



# THE CAHPS CLINICIAN & GROUP SURVEY DATABASE

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## 2012 Practice Site Characteristics

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## 1. Practice Site Characteristics

When reviewing the CAHPS Clinician & Group (CG-CAHPS) Survey results, it is helpful as context to have an understanding of the types of practice sites that make up the comparative results for all versions of the survey. The CAHPS Database asked each submitter to provide information about their practices (i.e., ‘practice site characteristics’) along with their survey results. It is important to note that the 2,399 participating practice sites that voluntarily submitted data to the CAHPS Database for the 2012 data set do not constitute a representative sample of all medical practices in the United States. However, users can compare their results to similar organizations using the reported practice site characteristics.

The practice site characteristics collected by the CAHPS Database include region, physician specialty, practice ownership and affiliation, and survey mode. Data on the region and practice ownership and affiliation were reported by participating practice sites separately from the survey response data. Physician specialty and survey mode were reported at the sample level for each completed survey.

### Region

As shown in Table 1, the largest concentration of practice sites was from the Northeast region, closely followed by the Midwest region. Practice sites were assigned to one of the U.S. Census Bureau’s four official regions (found in the Definition of Regions documentation) based on the practice sites’ self-reported State and ZIP code information.

**Table 1. Distribution of Practice Site Counts and Total Survey Completes by Region<sup>1</sup>**

Region	12-Month Adult		12-Month PCMH Adult		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Midwest	58	41,089	-	-	701	280,360	-	-
Northeast	116	11,592	243	43,840	375	124,409	30	2,355
South	-	-	94	5,467	479	155,110	-	-
West	112	47,846	-	-	163	53,517	28	821
<b>TOTAL</b>	<b>286</b>	<b>100,527</b>	<b>337</b>	<b>49,307</b>	<b>1,718</b>	<b>613,396</b>	<b>58</b>	<b>3,276</b>

### Physician Specialty

The data specifications allowed submitters to identify 38 different physician specialties including an option for ‘other’ or ‘missing’. The option of ‘other’ or ‘missing’ was provided to help reduce the burden of data submission for some participants. The 38 different physician specialties were then combined into 8 categories for reporting. To view which specialties make up the categories reported, see the *Definition of Physician Specialties* document in the Report Builder section of the CAHPS Online Reporting System.

<sup>1</sup> When reporting comparison scores by practice site characteristic categories, a category’s results are suppressed if there are fewer than five practices and/or fewer than 300 completed surveys available for that category. This rule applies to all four demographics tables.

The distribution of the physician specialty by each survey type is shown in Table 2. Other than 'missing', the largest concentration of specialty types across all the CG-CAHPS survey versions was 'family practice', followed by 'other specialty'. Since more than one specialty can be attributed to a given practice site, the total number of practice sites included across all specialty categories may be greater than the absolute number of practice sites.

**Table 2. Distribution of Practice Site Counts and Total Survey Completes by Physician Specialty**

Physician Specialty	12-Month Adult		12-Month PCMH Adult		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	114	15,676	196	27,025	1,228	290,060	23	1,426
Family Practice	75	28,246	91	10,039	532	146,883	-	-
Internal Medicine	74	18,317	50	4,762	229	45,089	-	-
OB/GYN	29	3,083	18	1,039	140	21,306	-	-
Pediatrics	24	1,720	-	-	45	1,074	22	1,467
Other Primary Care	7	506	25	357	30	1,196	-	-
Surgical	26	2,736	15	1,332	161	23,016	-	-
Other Specialty	127	30,243	55	4,583	380	84,772	-	-
<b>TOTAL</b>	<b>476</b>	<b>100,527</b>	<b>450</b>	<b>49,137</b>	<b>2,745</b>	<b>613,396</b>	<b>45</b>	<b>2,893</b>

### Practice Ownership and Affiliation

The distribution of the practice ownership and affiliation categories is shown in Table 3. Each version of the CAHPS Clinician & Group Survey reflects a different ownership and affiliation and is not representative of the U.S. distribution. In addition, some of the categories are not mutually exclusive and could therefore misrepresent the true distribution even among the practice sites included in the database. Given the high percentage of 'other' data, the definitions for this practice site characteristic will be revised for future data submissions.

**Table 3. Distribution of Practice Site Counts and Total Survey Completes by Practice Site Ownership and Affiliation**

Practice Ownership and Affiliation	12-Month Adult		12-Month PCMH Adult		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Provider/Physician	-	-	33	6,088	663	237,554	5	446
Hospital/Health System	116	11,592	281	39,709	887	324,329	23	1,832
University/Academic Med Center	68	19,370	-	-	67	24,346	28	821
Community Health Center	-	-	21	3,380	108	26,698	-	-
Other	102	69,565	-	-	-	-	-	-
<b>TOTAL</b>	<b>286</b>	<b>100,527</b>	<b>335</b>	<b>49,177</b>	<b>1,715</b>	<b>612,927</b>	<b>56</b>	<b>3,099</b>

### Survey Mode

As shown in Table 4, the vast majority of the surveys submitted to the CAHPS Database were collected using mail as the primary mode of survey administration. Web/ Internet accounted for the second largest number of survey completes. The phone survey mode accounted for the fewest number of completes for this set of submitted data.

**Table 4. Distribution of Practice Site Counts and Total Survey Completes by Survey Mode**

Survey Mode	12-Month Adult		12-Month PCMH Adult		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	-	-	-	-	-	-	-	-
Mail	124	75,854	246	44,058	1,521	525,730	20	2,007
Phone	143	1,608	91	5,241	142	22,039	-	-
IVR	160	22,214	-	-	33	12,287	37	1,169
Web/Internet	89	851	-	-	179	53,266	-	-
<b>TOTAL</b>	<b>516</b>	<b>100,527</b>	<b>337</b>	<b>49,299</b>	<b>1,875</b>	<b>613,322</b>	<b>57</b>	<b>3,176</b>