These instructions and accompanying data file layout specifications apply to the:

CAHPS Clinician & Group Survey Data File Specifications

Submitting data to the CG-CAHPS Database requires survey data to be organized by group, practice site and respondent-level records.

#### Files to be submitted

Three separate flat files (Group Data File, Practice Site Data File and Sample Data File) make up a CG-CAHPS submission and are detailed below.

• <u>Group Data File</u>: Each line in the group data file represents a medical group. Multiple groups can be added to the data file using a unique ID for each. Submit one group data file for each Participating Organization. If there is no group level in the Participating Organization, a group data file is not required.

A group can be defined as a medical group, ACO, state organization or some other grouping of practice sites. A group is not a vendor organization.

- The **Group ID** variable must be consistent to link the group, practice site and the sample files. The Group ID must be consistent with the Group ID that the Participating Organization uploaded with the DUA.
- The Group Name variable is exactly how the name will be displayed in the Private Feedback Reports created for each Participating Organization. The Group Name must be consistent with the Group Name that the Participating Organization uploaded with the DUA.
- The Group Contact Name, Phone and Email are required to receive access to group-level and below reporting. Do not provide vendor information.
- **<u>Practice Site Data File</u>**: Each line in the practice site data file represents a practice site. Multiple practice sites can be added to the data file using a unique ID for each practice site and matching ID to the related group. Submit one practice data file for each Participating Organization.

A practice site can be considered a medical office. A practice site is an outpatient facility in a specific location. Each practice site located in a building containing multiple medical offices is considered a separate practice site. Providers in a single practice site should share administrative and clinical support staff.

- The Practice Site ID variable must be consistent to link the group, practice site and the sample files. The Practice Site ID must be consistent with the Practice Site ID that the Participating Organization uploaded with the DUA.
- The **Practice Site Name** variable is exactly how the name will be displayed in the Private Feedback Reports created for each Participating Organization. The Practice Site Name must

match the Practice Site Name that the Participating Organization uploaded with the DUA.

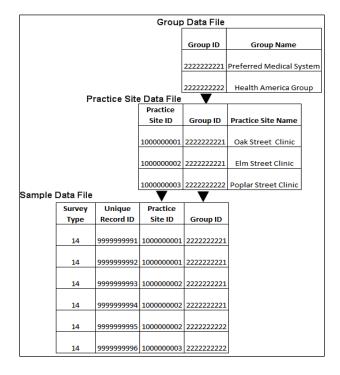
- The Practice Site Contact Name, Phone and Email are required to receive access to practice level reporting. Do not provide vendor information.
- **Sample Data File:** Each line in the sample data file represents a sampled individual. Please submit one sample file per Participating Organization, per questionnaire.

A record must be submitted for each sampled individual. For unreturned surveys, leave all question fields blank.

### Data files are associated through IDs

Each of the required data files includes one or more ID fields. These ID fields (and their associated values) are critically important as they create a link between the data files that are submitted. For example, the Sample data file specification requires that each record include not only a unique "person-level" identification number, but each person-level record must also include an ID field that represents each of the Groups and Practice Sites that were surveyed.

The following example illustrates how the Group data file, Practice Site data file, and Sample data files are related to one another via the ID fields when there is more than one Group.



#### Example: Associated Group and Practice Site IDs

This example shows that there are two Groups (Preferred Medical System and Health America Group). The Group ID for each of these two Groups are repeated in both the Sample data file and in the Practice Site data file. This example also shows that practice sites Oak Street Clinic and EIm Street Clinic are affiliated with the Preferred Medical System (Group ID =222222221 for Practice Site ID 100000001 and for Practice Site ID 100000002). Similarly, the example shows that practice site Poplar Street Clinic is affiliated with Health America Group (Group ID = 222222222 for Practice Site ID 10000003).

Group ID/Name and Practice Site ID/Name must be in agreement with the corresponding ID fields and names provided with the DUA. Information in the Group data file and the Practice Site data file will be compared to the practice list received with the DUA. The Participating Organization must complete and submit an Excel file with the DUA. This file must contain a list of all practice sites under this DUA. The Group ID/Name and Practice ID/Name must match what was provided by the Participating Organization in the Excel file to proceed to the next step.

