



THE CAHPS CLINICIAN & GROUP SURVEY DATABASE

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 and Child versions of the CAHPS Clinician & Group Survey.

Table 1. Adult 12/6-Month Survey 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12/6 months, when you phoned 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?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 12/6 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 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q14	In the last 12/6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15	In the last 12/6 months, how often did this provider listen carefully to you?	
Q17	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q18	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q19	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q20	In the last 12/6 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q24	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q25	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

Table 1. Adult 12/6-Month Survey 2.0 (cont.)

Follow-up on Test Results		
Q22	In the last 12/6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q23	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?	Response Options <ul style="list-style-type: none"> ● 0-10

Table 2. Adult 12/6-Month Survey 2.0 with PCMH Items

Getting Timely Appointments, Care, and Information		
Q6	In the last 12/6 months, when you phoned 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?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q9	In the last 12/6 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?	
Q14	In the last 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q16	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q18	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q19	In the last 12/6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q20	In the last 12/6 months, how often did this provider listen carefully to you?	
Q22	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q23	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q24	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q25	In the last 12/6 months, how often did this provider spend enough time with you?	

Table 2. Adult 12/6-Month Survey 2.0 with PCMH Items Adult

Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q43	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q27	In the last 12/6 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?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q32	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?	Response Options <ul style="list-style-type: none"> ● 0-10
Providers Pay Attention to Your Mental or Emotional Health (PCMH)		
Q39	In the last 12/6 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q40	In the last 12/6 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?	
Q41	In the last 12/6 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	
Providers Support You in Taking Care of Your Own Health (PCMH)		
Q35	In the last 12/6 months, did anyone in this provider's office talk with you about specific goals for your health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q36	In the last 12/6 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?	
Providers Discuss Medication Decisions (PCMH)		
Q29	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?	Response Options <ul style="list-style-type: none"> ● Not at all ● A little ● Some ● A lot
Q30	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?	
Q31	When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	Response Options <ul style="list-style-type: none"> ● Yes ● No

Table 2. Adult 12/6-Month Survey 2.0 with PCMH Items Adult12 (cont.)

Other Individual PCMH Items		
Access to Care		
Q7	In the last 12/6 months, how many days did you usually have to wait for an appointment when you needed care right away?	Response Options <ul style="list-style-type: none"> ● Same day ● 1 day ● 2 to 3 days ● 4 to 7 days ● More than 7 days
Q12	In the last 12/6 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Attention to Care From Other Providers		
Q34	In the last 12/6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q38	In the last 12/6 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Information About Care and Appointments		
Q10	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q17	Some offices remind patients between visits about tests, treatment or appointments. In the last 12/6 months, did you get any reminders from this provider's office between visits?	

Table 3. Adult Visit Survey 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned 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?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 12 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 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q16	During your most recent visit, did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No
Q17	During your most recent visit, did this provider listen carefully to you?	
Q19	During your most recent visit, did this provider give you easy to understand information about these health questions or concerns?	
Q20	During your most recent visit, did this provider seem to know the important information about your medical history?	
Q21	During your most recent visit, did this provider show respect for what you had to say?	
Q22	During your most recent visit, did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q27	During your most recent visit, were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No
Q28	During your most recent visit, did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q24	Did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Yes ● No

Table 3. Adult Visit Survey 2.0 (cont.)

Patients' Rating of the Provider		
Q25	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?	Response Options <ul style="list-style-type: none"> ● 0-10
Willingness to Recommend		
Q26	Would you recommend this provider's office to your family and friends?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No

Table 4. Child 12/6-Month Survey 2.0

Getting Timely Appointments, Care, and Information		
Q13	In the last 12/6 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15	In the last 12/6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q17	In the last 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q19	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q20	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did your child see this provider within 15 minutes of his or her appointment time?	
Q21	In the last 12/6 months, how often did this provider explain things about your child's health in a way that was easy to understand?	
Q22	In the last 12/6 months, how often did this provider listen carefully to you?	
Q24	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q25	In the last 12/6 months, how often did this provider seem to know the important information about your child's medical history?	
Q26	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q27	In the last 12/6 months, how often did this provider spend enough time with your child?	

Table 4. Child 12/6-Month Survey 2.0 (cont.)

Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q43	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Provider's Attention to Your Child's Growth and Development		
Q31	In the last 12/6 months, did you and anyone in this provider's office talk about your child's learning ability?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q32	In the last 12/6 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	
Q33	In the last 12/6 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q34	In the last 12/6 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q37	In the last 12/6 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?	
Q40	In the last 12/6 months, did you and anyone in this provider's office talk about how your child gets along with others?	
Provider's Advice on Keeping Your Child Safe and Healthy		
Q35	In the last 12/6 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q36	In the last 12/6 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q38	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q39	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Q41	In the last 12/6 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?	
Follow-up on Test Results		
Q29	In the last 12/6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q30	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?	Response Options <ul style="list-style-type: none"> ● 0-10

Table 5. Child 12/6-Month Survey 2.0 with PCMH Items

Getting Timely Appointments, Care, and Information		
Q13	In the last 12/6 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q16	In the last 12/6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q21	In the last 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q23	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q25	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did your child see this provider within 15 minutes of his or her appointment time?	
How Well Providers Communicate With Patients		
Q26	In the last 12/6 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q27	In the last 12/6 months, how often did this provider listen carefully to you?	
Q29	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q30	In the last 12/6 months, how often did this provider seem to know the important information about your child's medical history?	
Q31	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q32	In the last 12/6 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q53	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q54	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

Table 5. Child 12/6-Month Survey 2.0 with PCMH Items (cont.)

Provider's Attention to Your Child's Growth and Development		
Q38	In the last 12/6 months, did you and anyone in this provider's office talk about your child's learning ability?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q39	In the last 12/6 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	
Q40	In the last 12/6 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q41	In the last 12/6 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q44	In the last 12/6 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?	
Q47	In the last 12/6 months, did you and anyone in this provider's office talk about how your child gets along with others?	
Provider's Advice on Keeping Your Child Safe and Healthy		
Q42	In the last 12/6 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q43	In the last 12/6 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q45	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q46	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Q48	In the last 12/6 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?	
Follow-up on Test Results		
Q34	In the last 12/6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q35	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?	Response Options <ul style="list-style-type: none"> ● 0-10
Providers Support You in Taking Care of Your Own Health (PCMH)		
Q49	In the last 12/6 months, did anyone in this provider's office talk with you about specific goals for your child's health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q50	In the last 12/6 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 child's health?	

Table 5. Child 12/6-Month Survey 2.0 with PCMH Items (cont.)

Other Individual PCMH Items		
Access to Care		
Q14	In the last 12/6 months, how many days did you usually have to wait for an appointment when your child needed care right away?	Response Options <ul style="list-style-type: none"> ● Same day ● 1 day ● 2 to 3 days ● 4 to 7 days ● More than 7 days
Q19	In the last 12/6 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Attention to Care From Other Providers		
Q37	In the last 12/6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q52	In the last 12/6 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines your child was taking?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Information About Care and Appointments		
Q17	Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q24	Some offices remind patients between visits about tests, treatment, or appointments. In the last 12/6 months, did you get any reminders about your child's care from this provider's office between visits?	

Table 6. Adult Survey 3.0

Getting Timely Appointments, Care and Information		
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?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
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		
Q11	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
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		
Q13	In the last 6 months, how often did this provider seem to know the important information about your medical history?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
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		
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?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q22	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Patients' Rating of the 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?	Response Options <ul style="list-style-type: none"> ● 0-10