THE CAHPS DATABASE

2016 CAHPS Clinician & Group Survey Database

2016 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Agency for Healthcare Research and Quality

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1. INTRODUCTION

This annual Chartbook presents comparative results from the 2016 CAHPS Clinician & Group Survey (CG-CAHPS) Database for the following CG-CAHPS Survey versions:

- **Adult Survey 2.0 Combined:** Combined results from the 12-month and 6-month Adult 2.0 Core Survey combined with the core questions from the 12-month and 6-month Adult 2.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items. The results also include the PCMH supplemental composites and items.
- **Adult Survey 3.0 Combined:** Results from the Adult 3.0 Core Survey combined with the core questions from the Adult 3.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items. The results also include the PCMH supplemental composites and items.
- **Child Survey 3.0 Combined:** Results from the Child 3.0 Core Survey combined with the core questions from the Child 3.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items. The results also include the PCMH supplemental composites and items.

The composition of the 2016 CG-CAHPS Database by survey version is shown in Table 1 (see Appendix A for further details). Data submitted for all survey versions were collected from January 2016 through March 2017.

Table 1. Composition of the 2016 CG-CAHPS Database

Survey Version	CG-CAHPS Database	
	Number of Practice Sites	Number of Respondents
Adult Survey 2.0 Combined	850	118,444
Adult Survey 3.0 Combined	656	137,416
Child Survey 3.0 Combined	81	12,488
Total	**1,587**	**268,348**

Results are presented for each survey version in the form of bar charts that show the overall distribution of scores. For survey versions with sufficient data, results also are presented by State, urban/rural classification, and provider specialty. Trend data are presented for each version.

The summary results presented in this Chartbook are compiled from detailed data displays available in the CG-CAHPS Database Online Reporting System (ORS) at https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

De-identified research files for the CG-CAHPS data presented in this Chartbook, as well as from previous years, are available upon request. Requests may be sent to the CAHPS Database by email CAHPSDatabase@westat.com or questions may be directed to the toll-free help line at 888-808-7108.

2. SELECTED HIGHLIGHTS

Selected highlights of the results presented in this Chartbook include the following:

Comparisons by Composite

- The highest scoring core survey composite across all three of the survey versions is "How Well Providers Communicate with Patients" (Provider Communication).
- The lowest scoring core survey composite is "Getting Timely Appointments, Care, and Information" (Access).

Table 2. Core Composite Scores by Survey Version

Survey Version	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
Adult 2.0	118,444	58%	81%	77%	--	77%
Adult 3.0	137,416	67%	88%	82%	74%	82%
Child 3.0	12,488	77%	90%	80%	81%	86%

Comparisons by Geography

- Scores across urban/rural categories are fairly comparable, with slightly higher scores in Small and Isolated Rural areas for the Adult 2.0 survey version.
- Scores by State (for which sufficient data are available to report) varied notably for several composites, with the largest variation in the "Getting Timely Appointments, Care, and Information" (Access) and "Helpful, Courteous, and Respectful Office Staff"(Office Staff) composites.

Comparisons by Specialty

- Across provider specialties, Hematology/Oncology has the highest scores for all composite measures for the Adult 2.0 version.
- For the Adult 3.0 version, Hematology/Oncology has the highest scores for all composites except Provider Communication. Cardiology, Pulmonary Medicine, and Rheumatology have the highest scores for Provider Communication.

Comparisons Over Time

- Scores for the Adult 2.0 version generally remained stable or increased slightly between 2010-2015, but show a notable decline in 2016.
- Only two years of data are available for the Adult 3.0 version, but the scores appear very consistent thus far.

Database Composition

- Users that submit data are moving to the CG-CAHPS 3.0 version. The Adult Survey 3.0 Combined results represent the largest volume of data (with 137,416 respondents), followed by the Adult Survey 2.0 Combined data (with 118,444 respondents).
- This is the first year Child Survey 3.0 Combined data were submitted (12,488 respondents).

3. RESULTS BY SURVEY VERSION

This section presents a summary of results for each CG-CAHPS survey version included in the 2016 CG-CAHPS Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the core composites, individual question items, provider ratings, and supplemental composites where applicable. Users can compare their own results to the relevant bar charts in order to identify performance strengths as well as opportunities for improvement.

The bar charts are composed of colored segments that show the percentage of responses in each of the response categories. For questions and composites based on 4-point response scales (i.e., "always", "usually", "sometimes", "never"), the left-most segment combines the two lowest response categories (i.e., "sometimes" and "never").

Results also are presented by State, urban/rural classification, and provider specialty for survey versions with sufficient data. Trend data for available years are presented for each version except for the Child Survey 3.0, since 2016 was the first year of data collection for this survey version.

All results presented in these charts are calculated at the respondent level. Survey results are presented in the following order:

- **Adult Survey 2.0 Combined**
  - Getting Timely Appointments, Care, and Information (Access)
  - How Well Providers Communicate with Patients (Provider Communication)
  - Helpful, Courteous, and Respectful Office Staff (Office Staff)
  - Rating of Provider

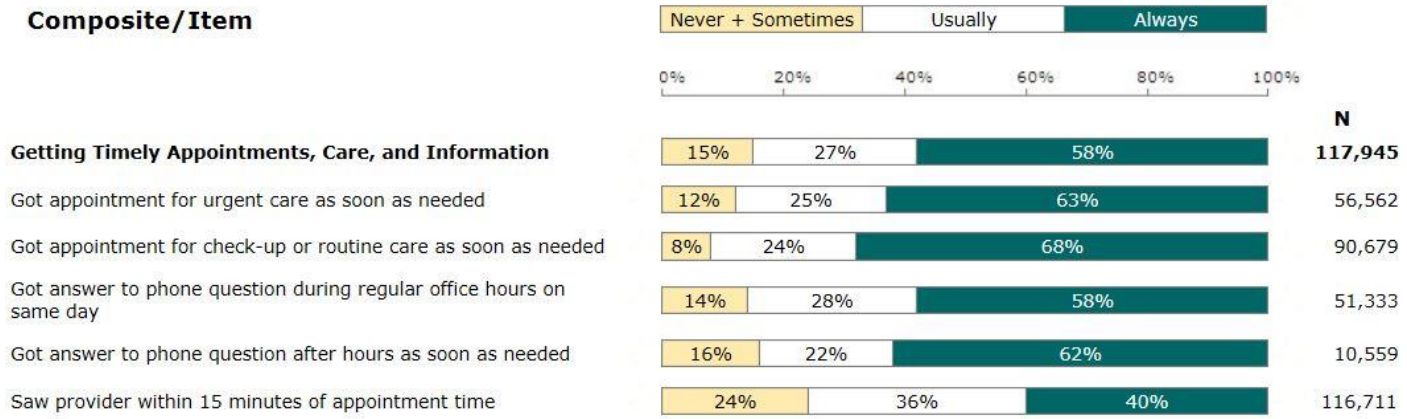
  Adult Survey 3.0 Combined
  - Getting Timely Appointments, Care, and Information (Access)
  - How Well Providers Communicate with Patients (Provider Communication)
  - Helpful, Courteous, and Respectful Office Staff (Office Staff)
  - Providers' Use of Information to Coordinate Patient Care (Care Coordination)
  - Rating of Provider
- **Child Survey 3.0 Combined**
  - Getting Timely Appointments, Care, and Information (Access)
  - How Well Providers Communicate with Patients (Provider Communication)
  - Helpful, Courteous, and Respectful Office Staff (Office Staff)
  - Providers' Use of Information to Coordinate Patient Care (Care Coordination)
  - Rating of Provider

