



THE CAHPS CLINICIAN & GROUP DATABASE

2011 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 1,857 participating practice sites that voluntarily submitted data to the CAHPS Database 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 Midwest region, followed by the Northeast 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 states and zip codes.

Table 1. Distribution of Practice Site Counts and Total Survey Completes by Region¹

Region	12-Month 4-Point Adult	12-Month 4-Point Adult	12-Month 6-Point Adult	12-Month 6-Point Adult	Visit Adult	Visit Adult
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Midwest	213	48,087	320	10,068	219	139,775
Northeast	1	29	121	27,245	189	61,056
South	6	4,318	285	27,351	232	26,843
West			143	10,387	129	38,653
TOTAL	220	52,434	869	75,051	769	266,327

Physician Specialty

The distribution of the physician specialty by each survey type is shown in Table 2. The largest concentration of specialty types across all the CG-CAHPS survey versions was missing followed by other specialty, and then family practice. 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

¹ 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 five demographics tables.

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. 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 Counts and Total Survey Completes by Physician Specialty

Physician Specialty	12-Month 4-Point Adult	12-Month 4-Point Adult	12-Month 6-Point Adult	12-Month 6-Point Adult	Visit Adult	Visit Adult
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	120	14,763	477	21,071	597	172,168
Family Practice	86	12,163	492	18,141	98	29,214
Internal Medicine	41	8,138	161	11,111	61	16,199
OB/GYN	40	2,028	115	3,328	32	7,093
Pediatrics	23	1,068	36	159	4	247
Other Primary Care	2	15	132	1,078	16	314
Surgical	33	1,276	72	3,596	31	4,378
Other Specialty	96	12,983	253	16,567	95	36,714
TOTAL	441	52,434	1,738	75,051	934	266,327

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 Ownership and Affiliation

Practice Ownership and Affiliation	12-Month 4-Point Adult	12-Month 4-Point Adult	12-Month 6-Point Adult	12-Month 6-Point Adult	Visit Adult	Visit Adult
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Provider/Physician					138	55,103
Hospital/Health System	3	2,859	94	27,635	482	165,005
University/Academic Med Center			22	6,082	1	7,014
Community Health Center					106	29,737
Other	216	49,575	753	41,334	42	9,468
TOTAL	219	52,434	869	75,051	769	266,327

Survey Mode

As seen 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. Interactive Voice Response (IVR) 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 4-Point Adult	12-Month 4-Point Adult	12-Month 6-Point Adult	12-Month 6-Point Adult	Visit Adult	Visit Adult
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	9	12	24	129		
Mail	216	51,781	761	37,192	683	261,246
Phone	27	641	91	1,543	86	5,081
IVR			94	23,117		
Web/Internet			554	13,070		
TOTAL	252	52,434	1,524	75,051	769	266,327