

Overview of the CAHPS Clinician & Group Visit Survey 4.0 (beta)

Introduction

This document offers an overview of the beta version of the CAHPS Clinician & Group Visit Survey 4.0, which was released by the Agency for Healthcare Research and Quality (AHRQ) in November 2020. This survey asks patients about their experiences with a provider and staff at their most recent visit for primary or specialty care. It is applicable to any type of synchronous visit – that is, any visit in which care is delivered and received at the same time, regardless of whether the interaction occurred in person, by phone, or by video. This survey does not ask about experiences with care delivered through asynchronous methods, such as email or portal messages.

The “beta” designation means that the instrument has not yet been field tested by AHRQ’s CAHPS Consortium or approved as a CAHPS survey. Consequently, the CAHPS Consortium recommends limiting the use of survey results to internal assessments of overall performance and differences across visit types (in-person, phone, video). This information can be used to highlight organizational strengths and weakness and identify opportunities to improve. Users should refrain from using the survey for activities such as public reporting, comparisons across entities, or performance-based payments at this time.

Key Components of the CG-CAHPS Visit Survey 4.0 (beta)

The Visit Survey 4.0 (beta) currently includes an instrument for adult respondents who are 18 and older; it is available in English and Spanish.

Core Items

The Visit Survey 4.0 (beta) uses a consistent set of core items to ensure standardization and comparability across survey users. The items apply to ambulatory medical practices, including primary care and specialty care, and across a variety of patient populations.

While the psychometric properties of the Visit Survey 4.0 measures have yet to be assessed through field testing, the core items are expected to produce the following patient experience measures:

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate With Patients
- Providers’ Use of Information to Coordinate Patient Care

- Helpful, Courteous, and Respectful Office Staff
- Patients’ Rating of the Visit

Response Scales

The Visit Survey 4.0 (beta) uses standard CAHPS response scales:

- An expanded Yes/No scale, appropriate for measurement of experiences in the context of a visit
- A “0-10” scale to rate the visit

Comparing the Visit Survey 4.0 (beta) to the Clinician & Group Survey 3.0

The major differences between the Visit Survey 4.0 (beta) and the Clinician & Group Survey 3.0 are summarized below:

Topic	Visit Survey 4.0 (beta)	Clinician & Group Survey 3.0
Reference period	Most recent visit	Last 6 months
Number of items (not including “About Me”)	24	22
Questions about specific types of visit & efficacy of visit technology	Yes	No
Access composite measure	Proposed: 2 items	3 items
Communication composite measure	Proposed: 4 items	4 items
Care coordination composite measure	Proposed: 2 items	3 items
Office staff composite measure	Proposed: 2 items	2 items
Rating item	Overall rating of the most recent visit	Overall rating of this provider
Patient characteristics	9 items	9 items

Appendix A provides a crosswalk between the items in the Visit Survey 4.0 (beta) and the Clinician & Group Survey 3.0 (Adult versions only).

Development of the Visit Survey 4.0 (beta)

The Visit Survey 4.0 (beta) builds on previous versions of the CAHPS Clinician & Group Survey, which was first released by AHRQ in 2007. AHRQ supported the development of the Visit Survey 4.0 to be responsive to the large-scale adoption of telehealth as a result of the COVID-19 pandemic. The CAHPS team recognized the

need for a survey to assess patient care experiences regardless of the manner in which the visit took place.

The first step was a review of the literature and other surveys that assess patient experience with telehealth. After gathering additional input from a range of experts and stakeholders, the team drafted a survey consisting of 23 patient experience questions.

The team then tested the comprehensibility of the draft survey questions in cognitive interviews with English- and Spanish-speaking patients who had a health care visit in the prior 3 months. The revision process resulted in the beta version of an instrument designed to measure patient experience with in-person, phone, and video visits in the ambulatory care setting.

This survey is a beta version because the testing process is not complete. While the CAHPS team has conducted cognitive testing of the wording, further testing, including field testing, is needed to assess the measurement properties of the survey.

Appendix A: Crosswalk of Differences between the Core Items in 3.0 and Visit 4.0 (beta) Versions of the Adult Clinician & Group Survey

Topic	Item	Adult 3.0 Item #	Item	Adult 4.0 (beta) Item #	Description of Difference
Confirmation of provider	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.	1	New inclusion of visit mode description. 6-month vs. visit look back.
Provider identification	Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?	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?	2	References to “seeing” vs. “talking to” provider
Length of relationship	How long have you been going to this provider?	3	(Not included)		Included vs. excluded
Utilization	In the last 6 months, how many times did you visit this provider to get care for yourself?	4	(Not included)		Included vs. excluded
Time since recent visit	(Not included)		How long has it been since your most recent in-person, phone, or video visit with this provider?	3	Excluded vs. included
Efficacy of visit technology	(Not included)		Did this provider’s office give you all the instructions you needed to use video for this visit?	7	Excluded vs. included
	(Not included)		During your most recent visit, was the video easy to use?	8	Excluded vs. included
	(Not included)		During your most recent visit, were you and this provider able to hear each other clearly?	10	Excluded vs. included

Topic	Item	Adult 3.0 Item #	Item	Adult 4.0 (beta) Item #	Description of Difference
Access to care	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	Was that recent visit as soon as you needed?	12	Revised wording to accommodate 6-month vs. visit context
	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	(Not included)		Included vs. excluded
	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	(Not included)		Included vs. excluded
	(Not included)		Did your most recent visit start on time?	13	Excluded vs. included
Provider communication	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	11	During your most recent visit, did this provider explain things in a way that was easy to understand?	14	6-month vs. visit look back
	In the last 6 months, how often did this provider listen carefully to you?	12	During your most recent visit, did this provider listen carefully to you?	15	6-month vs. visit look back
	In the last 6 months, how often did this provider show respect for what you had to say?	14	During your most recent visit, did this provider show respect for what you had to say?	16	6-month vs. visit look back
	In the last 6 months, how often did this provider spend enough time with you?	15	During your most recent visit, did this provider spend enough time with you?	17	6-month vs. visit look back

Topic	Item	Adult 3.0 Item #	Item	Adult 4.0 (beta) Item #	Description of Difference
Care Coordination	In the last 6 months, how often did this provider seem to know the important information about your medical history?	13	During your most recent visit, did this provider have the medical information they needed about you?	18	Revised wording to accommodate 6-month vs. visit context
	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	Did someone from this provider's office follow up to give you those results?	20	Revised wording to accommodate 6-month vs. visit context
	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	(Not included)		Included vs. excluded
Rating	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 visit possible and 10 is the best visit possible, what number would you use to rate your most recent visit?	21	Rating of provider vs. visit
Staff at provider's office	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	Thinking about your most recent visit, was the staff from this provider's office as helpful as you thought they should be?	23	Revised wording to describe staff and to accommodate 6-month vs. visit context
	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	22	Thinking about your most recent visit, did the staff from this provider's office treat you with courtesy and respect?	24	Revised wording to describe staff and to accommodate 6-month vs. visit context