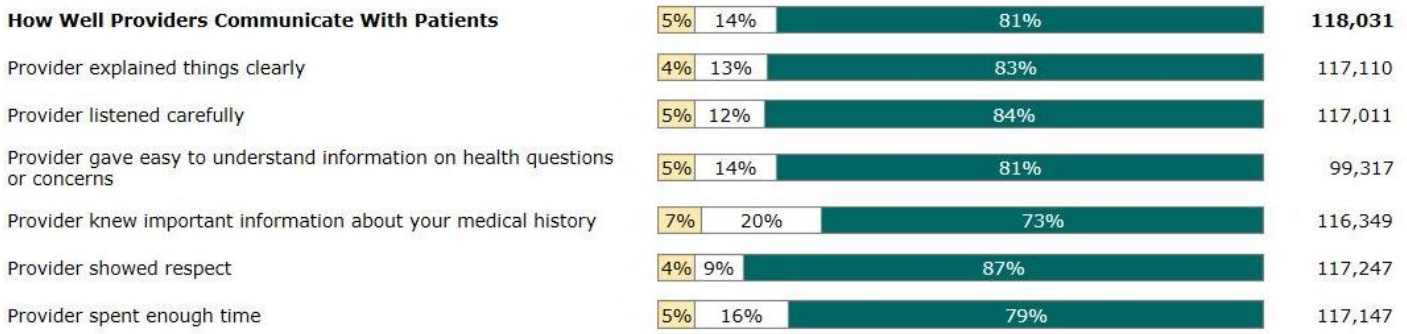
As noted earlier, detailed results are available through the CG-CAHPS Database Online Reporting System at https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

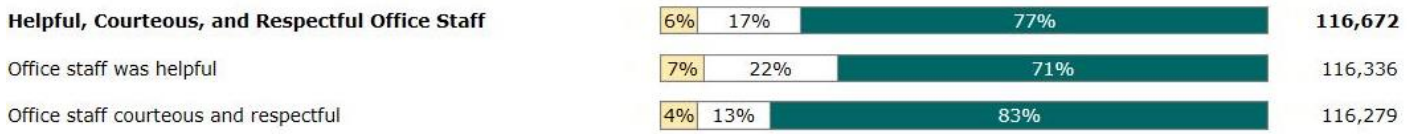
ADULT SURVEY 2.0 COMBINED

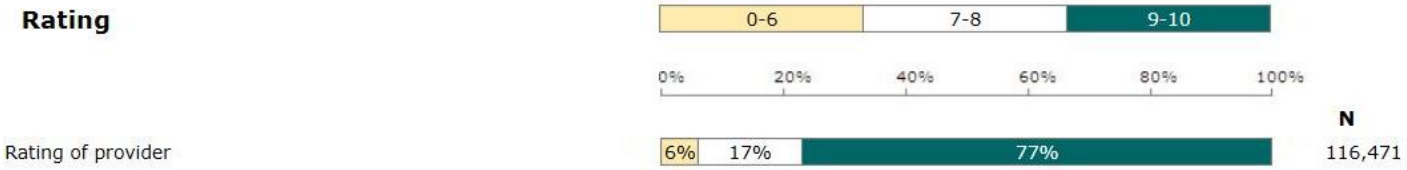
(Adult 12/6-Month Survey 2.0 with/without PCMH Items)

Adult Survey 2.0 Combined



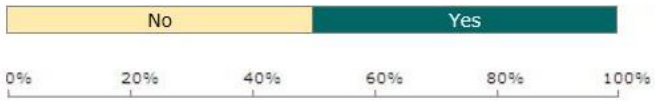






Adult Survey 2.0 Combined (continued)

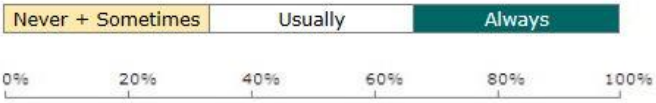
Composite/Item



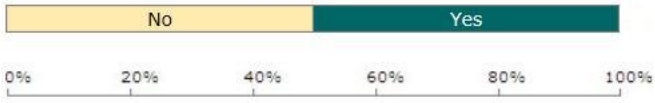
Composite/Item	No	Yes	N
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	54%	46%	**49,784**
Provider asked if there was a period of time when respondent felt sad, empty, or depressed	45%	55%	49,167
Talked with provider about things causing worry or stress	51%	49%	49,316
Talked with provider about personal problem, family, alcohol or drug use	67%	33%	49,124
Providers Support You in Taking Care of Your Own Health (PCMH)	49%	51%	**49,714**
Provider talked about specific goals	36%	64%	49,165
Provider asked if there are things making it hard to take care of health	63%	37%	48,829

	No + Not at all	A little + Some	Yes + A lot	N
Providers Discuss Medication Decisions (PCMH)	11%	27%	62%	**25,876**
Provider talked about reasons to take a medicine	2%	35%	63%	25,622
Provider talked about reasons not to take a medicine	11%	46%	43%	25,387
Provider asked what respondent thought was best regarding medicine	20%	80%		25,234

Individual Items



Individual Items	Never + Sometimes	Usually	Always	N
Days waited for an appointment for urgent care	4%	25%	71%	24,506
Got needed care during evenings, weekends, or holidays	53%	16%	31%	7,974
Provider was informed and up-to-date on care received from specialist	14%	27%	59%	33,292
Provider's office followed up with test results	14%	15%	71%	91,520



	No	Yes	N
Talked about prescription medicines at each visit	13%	87%	45,525
Provider's office gave information on what to do if care needed on evenings, weekends, or holidays	24%	76%	48,268
Got reminders from provider's office between visits	30%	70%	48,943