### **Reporting structure**

The structure of the files and the IDs used for linking the three files reflects how the data will be reported. Using the previous example, two Group reports and three Practice Site reports would be generated. The Group Contact would have access to Group and Practice Site reporting, while the Practice Site contact can only access the individual Practice Site reports. Here is how the reports would be organized in the Private Feedback Reports created for each Participating Organization:

- Preferred Medical System (aggregated results of Oak and Elm Street Clinics)
  - Oak Street Clinic
  - Elm Street Clinic
- Health America Group (same results for both the group and practice site)
  - Poplar Street Clinic

#### Additional information about the data files

**<u>Group Data File</u>**. The Group data file contains one record for each unique Group that participated in the survey and describes the "parent" organization(s).

Practice sites are considered to be "children" of the parent organization and are defined in the Practice Site data file. Practice Sites that are not a part of a parent organization are NOT required to be linked to a Group or submit a Group data file. However, they must submit a Practice Site and Sample data file.

Each Group must be uniquely numbered using the Group ID field. There is a 50-character Group Name field that is used to name each Group in the reporting.

**<u>Practice Site Data File</u>**. The Practice Site data file contains one record for each unique practice site that participated in the survey. Each practice site must be

uniquely numbered using the "Practice Site ID" field. There is a 50-character field that is used to name each practice site (practice site name).

If the practice sites are named similarly, consider using as many of the 50 characters as necessary to distinguish among them. For example, "Primary Care Health Clinic – West" or "Primary Care Health Clinic – East".

**Sample Data File**. The Sample data file contains ID fields that are associated with the Group file and with the Practice Site file. Make certain that the values assigned to these ID fields are in agreement with the corresponding ID fields and values in the other file(s).

Each record in the Sample data file must be uniquely numbered using the field "Unique Record ID". This file must contain **one record for every person who was sampled** to participate in the survey – irrespective of the final disposition or survey status (e.g., completed survey, ineligible, refused to participate, etc.) The file specifications provide detailed information about the values that can be assigned for survey disposition.

**<u>File format</u>**. All data files are to be submitted in flat, ASCII file format and must conform to the file layout specifications.

As noted above, it is critical that the values assigned for the ID fields accurately correspond to one another.

ID fields in the Group, Practice Site, and Sample data files are 10 digits in length. DO NOT assign any ID values with a leading "0" (zero).

#### Missing Value Assignments Make sure to use the following missing values.

| Reason for missing value | Application   | Missing value |
|--------------------------|---|---------------|
| Appropriately skipped    | Indicates the respondent appropriately skipped this question.     | S             |
| Multiple mark            | Multiple marks made it<br>impossible to identify the<br>response. | н             |
| Missing                  | No response, not part of skip pattern.                            | М             |
| Question not included    | A question is not included in the survey questionnaire            | Blank         |

# **Group File Layout**

- Group data file must be in ascii/flat format.
- The file must contain one record for each Group that administered the survey.
- Group ID in this file must match IDs in Practice Site and Sample data files.
- Group ID and Group Name in this file must match ID and Name from the Excel file that Participant Organizations provided with the Data Use Agreement (DUA).
- The data file must conform to the layout specifications below.

| Variable Description            | Field<br>Position | Value Labels   | Details/Comments  |
|---------------------------------|-------------------|--|---|
| Group ID                        | 1 - 10            | 10 characters  | Unique ID is used to match the<br>practice sites provided with the<br>DUA and to match records in<br>this Group data file to the<br>Sample Level data file &<br>Practice Site data file.  |
| Group Name                      | 11 - 60           | 50 characters  | Name of the group. Use<br>unique names to distinguish<br>entities for reporting purpose.<br>Group Name is used to match<br>the groups provided with the<br>DUA. This is the name that will<br>be listed in the Private<br>Feedback Reports. |
| Street Address 1                | 61 - 90           | 30 characters  |   |
| Street Address 2                | 91 - 120          | 30 characters  | Floor or Suite  |
| City                            | 121 - 150         | 30 characters  |   |
| State                           | 151-152           | 2 characters   | 2 character state abbreviation<br>(e.g., AL)  |
| Zip Code                        | 153-157           | XXXXX  | 5 digit zip code  |
| Group Ownership and Affiliation | 158-159           | <ul> <li>01 = Provider(s) and/or Physician(s)</li> <li>02 = Hospital or Health System</li> <li>03 = University or Academic<br/>Medical Center</li> <li>04 = Community Health Center</li> <li>05 = Military</li> <li>06 = County</li> <li>07 = Other</li> </ul> | Ownership or affiliation type<br>that best describes this group.  |
| Group Contact Name              | 160 - 189         | 30 characters  | Name of contact at group level<br>that may receive access to<br>their Private Feedback<br>Reports. Do not provide<br>vendor information.<br>Vendors will not have access<br>to the Private Feedback<br>Reports.                             |
| Group Contact Phone             | 190 - 199         | XXXXXXXXX  | 10 digit phone number of group<br>contact.<br>(Do not include spaces or<br>dashes.)   |

| Variable Description | Field<br>Position | Value Labels  | Details/Comments  |
|----------------------|-------------------|---------------|---|
| Group Contact Email  | 200 - 249         | 50 characters | Email address of contact at<br>group level that may receive<br>access to their Private<br>Feedback Reports. |
|                      |                   |               | This field is required.   |

