription medicines you were taking?

Key CAHPS Measures Remain Unchanged

- The ***0-10 provider rating*** remains unchanged
- No changes to the **About You** section

Additional Revisions to CG-CAHPS Survey Content

- Updates to supplemental items to assess experience with a Patient Centered Medical Home
 - Talk about all the prescription medicines you are taking moved to core survey (Q20)
 - Reduced from 18 to 6 supplemental items

Patient-Centered Medical Home Items

PCMH Content

Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays? (PCMH2)

In the last 6 months...

Did you see a specialist for a particular health problem? (PCMH10)

How often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists? (PCMH11)

Did anyone from this provider's office talk with you about specific goals for your health? (PCMH12)

Did anyone from this provider's office ask you if there are things that make it hard for you to take care of your health? (PCMH13)

Did you and anyone from this provider's office talk about things in your life that worry you and cause you stress? (PCMH17)

Release of CG-CAHPS

- Adult Survey 3.0 released in July 2015
- Child Survey 3.0 released in September 2015
- 3.0 version of PCMH Item Set will be released later this year

CG-CAHPS 3.0

- Created to meet user needs in the changing environment of health care delivery
- Improves the efficiency of the composite measures while maintaining measure validity and reliability
- Provides a common core to support alignment across multiple initiatives

To Ask a Question

The screenshot shows a webcast interface for the CAHPS Clinician & Group Survey 3.0. The main content area features the CAHPS logo and the text: "Introducing the New CAHPS Clinician & Group Survey 3.0". Below this, it states: "A Webcast Presented by the AHRQ CAHPS User Network, September 17, 2015, 1:00 – 2:30 pm EDT". On the right side, there is a "Speaker Bios" section with three entries: Julie Brown (Senior Study Director and Director, RAND Survey Research Group), Lee Hargraves, PhD (Managing Researcher, American Institutes for Research), and Ron Hays, PhD. Below the bios is a "Q&A" section with a "Refresh Now" link and a text input field. A red circle highlights the "Submit" button at the bottom right of the Q&A section. A red arrow points from the "Submit" button to the "Q & A" icon in the bottom navigation bar.

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

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