



2019 Clinician & Group Survey Database



How **330,390** patients from **2,002** medical practices reported 5 measures of patient experience based on the 2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician & Group Survey Database.

HIGHEST SCORING MEASURES



Provider Communication

85%

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



Rating of Provider

79%

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



Office Staff

79%

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

LOWEST SCORING MEASURES



Care Coordination

74%

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



Access

65%

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

To view the full 2019 Chartbook:

<https://cahpsdatabase.ahrq.gov/files/2019CAHPSClinicianGroupChartbook.pdf>

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

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