Table 3. Comparison of Adult Survey 2.0 Combined Top-Box Scores by State*

State*	Number of Respondents	Access	Provider Communication	Office Staff	Rating of Provider
CAHPS DB Overall	**118,444**	**58%**	**81%**	**77%**	**77%**
Alabama	452	66%	83%	87%	87%
Arkansas	5,299	55%	80%	77%	77%
California	47,423	57%	79%	73%	73%
Colorado	6,663	53%	79%	75%	75%
Indiana	404	71%	85%	86%	89%
Kentucky	1,179	56%	80%	77%	78%
Maine	12,346	67%	86%	85%	85%
Michigan	1,194	59%	84%	80%	81%
Minnesota	3,270	60%	83%	83%	78%
New Jersey	6,123	59%	84%	77%	81%
New York	8,368	63%	85%	80%	82%
Ohio	6,483	60%	83%	80%	81%
Oklahoma	5,264	52%	77%	74%	73%
Oregon	6,920	51%	77%	76%	71%
Pennsylvania	5,266	62%	86%	82%	84%
Texas	858	70%	89%	91%	90%

*When reporting comparison scores by State, States with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Table 4. Comparison of Adult Survey 2.0 Combined Top-Box Scores by Urban/Rural Classification*

Urban/Rural Classification	Number of Respondents	Access	Provider Communication	Office Staff	Rating of Provider
CAHPS DB Overall	**118,444**	**58%**	**81%**	**77%**	**77%**
Urban	55,254	59%	82%	79%	78%
Micropolitan	4,219	60%	82%	80%	79%
Small and Isolated Rural	6,415	62%	83%	82%	81%

*Urban/rural classifications based on Rural-Urban Commuting Area Codes, U. S. Department of Agriculture Economic Research Service & Federal Office of Rural Health Policy (2013).

Table 5. Comparison of Adult Survey 2.0 Combined Top-Box Scores by Specialty*

Specialty	Number of Respondents	Access	Provider Communication	Office Staff	Rating of Provider
CAHPS DB Overall	**118,444**	**58%**	**81%**	**77%**	**77%**
Allergy/Immunology	387	61%	80%	77%	71%
Cardiology	2,269	60%	83%	79%	79%
Dermatology	2,026	57%	77%	75%	69%
Endocrinology	871	55%	80%	72%	72%
Family Practice	19,310	55%	82%	74%	76%
Gastroenterology	1,305	52%	75%	70%	68%
Hematology/Oncology	8,555	68%	88%	89%	89%
Internal Medicine	11,545	57%	79%	74%	74%
Neurology	1,369	55%	75%	75%	69%
OB/GYN	5,445	59%	82%	74%	77%
Ophthalmology	2,476	60%	78%	74%	74%
Orthopedics	2,229	61%	82%	83%	81%
Radiology	817	55%	78%	73%	73%
Rheumatology	2,280	56%	75%	73%	70%
Surgery	2,084	64%	82%	78%	76%

*When reporting comparison scores by specialty, specialties with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Figure 1. Adult Survey 2.0 Combined Top Box Scores: 2010-2016