# **Practice Site File Layout**

- Practice Site data file must be in ascii/flat format.
- The file must contain one record for each Practice Site that administered the survey.
- Practice Site and/or Group ID must match IDs in Sample and Group data files.
- Practice Site ID and name in this file must match ID and name from the Excel file that Participant Organizations provided with the Data Use Agreement (DUA).
- The data file must conform to the layout specifications below.

| Verieble Description                  | Field                     | Value Labela  | Deteile/Commente  |
|---------------------------------------|---------------------------|---|---|
| Variable Description Practice Site ID | <b>Position</b><br>1 - 10 | Value Labels<br>10 characters   | Details/Comments<br>Unique ID is used to match the<br>practice sites provided with the<br>DUA and to match the records in<br>this Practice Site data file to the<br>Sample Level data file & Group<br>data file.  |
| Group ID                              | 11 - 20                   | 10 characters   | Unique ID is used to match the<br>records in this Practice Site data<br>file to the Sample Level & Group<br>data file.  |
| Practice Site Name                    | 21 - 70                   | 50 characters   | Name of the practice site is used at<br>the reporting level. Use unique<br>names to help distinguish entities.<br>Practice Site Name is used to<br>match the practice sites provided<br>with the DUA. This is the name that<br>will be listed in the Private<br>Feedback Reports. |
| Street Address 1                      | 71 - 100                  | 30 characters   |   |
| Street Address 2                      | 101 - 130                 | 30 characters   | Floor or Suite  |
| City                                  | 131 - 160                 | 30 characters   |   |
| State                                 | 161 - 162                 | 2 characters  | 2 character State abbreviation  |
| Zip Code                              | 163 - 167                 | XXXXX   | 5 digit zip code  |
| Practice Ownership and<br>Affiliation | 168 - 169                 | 01 = Provider(s) and/or Physician(s)<br>02 = Hospital or Health System<br>03 = University or Academic<br>Medical Center<br>04 = Community Health Center<br>05 = Military<br>06 = County<br>07 = Other | Select ownership or affiliation type that best describes this practice.   |
| Patient Visits Each Week              | 170 - 174                 | XXXXX   | 5 digit number.<br>What is the total number of patient<br>visits in a typical week in this<br>practice site location?   |
| Providers Working Each Week           | 175 - 176                 | XX  | 2 digit number.<br>What is the total number of<br>providers (MDs, DOs, PAs, NPs,<br>etc.) working in this practice site<br>location during a typical week?  |
| Sampling                              | 177                       | 1 = Continuous Sampling<br>2 = Point-in-time Sampling<br>3 = Other  | Select the sampling strategy for the data collection.   |

| Variable Description   | Field<br>Position | Value Labels  | Details/Comments   |
|------------------------|-------------------|---------------|--|
| Sample Size            | 178 - 184         | XXXXXXX       | 7 digit number.<br>The sample size is the number<br>of individuals drawn to receive<br>a questionnaire for this practice<br>site.  |
| Field Period Start     | 185 - 192         | mmddyyyy      | 8 digit date field.<br>Date the survey fielding began.   |
| Field Period End       | 193 - 200         | mmddyyyy      | 8 digit date field.<br>Date the survey fielding ended.   |
| Response Rate          | 201 - 208         | X.XXXXX       | 8 spaces total, 6 decimal places.<br>The response rate is the total<br>number of completed returned<br>questionnaires divided by the total<br>number of respondents selected<br>minus deceased and ineligible.<br>For example, if 1,000 sampled<br>patients yield 300 completed<br>surveys minus 10 ineligible<br>patients, the expected<br>response rate is 0.303030. |
| Practice Contact Name  | 209 - 238         | 30 characters | Name of contact at practice site<br>that may receive access to their<br>Private Feedback Report. Do not<br>provide vendor information.<br>Vendors will not have access to<br>private results   |
| Practice Contact Phone | 239 - 248         | XXXXXXXXXX    | 10 digit phone number of practice<br>contact.<br>( <i>Do not include spaces or</i><br><i>dashes.</i> )   |
| Practice Contact Email | 249 - 298         | 50 characters | Email address of contact at<br>practice level that may receive<br>access to their Private<br>Feedback Reports.<br>This field is required.  |

