



# THE CAHPS CLINICIAN & GROUP SURVEY DATABASE

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## 2013 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 understand 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 2,172 participating practice sites that voluntarily submitted data to the CAHPS Database for the 2013 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, overall physician specialty, physician specialty, provider type, practice ownership and affiliation, survey mode, providers working per week, and patient visits per week. Data on the region, practice ownership and affiliation, providers working per week, and patient visits per week were reported by participating practice sites separately from the survey response data. Overall physician specialty, physician specialty, provider type, and survey mode were reported at the sample level for each completed survey. Definitions for region, overall physician specialty, physician specialty, and provider type are included in Section 2 of this document.

### Region

The distribution of regions is shown in Table 1. Each version of the CAHPS Clinician & Group Survey reflects a different regional distribution and is not representative of the U.S. distribution. The largest concentration of practice sites for the 12-Month Adult/PCMH combined survey was from the West, the largest concentration for the Visit Adult survey was from the Midwest, and for the 12-Month Child/PCMH combined survey most practice sites were from the South (although the South region had the fewest number of survey completes). Practice sites were assigned to one of the U.S. Census Bureau’s four official regions as defined in the Definitions section below, 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/PCMH Combined		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
Midwest	-	-	412	206,017	-	-
Northeast	267	54,041	399	79,625	20	3,201
South	268	30,515	324	68,495	55	1,607
West	295	114,142	99	74,017	30	3,457
<b>TOTAL</b>	<b>830</b>	<b>198,698</b>	<b>1,234</b>	<b>428,154</b>	<b>105</b>	<b>8,265</b>

<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 eight demographics tables.

### Provider Specialty/Type

The data specifications allowed submitters to identify 51 different provider specialties/types 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. Three different benchmarks are established at the practice site level using the same data. They are overall physician specialty, physician specialty, and provider type. Definitions for these three categories are provided in Section 2 of this document.

The distribution of the overall 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 “primary care,” 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 Overall Physician Specialty**

Physician Specialty	12-Month Adult/ PCMH Combined		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
Primary Care	508	94,071	435	116,065	51	971
Pediatrics	-	-	29	537	25	4,275
Other Specialties	447	73,950	376	76,865	36	1,517
<b>TOTAL</b>	<b>955</b>	<b>168,021</b>	<b>840</b>	<b>193,467</b>	<b>112</b>	<b>6,763</b>

Table 3 includes distributions of the 16 most reported physician specialties. The largest concentration of practice sites across all the CG-CAHPS survey versions was “family practice,” followed by “internal medicine.”

**Table 3. Distribution of Practice Site Counts and Total Survey Completes by Physician Specialty**

Physician Specialty	12-Month Adult/ PCMH Combined		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
Cardiology	214	7,852	29	5,339	-	-
Dermatology	177	4,121	22	3,476	-	-
Endocrinology	176	3,412	21	2,243	-	-
Family Practice	404	52,331	341	75,686	37	544
Gastroenterology	187	3,498	28	3,825	-	-
Hematology/ Oncology	179	3,885	15	2,884	-	-
Internal Medicine	323	39,704	171	40,235	17	378

Physician Specialty	12-Month Adult/ PCMH Combined		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
Neurology	184	4,802	33	3,946	-	-
OB/GYN	220	11,892	82	12,377	-	-
Ophthalmology	172	4,803	31	4,478	-	-
Orthopedics	83	5,478	37	6,081	-	-
Pediatrics	-	-	29	537	25	4,275
Pulmonary Medicine	146	2,096	27	4,367	-	-
Rheumatology	163	2,014	21	3,280	-	-
Surgical	230	10,803	94	13,857	-	-
Urology	181	3,608	27	5,056	-	-
<b>TOTAL</b>	<b>3,039</b>	<b>160,299</b>	<b>1,008</b>	<b>187,667</b>	<b>79</b>	<b>6,197</b>

The number of practice sites and survey completes by provider type is shown in Table 4. Physicians constituted the largest population evaluated across all the CG-CAHPS surveys.