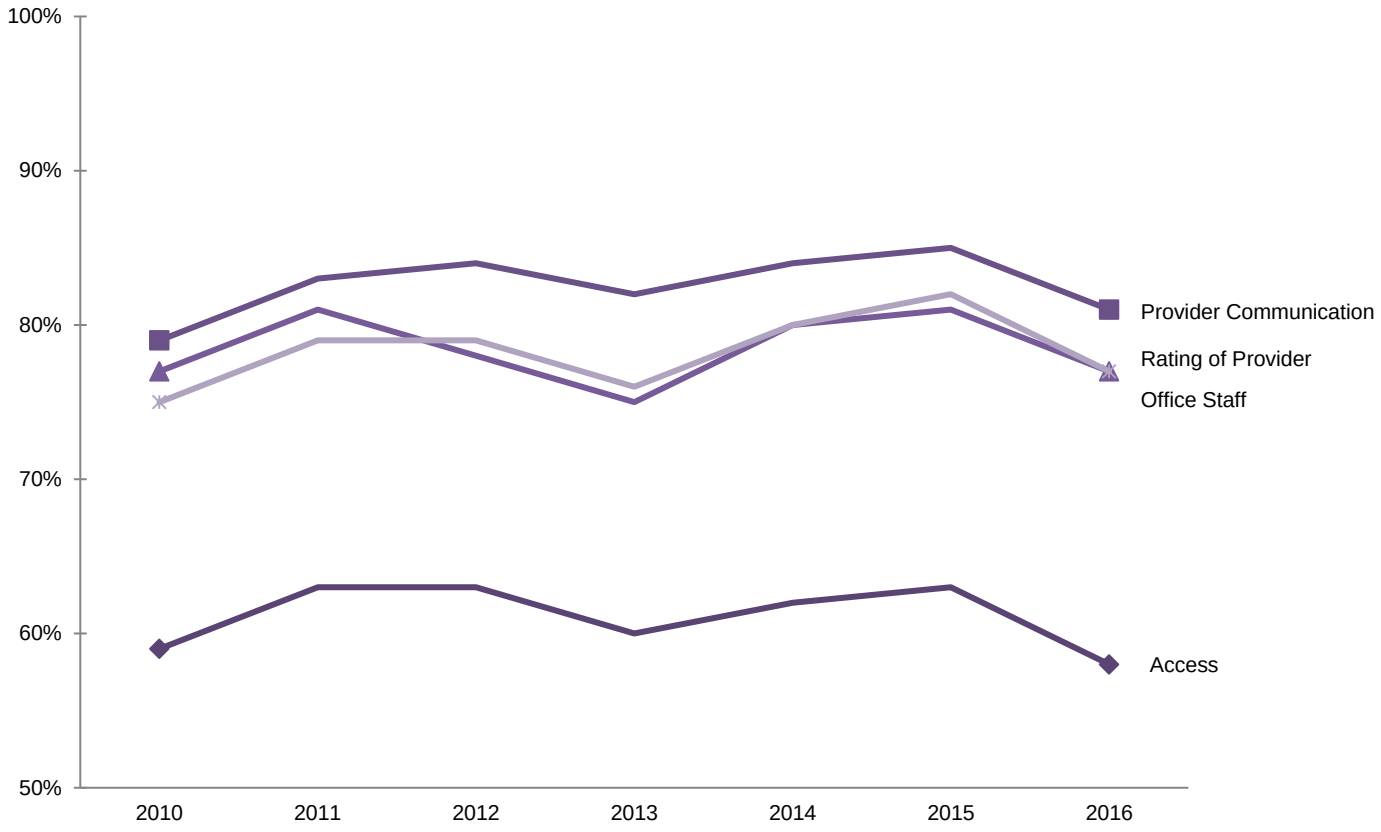


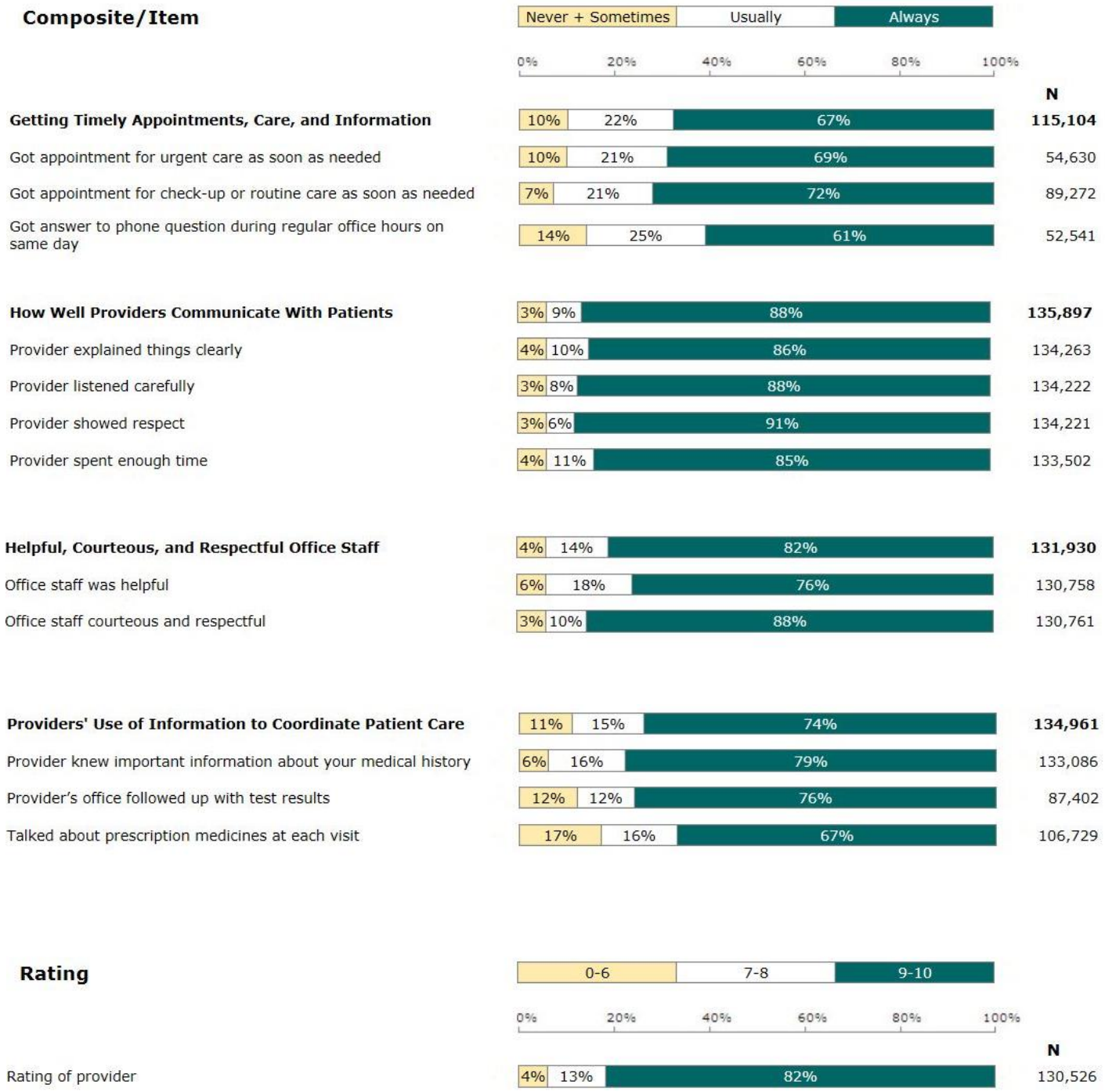
Table 6. Number of Adult CG-CAHPS Survey Respondents and Practice Sites, 2010-2016

Year (Version)	Adult Survey 2.0 Combined	
	Number of Practice Sites	Number of Respondents
2016 (2.0)	850	118,444
2015 (2.0)	1,935	418,901
2014 (2.0)	2,291	457,418
2013 (2.0)	833	199,038
2012 (2.0)	286	100,527
2011 (1.0)	519	52,434
2010 (1.0)	234	41,834

ADULT SURVEY 3.0 COMBINED

(Adult 6-Month Survey 3.0 with/without PCMH Items)

Adult Survey 3.0 Combined



Adult Survey 3.0 Combined (continued)