# Sample File Layout

- Sample data file must be in ascii/flat format.
- The file must contain one record for each member in the sample.
- Practice Site and/or Group ID must match IDs in the Practice Site and Group data files.
- The data file must conform to the layout specifications below.

| Variable Description | Field<br>Position | Value Labels   | Details/Comments   |
|----------------------|-------------------|--|--|
| Survey Type          | 1-2               | 20 = Child Survey 3.0  | Indicates survey instrument used.<br><b>3.0 Survey Instrument</b><br>19 = Adult Survey 3.0<br>21 = Adult Survey 3.0 with PCMH<br>Items<br>20 = Child Survey 3.0<br>22 = Child Survey 3.0 with PCMH<br>Items  |
| Unique Record ID     | 3-12              | 10 characters  | Unique ID for each record in the Sample file.  |
| Practice Site ID     | 13-22             | 10 characters  | Used to match the records in<br>this Sample Level data file to<br>the Practice Site data file and<br>the Group data file.  |
| Group ID             | 23-32             | 10 characters  | Used to match the records in<br>this Sample Level data file to<br>the Group data file and the<br>Practice Site data file.  |
| Provider NPI or ID   | 33-42             | 10 characters  | National Provider Identifier or a<br>Unique ID for each provider.<br>Resident doctors can be<br>submitted using 'res' in the<br>Provider ID followed by 7<br>alphanumeric characters (i.e.<br>res9A64944) and specify as<br>Resident in Provider Type. |
| Provider First Name  | 43-62             | 20 characters  |  |
| Provider Last Name   | 63-82             | 20 characters  |  |
| Provider Type        | 83-85             | <ul> <li>100 = Resident</li> <li>101 = Anesthesiologist Assistant</li> <li>102 = Audiologist</li> <li>103 = Certified Nurse Midwife</li> <li>104 = Certified Registered Nurse<br/>Anesthetist</li> <li>105 = Clinical Nurse Specialist</li> <li>106 = Clinical Psychologist</li> <li>107 = Clinical Social Worker</li> <li>108 = Doctor of Osteopathic<br/>Medicine (DO)</li> <li>109 = Doctor of Medicine (MD)</li> <li>110 = Nurse Practitioner</li> <li>111 = Occupational Therapist</li> <li>112 = Physical Therapist</li> <li>113 = Physician Assistant</li> <li>114 = Registered Dietitian / Nutrition<br/>Professional</li> <li>115 = Registered Nurse</li> <li>116 = Speech-Language Pathologist</li> <li>998 = Other</li> </ul> | Select <b>one</b> provider type that<br>best describes the provider.   |

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|                      | Field    |  |  |
|----------------------|----------|--|--|
| Variable Description | Position | Value Labels   | Details/Comments   |
| Provider Specialty   | 86-88    | 001 = Allergy/Immunology<br>002 = Anesthesiology<br>003 = Cardiology<br>004 = Child & Adolescent Psychiatry<br>005 = Dermatology<br>006 = Diagnostic Radiology<br>007 = Emergency Medicine<br>008 = Endocrinology/Metabolism<br>009 = Family Practice/Family<br>010 = Forensic Pathology<br>011 = Gastroenterology<br>012 = General Preventive Medicine<br>013 = General Preventive Medicine<br>014 = General Surgery<br>015 = Geriatrics<br>016 = Hematology/Oncology<br>017 = Internal Medicine<br>018 = Medical Genetics<br>019 = Nephrology<br>020 = Neurology<br>021 = Nuclear Medicine<br>022 = OB/GYN or GYN<br>023 = Ophthalmology<br>024 = Orthopedics<br>025 = Pathology<br>026 = Pediatrics<br>027 = Physical Medicine &<br>Rehabilitation<br>028 = Podiatry<br>030 = Public Health & Rehabilitation<br>031 = Pulmonary Medicine<br>032 = Radiology<br>033 = Rheumatology<br>034 = Surgery<br>035 = Urology<br>036 = Vascular Medicine Pediatrics<br>998 = Other<br>M = Missing | Select <b>one</b> provider specialty<br>that best describes the<br>provider. |
| Date of Last Visit   | 89-96    | mmddyyyy<br>M = Missing  | 8 digit date field<br>(do not include dashes or<br>slashes)                  |