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

Physician Specialty	12-Month Adult/ PCMH Combined		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
Physician	736	168,307	747	193,467	94	6,763
NP/PA	107	1,926	178	8,437	-	-
<b>TOTAL</b>	<b>843</b>	<b>170,233</b>	<b>925</b>	<b>201,904</b>	<b>94</b>	<b>6,763</b>

### Practice Ownership and Affiliation

The distribution of the practice ownership and affiliation categories is shown in Table 5. The largest number of practice sites was “hospital/health system” across all survey versions, followed by “provider/physician.” In addition, some of the categories are not mutually exclusive and could therefore misrepresent the true distribution among the practice sites included in the database.

**Table 5. Distribution of Practice Site Counts and Total Survey Completes by Practice Site Ownership and Affiliation**

Practice Ownership and Affiliation	12-Month Adult/ PCMH Combined		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
Provider/ Physician	117	51,968	291	56,838	-	-
Hospital/ Health System	496	81,465	893	338,465	73	4,397
University/ Academic Med Center	73	29,990	-	-	30	3,457
Community Health Center	-	-	47	29,944	-	-
Other	80	35,453	-	-	-	-
<b>TOTAL</b>	<b>826</b>	<b>198,876</b>	<b>1,231</b>	<b>425,248</b>	<b>103</b>	<b>7,854</b>

### Survey Mode

As shown in Table 6, the vast majority of the surveys submitted to the CAHPS Database were collected using mail as the primary mode of survey administration. IVR survey mode accounted for the second largest number of survey completes. Phone survey mode accounted for the fewest number of completes for this set of submitted data.

**Table 6. Distribution of Practice Site Counts and Total Survey Completes by Survey Mode**

Survey Mode	12-Month Adult/ PCMH Combined		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
Mail	552	127,422	1,026	301,139	65	3,010
Phone	432	18,543	175	11,268	22	371
IVR	163	43,251	39	9,900	39	4,736
Web/ Internet	303	9,822	236	105,847	-	-
<b>TOTAL</b>	<b>1450</b>	<b>199,038</b>	<b>1,476</b>	<b>428,154</b>	<b>126</b>	<b>8,117</b>

### Providers Working per Week

As a proxy measure for practice size, the distribution of the number of providers working per week is shown in Table 7. This information was self-reported at the practice site level. Other than “missing,” most practice sites that voluntarily submitted their data to the CAHPS Database have 4–9 providers (e.g., doctors of medicine, doctors of osteopathic medicine, physician assistants, nurse practitioners, etc.) working during a typical week.

**Table 7. Distribution of Practice Site Counts and Total Survey Completes by Number of Providers Working per Week**

Number of Providers Working per Week	12-Month Adult/ PCMH Combined		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
Missing	359	101,376	272	199,787	8	541
1 provider	73	3,996	178	12,407	15	531
2 - 3 providers	119	12,500	346	47,926	26	933
4 - 9 providers	179	40,204	338	98,165	36	4,046
10 - 13 providers	38	11,697	46	21,047	5	515
14 - 19 providers	31	10,719	21	9,704	6	303
More than 20 providers	34	18,546	3	39,118	9	1,396
<b>TOTAL</b>	<b>833</b>	<b>199,038</b>	<b>1,234</b>	<b>428,154</b>	<b>105</b>	<b>8,265</b>

### Patient Visits per Week

Another proxy measure of practice size is the number of patient visits per week. As shown in Table 8, other than “missing,” most practice sites that submitted data to the CAHPS Database have fewer than 100 patient visits during a typical week, followed by sites having 100 - 199 patient visits per week.

