



THE CAHPS CLINICIAN & GROUP SURVEY DATABASE

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## Definition of Composites, Ratings, and Individual Items

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## Definition of Composites, Ratings, and Individual Items

The following tables present the question wording and response options for the composites, ratings, and individual items included in the Adult version of the CAHPS Clinician & Group Survey.

### 3.0 Survey Versions

Table 1. Adult Survey 3.0

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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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	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	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q12	In the last 6 months, how often did this provider listen carefully to you?	
Q14	In the last 6 months, how often did this provider show respect for what you had to say?	
Q15	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	In the last 6 months, how often did this provider seem to know the important information about your medical history?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q17	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	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	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q22	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	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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>

Table 2. Adult Survey 3.0 with PCMH Items

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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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?	
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)		
Q12	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q13	In the last 6 months, how often did this provider listen carefully to you?	
Q15	In the last 6 months, how often did this provider show respect for what you had to say?	
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)		
Q14	In the last 6 months, how often did this provider seem to know the important information about your medical history?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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?	
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)		
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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		
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
Talking with You About Taking Care of Your Own Health (PCMH)		
PCMH4	In the last 6 months, did anyone in this provider's office talk with you about specific goals for your health?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
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?	

Table 2. Adult Survey 3.0 with PCMH Items (cont.)

Other Individual PCMH Items		
<b>Access to Care</b>		
PCMH1	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
<b>Coordination of Care</b>		
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
<b>Comprehensiveness</b>		
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>