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|                         | Field    |  |  |
|-------------------------|----------|--|--|
| Variable Description    | Position | Value Labels   | Details/Comments   |
| Survey Disposition Code | 97       | <ul> <li>1 = Complete</li> <li>2 = Partial Complete</li> <li>3 = Incomplete</li> <li>4 = Survey returned -"No" to<br/>Question 1</li> <li>5 = Refused to complete survey</li> <li>6 = Deceased</li> <li>7 = Ineligible; mentally or physically<br/>incapacitated – not able to<br/>complete survey</li> <li>8 = Unable to contact (bad number,<br/>bad address, language barrier)</li> <li>9 = Did not respond after maximum<br/>attempts</li> </ul> | Disposition that best<br>represents final disposition for<br>this record.<br>* Complete = Responses are<br>available for at least half of the<br>key survey items and at least<br>one reportable item.<br>* Partial Complete =<br>Responses are available for at<br>least one reportable item, but<br>less than half of the key items.<br>* Incomplete = Individual did<br>not answer at least one<br>reportable item.<br>** Please refer to the CAHPS<br>Survey and Reporting Kit<br>documents for additional |
| Survey Completion Mode  | 98       | 1 = Mail<br>2 = Telephone<br>3 = IVR - Speech enabled<br>4 = IVR - Touch tone enabled<br>5 = Web<br>6 = Other<br>7 = Not applicable  | information on complete rules.<br>Select the survey<br>completion mode that was<br>used to collect the data.<br>Use "7=Not applicable" for<br>respondents with a Survey<br>Disposition Code NOT equal to<br>1, 2, 3, or 4.   |
| Survey Completion Date  | 99-106   | mmddyyyy<br>M = Missing  | 8 digit date field<br>(do not include dashes or<br>slashes)  |
| Survey Complete Round   | 107-108  | 01 = 1st survey completed or returned<br>02 = 2nd survey completed or returned<br>03 = 3rd survey completed or returned<br>04 = 4th survey completed or returned<br>05 = 5th survey completed or returned<br>06 = 6th survey completed or returned<br>NC = Not completed or partial<br>(Disposition not equal to 1)  | Indicates which mail, phone,<br>web, IVR, or other attempt<br>yielded a completed survey.<br>If completed or returned survey<br>after 6 <sup>th</sup> attempt, indicate<br>survey round (01 – 99 are<br>acceptable values)   |
| Survey Language         | 109      | 1 = English<br>2 = Spanish<br>3 = Other/Not applicable<br>M = Missing  | Use "3 = Other/Not applicable"<br>for respondents with a Survey<br>Disposition Code NOT equal to<br>1, 2, 3 or 4.  |
| Patient Birth Year      | 110-113  | уууу<br>M = Missing  |  |
| Patient Gender          | 114      | 1 = Male<br>2 = Female<br>M = Missing  |  |
| Patient zip code        | 115-119  | xxxxx<br>M = Missing   | 5 digit zip code   |

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| v   | ariable Description   | Field<br>Position | Value Labels  | Details/Comments |
|-----|---|-------------------|---|------------------|
| Q1. | Our records show that<br>your child got care from<br>the provider named below<br>in the last 6 months. Is<br>that right?          | 120               | 1 = Yes<br>2 = No<br>H = Multiple mark<br>M = Missing   |                  |
| Q2. | Is this the provider you<br>usually see if your child<br>needs a check-up, has a<br>health problem, or gets<br>sick or hurt?      | 121               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing  |                  |
| Q3. | How long has your child<br>been going to this<br>provider?  | 122               | <ul> <li>1 = Less than 6 months</li> <li>2 = At least 6 months but less than 1<br/>year</li> <li>3 = At least 1 year but less than 3<br/>years</li> <li>4 = At least 3 years but less than 5<br/>years</li> <li>5 = 5 years or more</li> <li>S = Appropriately skipped</li> <li>H = Multiple mark</li> <li>M = Missing</li> </ul> |                  |
| Q4. | In the last 6 months, how<br>many times did your child<br>visit this provider for care?   | 123               | 1 = None<br>2 = 1 time<br>3 = 2<br>4 = 3<br>5 = 4<br>6 = 5 to 9<br>7 = 10 or more times<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing  |                  |
| Q5. | In the last 6 months, did<br>you ever stay in the exam<br>room with your child<br>during a visit to this<br>provider?             | 124               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing  |                  |
| Q6. | Did this provider give you<br>enough information about<br>what was discussed<br>during the visit when you<br>were not there?      | 125               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing  |                  |
| Q7  | Is your child able to talk<br>with providers about his or<br>her health care?   | 126               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing  |                  |
| Q8. | In the last 6 months, how<br>often did this provider<br>explain things in a way<br>that was easy for your<br>child to understand? | 127               | 1 = Never<br>2 = Sometimes<br>3 = Usually<br>4 = Always<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing  |                  |
| Q9. | In the last 6 months, how<br>often did this provider<br>listen carefully to your<br>child?  | 128               | 1 = Never<br>2 = Sometimes<br>3 = Usually<br>4 = Always<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing  |                  |