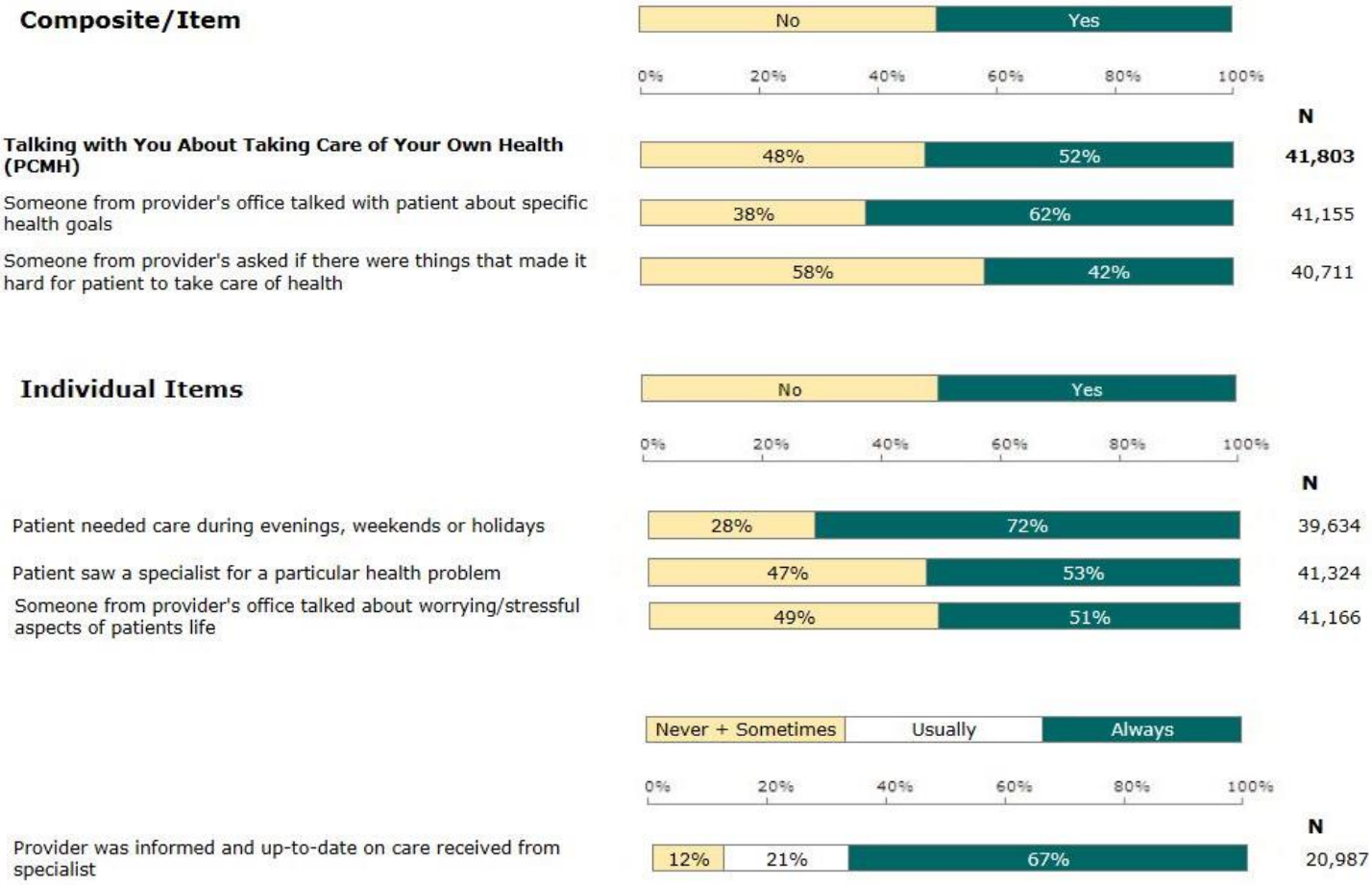


Table 7. Comparison of Adult Survey 3.0 Combined Top-Box Scores by State*

State	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	**137,416**	**67%**	**88%**	**82%**	**74%**	**82%**
California	29,355	66%	87%	83%	72%	82%
Maine	5,374	68%	88%	86%	73%	83%
Massachusetts	19,969	71%	89%	81%	75%	83%
Michigan	21,819	63%	85%	76%	70%	81%
Minnesota	24,699	67%	87%	84%	75%	81%
North Dakota	2,407	67%	87%	84%	76%	76%
Ohio	7,450	75%	93%	81%	81%	89%

*When reporting comparison scores by State, States with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Table 8. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Urban/Rural Classification*

Urban/Rural Classification	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	**137,416**	**67%**	**88%**	**82%**	**74%**	**82%**
Urban	110,171	68%	88%	82%	74%	83%
Micropolitan	10,538	67%	87%	85%	74%	82%
Small and Isolated Rural	16,074	67%	87%	84%	75%	81%

*Urban/rural classifications based on Rural-Urban Commuting Area Codes, U. S. Department of Agriculture Economic Research Service & Federal Office of Rural Health Policy (2013).

Table 9. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Specialty*

Specialty	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	**137,416**	**67%**	**88%**	**82%**	**74%**	**82%**
Allergy/Immunology	441	66%	89%	86%	77%	80%
Cardiology	3,310	73%	90%	86%	76%	85%
Dermatology	2,587	70%	89%	85%	75%	82%
Endocrinology	1,833	69%	88%	85%	76%	82%
Family Practice	39,078	65%	88%	80%	74%	82%
Gastroenterology	1,928	63%	87%	82%	72%	79%
Hematology/Oncology	2,673	77%	89%	88%	78%	87%
Internal Medicine	18,542	66%	87%	80%	75%	82%
Neurology	3,574	59%	86%	78%	67%	78%
OB/GYN	4,598	72%	89%	80%	75%	82%
Ophthalmology	3,744	74%	85%	85%	71%	85%
Orthopedics	3,158	70%	85%	83%	71%	82%
Physical Medicine & Rehabilitation	453	62%	80%	79%	64%	73%
Podiatry	503	80%	89%	83%	69%	85%
Pulmonary Medicine	1,613	71%	91%	88%	75%	85%
Rheumatology	1,520	67%	90%	85%	77%	84%
Surgery	6,538	74%	88%	85%	73%	86%
Urology	1,623	68%	86%	83%	70%	83%

*When reporting comparison scores by specialty, specialties with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Figure 2. Adult Survey 3.0 Combined Top Box Scores: 2015-2016