**Table 8. Distribution of Practice Site Counts and Total Survey Completes by Patient Visits per Week**

Number of Patient Visits per Week	12-Month Adult/ PCMH Combined		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
Missing	330	95,468	246	181,832	6	130
< 100	186	15,200	345	34,446	29	960
100 - 199	143	24,421	248	44,256	29	1,286
200 - 299	73	17,829	133	40,334	14	912
300 - 499	58	22,103	133	51,150	15	2,849
500 - 699	22	10,463	42	16,576	7	1,673
>700	21	13,554	87	59,560	5	455
<b>TOTAL</b>	<b>833</b>	<b>199,038</b>	<b>1,234</b>	<b>428,154</b>	<b>105</b>	<b>8,265</b>

## 2. DEFINITIONS

### Definition of Regions

The regional benchmarks are calculated according to the U.S. Census Bureau's four official regions. The table lists the regions and their included States.

**Table 9. Regions and Included States**

Region	States
Northeast	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
Midwest	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
South	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
West	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

### Definition of Overall Physician Specialties

The overall specialty benchmarks are grouped into three categories. The table lists the specialty categories and the included specialties.

**Table 10. Overall Specialty Categories and Included Specialties**

Category	Physician Specialties
<b>Primary Care</b>	Family Practice, General Practice, General Preventive Medicine, Internal Medicine
<b>Pediatrics</b>	Pediatrics, Internal Medicine Pediatrics
<b>Other Specialties</b>	Allergy/Immunology, Anesthesiology, Cardiology, Child & Adolescent Psychiatry, Dermatology, Diagnostic Radiology, Emergency Medicine, Endocrinology/ Metabolism, Forensic Pathology, Gastroenterology, General Surgery, Geriatrics, Hematology/Oncology, Medical Genetics, Nephrology, Neurology, Nuclear Medicine, OB/GYN or GYN, Ophthalmology, Orthopedics, Pathology, Physician Medicine & Rehabilitation, Psychiatry, Public Health & Rehabilitation, Pulmonary Medicine, Radiology, Rheumatology, Surgery, Urology, Vascular Medicine

### Definition of Physician Specialties

Sixteen specialties are further established as benchmarks. The table lists the specialty categories and the included specialties.

**Table 11. Physician Specialty Categories and Included Specialties**

Category	Physician Specialties
<b>Cardiology</b>	Cardiology
<b>Dermatology</b>	Dermatology
<b>Endocrinology</b>	Endocrinology/Metabolism
<b>Family Practice</b>	Family Practice/Family
<b>Gastroenterology</b>	Gastroenterology
<b>Hematology/Oncology</b>	Hematology/Oncology
<b>Internal Medicine</b>	Internal Medicine
<b>Neurology</b>	Neurology
<b>OB/GYN</b>	OB/GYN or GYN
<b>Ophthalmology</b>	Ophthalmology
<b>Orthopedics</b>	Orthopedics
<b>Pediatrics</b>	Pediatrics + Internal Medicine Pediatrics
<b>Pulmonary Medicine</b>	Pulmonary Medicine
<b>Rheumatology</b>	Rheumatology
<b>Surgical</b>	Surgery + General Surgery
<b>Urology</b>	Urology

### Definition of Provider Type

The provider type benchmarks are grouped into two categories. The table lists the provider types and the included specialties.

**Table 12. Provider Types and Included Specialties**

Provider Type	Specialties
<b>Physician</b>	Allergy/Immunology, Anesthesiology, Cardiology, Child & Adolescent Psychiatry, Dermatology, Diagnostic Radiology, Emergency Medicine, Endocrinology/ Metabolism, Family Practice/Family, Forensic Pathology, Gastroenterology, General Practice, General Preventive Medicine, General Surgery, Geriatrics, Hematology/Oncology, Internal Medicine, Medical Genetics, Nephrology, Neurology, Nuclear Medicine, OB/GYN or GYN, Ophthalmology, Orthopedics, Pathology, Pediatrics, Physician Medicine & Rehabilitation, Psychiatry, Public Health & Rehabilitation, Pulmonary Medicine, Radiology, Rheumatology, Surgery, Urology, Vascular Medicine, Internal Medicine Pediatrics
<b>NP/PA</b>	Midwife, Nurse Practitioner, Physician Assistant