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| Variable Description  | Field<br>Position | Value Labels   | Details/Comments |
|---|-------------------|--|------------------|
| Q10. Did this provider tell you<br>that you needed to do<br>anything to follow up on<br>the care your child got<br>during the visit?  | 129               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing                                       |                  |
| Q11. Did this provider give you<br>enough information about<br>what you needed to do to<br>follow up on your child's<br>care?   | 130               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing                                       |                  |
| Q12. In the last 6 months, did<br>you contact this provider's<br>office to get an<br>appointment for your child<br>for an illness, injury, or<br>condition that needed<br>care right away?                                | 131               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing                                       |                  |
| Q13. In the last 6 months, when<br>you contacted this<br>provider's office to get an<br>appointment for care your<br>child needed right away,<br>how often did you get an<br>appointment as soon as<br>your child needed? | 132               | 1 = Never<br>2 = Sometimes<br>3 = Usually<br>4 = Always<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing |                  |
| Q14. In the last 6 months, did<br>you make any<br>appointments for a check-<br>up or routine care for your<br>child with this provider?   | 133               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing                                       |                  |
| Q15. In the last 6 months, when<br>you made an appointment<br>for a check-up or routine<br>care for your child with<br>this provider, how often<br>did you get an<br>appointment as soon as<br>your child needed?         | 134               | 1 = Never<br>2 = Sometimes<br>3 = Usually<br>4 = Always<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing |                  |
| Q16. In the last 6 months, did<br>you contact this provider's<br>office with a medical<br>question about your child<br>during regular office<br>hours?  | 135               | 1 = Yes<br>2 = No<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing                                       |                  |
| Q17. In the last 6 months, when<br>you contacted this<br>provider's office during<br>regular office hours, how<br>often did you get an<br>answer to your medical<br>question that same day?                               | 136               | 1 = Never<br>2 = Sometimes<br>3 = Usually<br>4 = Always<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing |                  |
| Q18. In the last 6 months, how<br>often did this provider<br>explain things about your<br>child's health in a way that<br>was easy to understand?   | 137               | 1 = Never<br>2 = Sometimes<br>3 = Usually<br>4 = Always<br>S = Appropriately skipped<br>H = Multiple mark<br>M = Missing |                  |