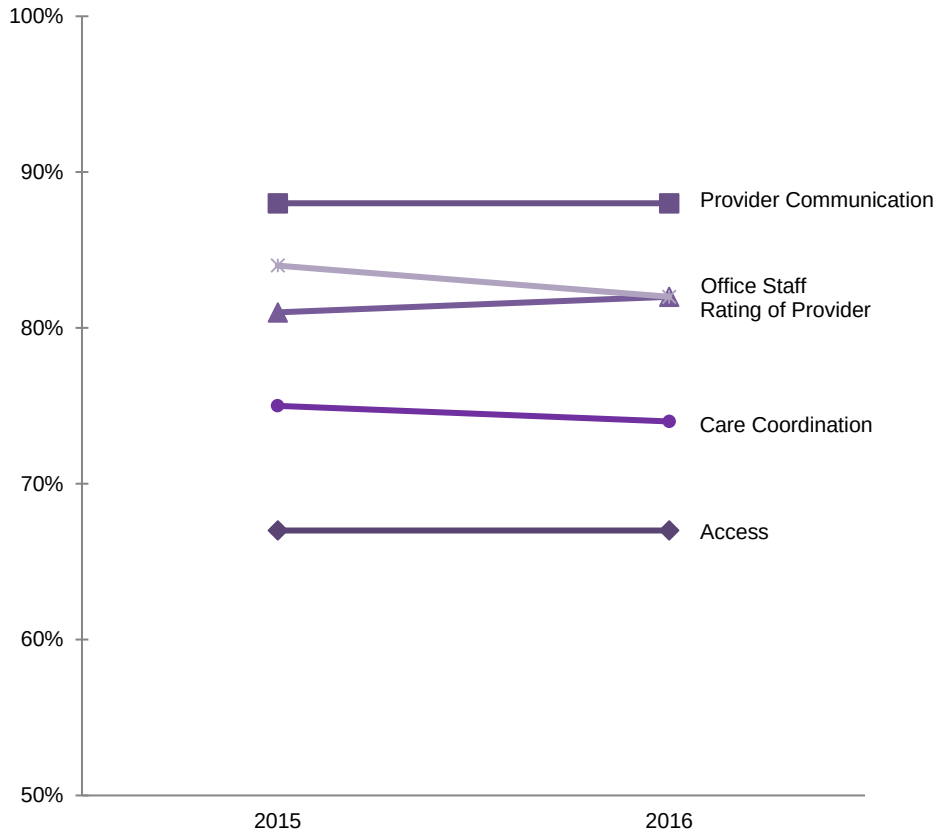


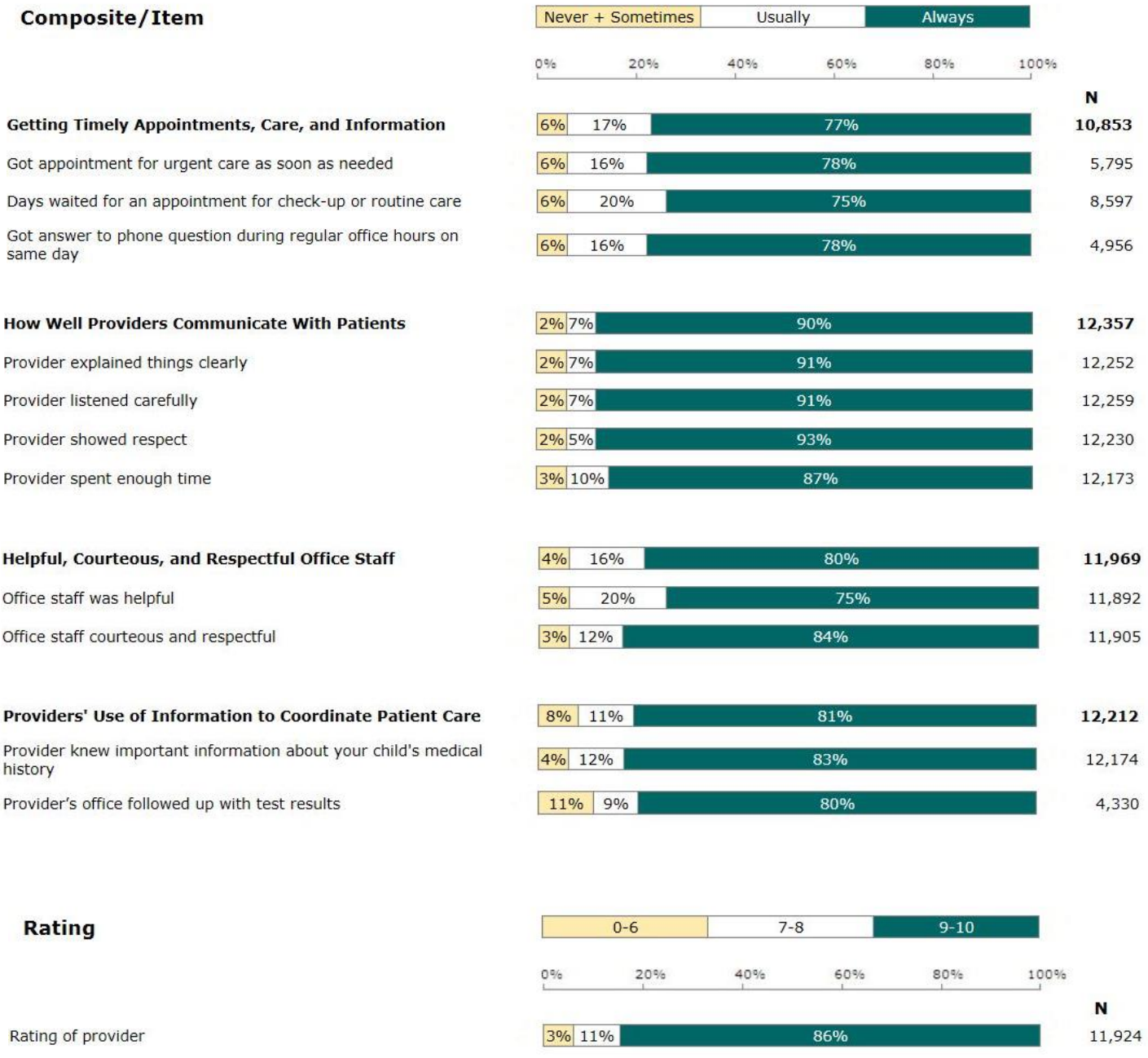
Table 10. Number of Adult CG-CAHPS Survey Respondents and Practice Sites, 2015-2016

Year	Adult Survey 3.0 Combined	
	Number of Practice Sites	Number of Respondents
2016	656	137,416
2015	157	24,937

