

CAHPS Clinician & Group Survey: Differences between the core items in 3.0, 3.1, and Visit 4.0 (beta) versions

Topic	Adult 3.0 Item	Adult 3.1 Item	Adult 4.0 (beta) Item	Description of Difference
Confirmation of provider	1. Our records show that you got care from the provider named below in the last 6 months. Is that right?	1. A health care provider can care for patients in person, by phone, or by video. Our records show that you got care from the provider named below in the last 6 months. Is that right?	1. Visits with a health care provider can be in person, by phone, or by video. Our records show that you had a recent visit with the provider named below. Is that right?	3.1 and 4.0 include new references to the type of visit. 3.0 and 3.1 use a 6-month lookback period; 4.0 asks about a single visit.
Provider identification	The questions in this survey will refer to the provider named in Question 1 as “this provider.” Please think of that person as you answer the survey. 2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?	The questions in this survey will refer to the provider named in Question 1 as “this provider.” As you answer these questions, please think of the in-person, phone, and video visits you had with that person in the last 6 months. 2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?	Please think of this provider as you answer the survey. 2. Is this the provider you usually talk to if you need a check-up, want advice about a health problem, or get sick or hurt?	3.1 includes revised instructions re: visit modes. 4.0 includes simplified instructions. Also, Q2 references “talking to” the provider rather than “seeing.”
Length of relationship	3. How long have you been going to this provider?	3. How long have you been going to this provider?	(Not included)	This question is not included in 4.0.
Utilization	4. In the last 6 months, how many times did you visit this provider to get care for yourself?	4. In the last 6 months, how many times did you visit this provider to get care for yourself?	(Not included)	This question is not included in 4.0.

Topic	Adult 3.0 Item	Adult 3.1 Item	Adult 4.0 (beta) Item	Description of Difference
Time since recent visit	(Not included)	(Not included)	3. How long has it been since your most recent in-person, phone, or video visit with this provider?	This question is in 4.0 only.
Efficacy of visit technology	(Not included)	(Not included)	7. Did this provider's office give you all the instructions you needed to use video for this visit?	This question is in 4.0 only.
	(Not included)	(Not included)	8. During your most recent visit, was the video easy to use?	This question is in 4.0 only.
	(Not included)	(Not included)	10. During your most recent visit, were you and this provider able to hear each other clearly?	This question is in 4.0 only.
Access to care	6. 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?	6. 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?	12. Was that recent visit as soon as you needed?	3.0 and 3.1 ask about visits over a 6-month period; 4.0 asks about a single visit.
	8. 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?	8. 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?	(Not included)	This question is not included in 4.0.

Topic	Adult 3.0 Item	Adult 3.1 Item	Adult 4.0 (beta) Item	Description of Difference
	10. 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?	10. 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?	(Not included)	This question is not included in 4.0.
	(Not included)	(Not included)	13. Did your most recent visit start on time?	This question is in 4.0 only.
Provider communication	11. In the last 6 months, how often did this provider explain things in a way that was easy to understand?	11. In the last 6 months, how often did this provider explain things in a way that was easy to understand?	14. During your most recent visit, did this provider explain things in a way that was easy to understand?	3.0 and 3.1 use a 6-month lookback period; 4.0 asks about a single visit.
	12. In the last 6 months, how often did this provider listen carefully to you?	12. In the last 6 months, how often did this provider listen carefully to you?	15. During your most recent visit, did this provider listen carefully to you?	3.0 and 3.1 use a 6-month lookback period; 4.0 asks about a single visit.
	14. In the last 6 months, how often did this provider show respect for what you had to say?	14. In the last 6 months, how often did this provider show respect for what you had to say?	16. During your most recent visit, did this provider show respect for what you had to say?	3.0 and 3.1 use a 6-month lookback period; 4.0 asks about a single visit.
	15. In the last 6 months, how often did this provider spend enough time with you?	15. In the last 6 months, how often did this provider spend enough time with you?	17. During your most recent visit, did this provider spend enough time with you?	3.0 and 3.1 use a 6-month lookback period; 4.0 asks about a single visit.
Care Coordination	13. In the last 6 months, how often did this provider seem to know the important information about your medical history?	13. In the last 6 months, how often did this provider seem to know the important information about your medical history?	18. During your most recent visit, did this provider have the medical information they needed about you?	3.0 and 3.1 ask about visits over a 6-month period; 4.0 asks about a single visit.

Topic	Adult 3.0 Item	Adult 3.1 Item	Adult 4.0 (beta) Item	Description of Difference
	17. 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?	17. 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?	20. Did someone from this provider's office follow up to give you those results?	3.0 and 3.1 ask about visits over a 6-month period; 4.0 asks about a single visit.
	20. 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?	20. 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?	(Not included)	This question is not included in 4.0.
Rating	18. 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?	18. 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?	21. Using any number from 0 to 10, where 0 is the worst visit possible and 10 is the best visit possible, what number would you use to rate your most recent visit?	In 3.0 and 3.1, patients rate the provider. In 4.0, patients rate the visit.
Staff at provider's office	21. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	21. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	23. Thinking about your most recent visit, was the staff from this provider's office as helpful as you thought they should be?	3.0 and 3.1 ask about staff interactions over a 6-month period; 4.0 asks about staff interactions related to a specific visit.
	22. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	22. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	24. Thinking about your most recent visit, did the staff from this provider's office treat you with courtesy and respect?	3.0 and 3.1 ask about staff interactions over a 6-month period; 4.0 asks about staff interactions related to a specific visit.