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| Variable Description                                 | Field<br>Position | Value Labels                   | Details/Comments |
|--|-------------------|--------------------------------|------------------|
| Q19. In the last 6 months, how                       | 138               | 1 = Never                      |                  |
| often did this provider                              |                   | 2 = Sometimes                  |                  |
| listen carefully to you?                             |                   | 3 = Usually                    |                  |
|  |                   | 4 = Always                     |                  |
|  |                   | S = Appropriately skipped      |                  |
|  |                   | H = Multiple mark              |                  |
|  |                   | M = Missing                    |                  |
| Q20. In the last 6 months, how                       | 139               | 1 = Never                      |                  |
| often did this provider                              |                   | 2 = Sometimes                  |                  |
| seem to know the                                     |                   | 3 = Usually                    |                  |
| important information                                |                   | 4 = Always                     |                  |
| about your child's medical                           |                   | S = Appropriately skipped      |                  |
| history?   |                   | H = Multiple mark              |                  |
|  |                   | M = Missing                    |                  |
| Q21. In the last 6 months, how                       | 140               | 1 = Never                      |                  |
| often did this provider                              |                   | 2 = Sometimes                  |                  |
| show respect for what you                            |                   | 3 = Usually                    |                  |
| had to say?  |                   | 4 = Always                     |                  |
|  |                   | S = Appropriately skipped      |                  |
|  |                   | H = Multiple mark              |                  |
|  |                   | M = Missing                    |                  |
| Q22. In the last 6 months, how                       | 141               | 1 = Never                      |                  |
| often did this provider                              |                   | 2 = Sometimes                  |                  |
| spend enough time with                               |                   | 3 = Usually                    |                  |
| your child?  |                   | 4 = Always                     |                  |
|  |                   | S = Appropriately skipped      |                  |
|  |                   | H = Multiple mark              |                  |
|  |                   | M = Missing                    |                  |
| Q23. In the last 6 months, did                       | 142               | 1 = Yes                        |                  |
| this provider order a blood                          |                   | 2 = No                         |                  |
| test, x-ray, or other test                           |                   | S = Appropriately skipped      |                  |
| for your child?                                      |                   | H = Multiple mark              |                  |
|  |                   | M = Missing                    |                  |
| Q24. In the last 6 months, when                      | 143               | 1 = Never                      |                  |
| this provider ordered a                              |                   | 2 = Sometimes                  |                  |
| blood test, x-ray, or other                          |                   | 3 = Usually                    |                  |
| test for your child, how                             |                   | 4 = Always                     |                  |
| often did someone from                               |                   | S = Appropriately skipped      |                  |
| this provider's office follow                        |                   | H = Multiple mark              |                  |
| up to give you those                                 |                   | M = Missing                    |                  |
| results?   |                   |                                |                  |
| Q25. Using any number from 0                         | 144-145           | 00 = 0 Worst provider possible |                  |
| to 10, where 0 is the worst                          |                   | 01 = 1                         |                  |
| provider possible and 10                             |                   | 02 = 2                         |                  |
| is the best provider                                 |                   | 03 = 3                         |                  |
| possible, what number                                |                   | 04 = 4                         |                  |
| would you use to rate this                           |                   | 05 = 5                         |                  |
| provider?  |                   | 06 = 6                         |                  |
|  |                   | 07 = 7                         |                  |
|  |                   | 08 = 8<br>09 = 9               |                  |
|  |                   |                                |                  |
|  |                   | 10 = 10 Best provider possible |                  |
|  |                   | S = Appropriately skipped      |                  |
|  |                   | H = Multiple mark              |                  |
| O26 In the last 6 menths have                        | 146               | M = Missing<br>1 = Never       |                  |
| Q26. In the last 6 months, how often were clerks and | 140               | 2 = Sometimes                  |                  |
|  |                   |                                |                  |
| receptionists at this                                |                   | 3 = Usually<br>4 = Always      |                  |
| provider's office as helpful                         |                   | S = Appropriately skipped      |                  |
| as you thought they                                  |                   | H = Multiple mark              |                  |
| should be?   |                   |                                |                  |

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| Variable Description                                  | Field<br>Position | Value Labels  | Details/Comments                    |
|---|-------------------|---|-------------------------------------|
| Q27. In the last 6 months, how often did clerks and   | 147               | 1 = Never<br>2 = Sometimes  |                                     |
| receptionists at this                                 |                   | 3 = Usually   |                                     |
| provider's office treat you                           |                   | 4 = Always  |                                     |
| with courtesy and<br>respect?                         |                   | S = Appropriately skipped<br>H = Multiple mark                      |                                     |
| Tespecti  |                   | M = Missing   |                                     |
| Q28. In general, how would you                        | 148               | 1 = Excellent   | Submission fails if ALL data        |
| rate your child's overall                             | -                 | 2 = Very Good   | are blank for this field.           |
| health?   |                   | 3 = Good  |                                     |
|   |                   | 4 = Fair  |                                     |
|   |                   | 5 = Poor  |                                     |
|   |                   | H = Multiple mark<br>M = Missing                                    |                                     |
| Q29. In general, how would you                        | 149               | 1 = Excellent   | Submission fails if <b>ALL</b> data |
| rate your child's overall                             | 145               | 2 = Very Good   | are blank for this field.           |
| mental or emotional                                   |                   | 3 = Good  |                                     |
| health?   |                   | 4 = Fair  |                                     |
|   |                   | 5 = Poor  |                                     |
|   |                   | H = Multiple mark   |                                     |
| 020 What is your shild's are?                         | 450 454           | M = Missing   |                                     |
| Q30. What is your child's age?                        | 150-151           | 0 = Less than 1 year old<br>Enter reported age if one year or older |                                     |
|   |                   | H = Multiple mark   |                                     |
|   |                   | M = Missing   |                                     |
| Q31. Is your child male or                            | 152               | 1 = Male  |                                     |
| female?   |                   | 2 = Female  |                                     |
|   |                   | H = Multiple mark   |                                     |
|   |                   | M = Missing   |                                     |
| Q32. Is your child of Hispanic or                     | 153               | 1 = Yes, Hispanic or Latino   |                                     |
| Latino origin or descent?                             |                   | 2 = No, not Hispanic or Latino                                      |                                     |
|   |                   | H = Multiple mark   |                                     |
|   |                   | M = Missing   |                                     |
| Q33a. What is your child's race?<br>Mark one or more. | 154               | 0 = Not Selected  |                                     |
| Mark one of more.                                     |                   | 1 = Selected  |                                     |
| □ White   |                   |   |                                     |
| Q33b. What is your child's race?                      | 155               | 0 = Not Selected  |                                     |
| Mark one or more.                                     |                   | 1 = Selected  |                                     |
|   |                   |   |                                     |
| Black or African                                      |                   |   |                                     |
| American  |                   |   |                                     |
| Q33c. What is your child's race?                      | 156               | 0 = Not Selected  |                                     |
| Mark one or more.                                     |                   | 1 = Selected  |                                     |
| Asian   |                   |   |                                     |
|   |                   |   |                                     |
| Q33d. What is your child's race?                      | 157               | 0 = Not Selected  |                                     |
| Mark one or more.                                     |                   | 1 = Selected  |                                     |
|   |                   |   |                                     |
| Native Hawaiian or<br>Other Pacific Islander          |                   |   |                                     |
| Q33e. What is your child's race?                      | 158               | 0 = Not Selected  |                                     |
| Mark one or more.                                     | 100               | 1 = Selected  |                                     |
|   |                   |   |                                     |
| American Indian or                                    |                   |   |                                     |
| Alaska Native   |                   |   |                                     |
| Q33f. What is your child's race?                      | 159               | 0 = Not Selected  |                                     |
| Mark one or more.                                     |                   | 1 = Selected  |                                     |
|   |                   |   |                                     |
| □ Other   |                   |   |                                     |