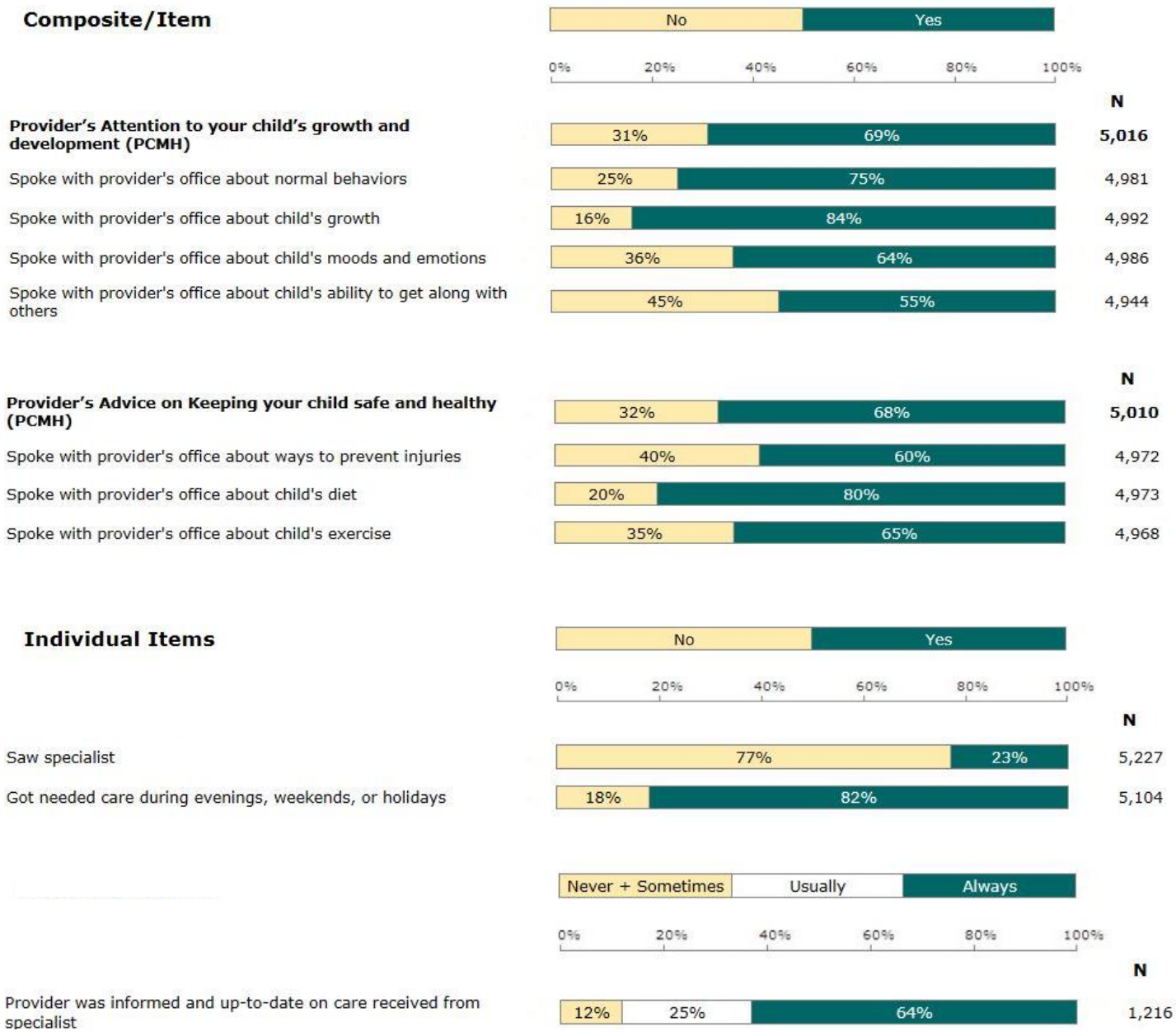
CHILD SURVEY 3.0 COMBINED

(Child 6-Month Survey 3.0 with/without PCMH Items)

Child Survey 3.0 Combined



Child Survey 3.0 Combined (continued)



APPENDIX A. CHARACTERISTICS OF THE 2016 CG-CAHPS DATABASE

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 responses. It is important to note that participating practice sites voluntarily submit data to the CAHPS Database and therefore 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, practice ownership and affiliation, and providers working per week. Survey completion mode was reported at the respondent level.

Database Composition

Table A-1 presents the number of practice sites and respondents by survey version included in the 2016 CG-CAHPS Database. Data collected with the Adult 2.0 version of the survey include surveys using the 6-month and 12-month reference period, as well as surveys that did or did not include PCMH supplemental items. In order to create the most comprehensive set of comparative results possible from the various 2.0 versions of CG-CAHPS that were submitted, results for the 6-month core survey results have been combined with the 12-month core survey results for versions with and without the PCMH supplemental items. Data collected with the 3.0 version used only the 6-month reference period, and these data combine results for versions with and without the 3.0 PCMH supplemental items.

Table A-1. Number of 2016 Respondents and Practice Sites by Reference Period and Survey Version

Survey Version	12-Month		6-Month		Total	
	Number of Practice Sites	Number of Respondents	Number of Practice Sites	Number of Respondents	Number of Practice Sites	Number of Respondents
Adult 2.0	186	52,505	98	10,643	284	63,148
Adult 2.0 PCMH	514	45,581	52	9,715	566	55,296
Total Adult 2.0 Combined	**700**	**98,086**	**150**	**20,358**	**850**	**118,444**
Adult 3.0	--	--	356	91,659	356	91,659
Adult 3.0 PCMH	--	--	300	45,757	300	45,757
Total Adult 3.0 Combined	**--**	**--**	**656**	**137,416**	**656**	**137,416**
Child 3.0	--	--	26	7,194	26	7,194
Child 3.0 PCMH	--	--	55	5,294	55	5,294
Total Child 3.0 Combined	**--**	**--**	**81**	**12,488**	**81**	**12,488**

Region

The distribution of regions is shown in Table A-2. Each version of the CG-CAHPS Survey reflects a different regional distribution and is not representative of the U.S. distribution. The largest concentration of practice sites for the Adult Survey 2.0 Combined was from the West. The largest concentration for the Adult 3.0 Combined survey was from the Midwest, and for Child Survey 3.0 Combined, most practice sites were from the Midwest. Practice sites were assigned to one of the four U.S. Census Bureau's regions, based on the practice sites' self-reported State and ZIP code information[1].

Table A-2. Distribution of Practice Sites and Survey Respondents by Region

Region	Number	Adult 2.0 Combined	Adult 3.0 Combined	Child 3.0 Combined
Midwest	Practice Sites	125	370	51
	Respondents	11,351	57,838	4,822
Northeast	Practice Sites	255	139	14
	Respondents	32,459	25,343	1,596
South	Practice Sites	166	2	5
	Respondents	13,052	24,880	4,606
West	Practice Sites	304	145	11
	Respondents	61,582	29,355	1,464
Total	**Practice Sites**	**850**	**656**	**81**
	Respondents	**118,444**	**137,416**	**12,488**

[1] States are categorized into U.S. Census Bureau-defined regions as follows:
Northeast: CT, MA, ME, NH, NJ, NY, PA, PR, RI, VT
Midwest: IA, IL, IN, KS, MI, MN, MO, NE, ND, OH, SD, WI
West: AK, AZ, CA, CO, GU, HI, ID, MT, NM, NV, OR, UT, WA, WY
South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV

Practice Ownership and Affiliation

The distribution of the practice ownership and affiliation categories is shown in Table A-3. The largest number of practice sites across the survey versions was “Provider/Physician” followed by "Hospital/Health System." However, some of the categories are not mutually exclusive and could therefore misrepresent the true distribution among the practice sites included in the database.

