

# cahps<sup>®</sup> 2017 Clinician & Group Survey Database

## EXECUTIVE SUMMARY

How patients from medical practices reported 5 measures of patient experience based on the 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) Clinician and Group Database.

**366,994**  
patients responded

from **3,443**  
medical practice sites



Rating of  
Provider

**80%**

of patients rated their provider **9 or 10**, with 0 being the worst and 10 being the best provider possible.

### HIGHEST SCORING MEASURES



Provider  
Communication

**85%**

of patients reported that providers always communicated clearly and listened carefully.



Office Staff

**79%**

of patients reported that office staff were always helpful and respectful.

### LOWEST SCORING MEASURES



Access to Care

**67%**

of patients reported always receiving timely appointments, care and information.



Care  
Coordination

**73%**

of patients reported that providers always helped to coordinate their care.

To view the full 2017 Chartbook:

<https://cahpsdatabase.ahrq.gov/files/2017CAHPSClinicianGroupChartbook.pdf>

For more information on the CAHPS Clinician & Group Survey Database:

<https://cahpsdatabase.ahrq.gov/CGSurveyGuidance.aspx>