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| Variable Description   | Field<br>Position |  | Dotaile/Commonto   |
|--|-------------------|--|--|
| Variable Description   | 160               | Value Labels   | Details/Comments Submission fails if ALL data                |
| Q34. What is your age?   | 160               | 1 = 18  to  24 $2 = 25  to  34$ $3 = 35  to  44$ $4 = 45  to  54$ $5 = 55  to  64$ $6 = 65  to  74$ $7 = 75  or older$ $H = Multiple mark$ $M = Missing$   | are blank for this field.                                    |
| Q35. Are you male or female?   | 161               | 1 = Male<br>2 = Female<br>H = Multiple mark<br>M = Missing   |  |
| Q36. What is the highest grade<br>or level of school that you<br>have completed?                           | 162               | <ol> <li>1 = 8<sup>th</sup> grade or less</li> <li>2 = Some high school, but did not<br/>graduate</li> <li>3 = High school graduate or GED</li> <li>4 = Some college or 2-year degree</li> <li>5 = 4-year college graduate</li> <li>6 = More than 4-year college degree</li> <li>H = Multiple mark</li> <li>M = Missing</li> </ol> | Submission fails if <b>ALL</b> data are blank for this field |
| Q37. How are you related to the child?   | 163               | <ul> <li>1 = Mother or father</li> <li>2 = Grandparent</li> <li>3 = Aunt or uncle</li> <li>4 = Older brother or sister</li> <li>5 = Other relative</li> <li>6 = Legal guardian</li> <li>7 = Someone else</li> <li>H = Multiple mark</li> <li>M = Missing</li> </ul>  |  |
| Q38. Did someone help you complete this survey?  | 164               | 1 = Yes<br>2 = No<br>H = Multiple mark<br>M = Missing  |  |
| Q39a. How did that person help<br>you? Mark one or more<br>Read the questions<br>to me                     | 165               | 0 = Not selected<br>1 = Selected<br>S = Appropriately skipped  |  |
| Q39b. How did that person help<br>you? Mark one or more<br>U Wrote down the<br>answers I gave              | 166               | 0 = Not selected<br>1 = Selected<br>S = Appropriately skipped  |  |
| Q39c. How did that person help<br>you? Mark one or more  | 167               | 0 = Not selected<br>1 = Selected<br>S = Appropriately skipped  |  |
| Q39d. How did that person help<br>you? Mark one or more<br>Translated the<br>questions into my<br>language | 168               | 0 = Not selected<br>1 = Selected<br>S = Appropriately skipped  |  |

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| Variable Description                                    | Field<br>Position | Value Labels  | Details/Comments |
|---|-------------------|---|------------------|
| Q39e. How did that person help<br>you? Mark one or more | 169               | 0 = Not selected<br>1 = Selected<br>S = Appropriately skipped |                  |
| Helped in some other<br>way                             |                   |   |                  |