Table A-3. Distribution of Practice Sites and Survey Respondents by Practice Site Ownership and Affiliation

Practice Ownership and Affiliation	Number	Adult 2.0 Combined	Adult 3.0 Combined	Child 3.0 Combined
Provider/Physician	Practice Sites	257	232	47
	Respondents	53,426	29,906	5,984
Hospital/Health System	Practice Sites	85	257	21
	Respondents	17,202	75,920	4,865
University/ Academic Med Center	Practice Sites	0	145	11
	Respondents	0	29,355	1,464
Community Health Center	Practice Sites	6	8	0
	Respondents	2,129	710	0
Other	Practice Sites	502	14	2
	Respondents	45,687	1,525	175
Total	**Practice Sites**	**850**	**656**	**81**
	Respondents	**118,444**	**137,416**	**12,488**

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 A-4. This information was self-reported at the practice-site level. Other than "missing," most practice sites that submitted their data to the CAHPS Database have either 1 provider or 4 to 9 providers (e.g., doctors of medicine, doctors of osteopathic medicine, physician assistants, nurse practitioners, etc.) working during a typical week.

Table A-4. Distribution of Practice Sites and Survey Respondents by Number of Providers Working per Week

Number of Providers Working per Week	Number	Adult 2.0 Combined	Adult 3.0 Combined	Child 3.0 Combined
Missing	Practice Sites	734	62	18
	Respondents	106,096	34,268	4,963
1 provider	Practice Sites	88	82	6
	Respondents	7,489	3,789	321
2 - 3 providers	Practice Sites	12	115	15
	Respondents	1,099	12,233	1,053
4 - 9 providers	Practice Sites	13	178	18
	Respondents	1,690	28,132	3,104
10 - 13 providers	Practice Sites	1	66	4
	Respondents	196	12,717	249
14 - 19 providers	Practice Sites	1	51	12
	Respondents	243	12,490	925
More than 20 providers	Practice Sites	1	102	8
	Respondents	1,631	33,787	1,873
Total	**Practice Sites**	**850**	**565**	**81**
	Respondents	**118,444**	**137,416**	**12,488**

Survey Completion Mode

As shown in Table A-5, the vast majority of the surveys submitted to the CAHPS Database were completed by mail, followed by Phone and Web/Internet survey modes, respectively.

Table A-5. Distribution of Practice Sites and Survey Respondents by Survey Completion Mode

Survey Completion Mode	Number	Adult 2.0 Combined	Adult 3.0 Combined	Child 3.0 Combined
Mail	Practice Sites	750	335	52
	Respondents	89,652	64,591	7,726
Phone	Practice Sites	169	300	12
	Respondents	10,423	18,149	264
IVR	Practice Sites	14	259	23
	Respondents	3,160	45,291	2,547
Web/Internet	Practice Sites	272	156	12
	Respondents	14,954	9,384	1,614

APPENDIX B. LISTING OF COMPOSITES, RATINGS, AND INDIVIDUAL ITEMS BY SURVEY VERSION

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. Question numbers are shown for both the core versions as well as the versions with PCMH items included (core Q#/core plus PCMH Q#).

Adult Survey 2.0 Combined

Getting Timely Appointments, Care, and Information (Access)		
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** • Never • Sometimes • Usually • Always
Q8/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?	
Q10/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?	
Q12/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?	
Q13/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 (Provider Communication)		
Q14/Q19	In the last 12/6 months, how often did this provider explain things in a way that was easy to understand?	**Response Options** • Never • Sometimes • Usually • Always
Q15/Q20	In the last 12/6 months, how often did this provider listen carefully to you?	
Q17/Q22	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q18/Q23	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q19/Q24	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q20/Q25	In the last 12/6 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q24/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** • Never • Sometimes • Usually • Always
Q25/Q43	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

Adult Survey 2.0 Combined (cont.)

Follow-up on Test Results		
Q22/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 to give you those results?	**Response Options** • Never • Sometimes • Usually • Always
Rating of Provider		
Q23/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** • 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** • 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** • 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** • 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** • Yes • No

Adult Survey 2.0 Combined (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** • 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** • 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** • 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** • 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** • 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?	

Adult Survey 3.0 Combined

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?	**Response Options** • 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/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)		
Q11/Q12	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	**Response Options** • Never • Sometimes • Usually • Always
Q12/Q13	In the last 6 months, how often did this provider listen carefully to you?	
Q14/Q15	In the last 6 months, how often did this provider show respect for what you had to say?	
Q15/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)		
Q13/Q14	In the last 6 months, how often did this provider seem to know the important information about your medical history?	**Response Options** • Never • Sometimes • Usually • Always
Q17/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?	
Q20/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)		
Q21/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?	**Response Options** • Never • Sometimes • Usually • Always
Q22/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		
Q18/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?	**Response Options** • 0-10
Talking with You About Taking Care of Your Own Health (PCMH)		
Q22 PCMH4	In the last 6 months, did anyone in this provider's office talk with you about specific goals for your health?	**Response Options** • Yes • No
Q23 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?	

Adult Survey 3.0 Combined (cont.)

Other Individual PCMH Items		
Access to Care		
PCMH1	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	**Response Options** • Yes • No
Coordination of Care		
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?	**Response Options** • Yes • No
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?	**Response Options** • Never • Sometimes • Usually • Always
Comprehensiveness		
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?	**Response Options** • Yes • No

Child Survey 3.0 Combined

Getting Timely Appointments, Care, and Information (Access)		
Q13	In the last 6 months, when you contacted 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** • Never • Sometimes • Usually • Always
Q15	In the last 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/Q18	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)		
Q18/Q19	In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?	**Response Options** • Never • Sometimes • Usually • Always
Q19/Q20	In the last 6 months, how often did this provider listen carefully to you?	
Q21/Q22	In the last 6 months, how often did this provider show respect for what you had to say?	
Q22/Q23	In the last 6 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q26/Q36	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** • Never • Sometimes • Usually • Always
Q27/Q37	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Providers' Use of Information to Coordinate Patient Care (Care Coordination)		
Q20/Q21	In the last 6 months, how often did this provider seem to know the important information about your child's medical history?	**Response Options** • Never • Sometimes • Usually • Always
Q24/Q25	In the last 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?	
Rating of Provider		
Q25/Q26	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** • 0-10
Provider's Attention to Your Child's Growth and Development (PCMH)		
Q29 PCMH4	In the last 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?	**Response Options** • Yes • No
Q30 PCMH5	In the last 6 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q31 PCMH6	In the last 6 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q35 PCMH10	In the last 6 months, did you and anyone in this provider's office talk about how your child gets along with others?	

Child Survey 3.0 Combined (cont.)

Provider's Advice on Keeping Your Child Safe and Healthy (PCMH)		
Q32 PCMH7	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** • Yes • No
Q33 PCMH8	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?	
Q34 PCMH9	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?	
Other Individual PCMH Items		
Access to Care		
PCMH1	Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?	**Response Options** • Yes • No
Care Coordination		
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 your child see a specialist for a particular health problem?	**Response Options** • Yes • No
PCMH3	In the last 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** • Never • Sometimes • Usually • Always

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