

# What's Available for the CAHPS® Clinician & Group Surveys

<b>What Materials Are Available?</b> .....	<b>1</b>
Questionnaires .....	1
Supplemental Items.....	2
Survey Administration Guidelines.....	2
Data Analysis Programs and Guidelines.....	3
Submitting Survey Results to the CAHPS Clinician & Group Database.....	4
Reporting Measures and Guidelines .....	4
<b>What's New?</b> .....	<b>5</b>
<b>For More Information</b> .....	<b>5</b>

## What Materials Are Available?

The *CAHPS Clinician & Group Surveys and Instructions* (<https://www.cahps.ahrq.gov/Surveys-Guidance/CG/Get-Surveys-and-Instructions.aspx>) are intended to support users in implementing a CAHPS Clinician & Group Survey. The following materials are available:

- The surveys for adults and children: 12-Month, 12-Month with Patient-Centered Medical Home Items, and Visit
- Supplemental items that you can add to your survey
- Guidance on preparing a survey that meets your needs
- Guidance on administering the survey
- Guidance on preparing the survey data for analysis
- SAS®-based analysis programs and instructions for analyzing survey results
- Guidance on reporting survey results

## Questionnaires

The CAHPS Clinician & Group Surveys ask patients to report on and rate their experiences with a specific primary or specialty care provider and that provider's practice. The 2.0 surveys available in English and Spanish include:

- 12-Month Survey (Adult and Child)
- Expanded 12-Month Survey with Patient-Centered Medical Home Items (Adult and Child)
- Visit Survey (Adult and Child)

The original Adult Primary Care Survey 1.0 (with a 6-point response scale) is also available.

Each questionnaire consists of a standard set of core items that must be administered. As explained below, you can also incorporate optional supplemental items to capture information about patients' experiences in specific areas.

When you download any of these questionnaires, you also receive *CAHPS Clinician & Group Surveys: Overview of the Questionnaires* ([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~//media/Files/SurveyDocuments/CG/12%20Month/Get\\_Surveys/1350\\_cg\\_overview\\_of\\_questionnaires.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~//media/Files/SurveyDocuments/CG/12%20Month/Get_Surveys/1350_cg_overview_of_questionnaires.pdf)), which reviews the topics in the questionnaires and explains the changes reflected in the 2.0 version.

## Supplemental Items

Supplemental items that may be added to the questionnaires for adults and children are also available in both English and Spanish. The extensive list of supplemental items includes several item sets that were designed to address specific aspects of patients' experiences with care, such as the use of health information technology.

You can download documents that describe the development, content, and use of the item sets:

- ***About the Item Set for Addressing Health Literacy***  
([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get\\_Surveys/1311\\_about\\_health\\_lit.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get_Surveys/1311_about_health_lit.pdf))
- ***About the Cultural Competence Item Set***  
([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get\\_Surveys/1312\\_about\\_cultural\\_comp.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get_Surveys/1312_about_cultural_comp.pdf))
- ***About the Health Information Technology Item Set***  
([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get\\_Surveys/1313\\_about\\_hit.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get_Surveys/1313_about_hit.pdf))
- ***About the Patient-Centered Medical Home (PCMH) Item Set***  
([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get\\_Surveys/1314\\_about\\_pcmh.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Get_Surveys/1314_about_pcmh.pdf))

## Survey Administration Guidelines

In addition to the questionnaires, the *CAHPS Clinician & Group Surveys and Instructions* include a number of documents to help guide you through the survey administration process:

- ***Preparing a Questionnaire Using the CAHPS Clinician & Group Surveys*** ([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin\\_Survey/1032\\_cg\\_preparing\\_a\\_questionnaire.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin_Survey/1032_cg_preparing_a_questionnaire.pdf)) explains how to prepare a questionnaire that meets your needs by adding supplemental items to the core items. It also discusses decisions a survey sponsor can make related to the response scale, the format of the questionnaire, and the translation of the questionnaire into a foreign language.

- **Fielding the CAHPS Clinician & Group Surveys**  
([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin\\_Survey/1033\\_CG\\_Fielding\\_the\\_Survey.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin_Survey/1033_CG_Fielding_the_Survey.pdf)) provides guidelines and protocols for constructing a sample frame, selecting the sample, administering the survey, collecting data, calculating response rates, and determining whether a survey is complete.

The usefulness of a CAHPS Clinician & Group Survey as a tool for comparing and assessing providers, clinics/sites, and group practices depends on your fidelity to the guidelines presented in these documents. In order to compare your results to those of other survey sponsors and to report comparative information based on the data from the survey, it is critical that you follow the guidelines as closely as possible. If you must deviate from these guidelines, please first consult with the CAHPS User Network by e-mail ([cahps1@ahrq.gov](mailto:cahps1@ahrq.gov)) or telephone (1-800-492-9261).

The *CAHPS Clinician & Group Surveys and Instructions* also include sample documents in English and Spanish that you may adapt to your project as needed:

- **Sample Notification Letters for the CAHPS Clinician & Group Surveys**  
([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin\\_Survey/1361\\_CG\\_sample\\_letters.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin_Survey/1361_CG_sample_letters.pdf))
- **Sample Telephone Script for the CAHPS Clinician & Group Surveys**  
([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin\\_Survey/1362\\_cg\\_tel\\_scrip.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Admin_Survey/1362_cg_tel_scrip.pdf))

### Data Analysis Programs and Guidelines

The *CAHPS Clinician & Group Surveys and Instructions* include a set of 10 SAS files that comprise the CAHPS Analysis Program, also known as the CAHPS macro. This macro allows you to analyze and statistically adjust the survey data in order to make valid comparisons among different providers.

The CAHPS Consortium updates the macro occasionally to address issues raised by users. Before you use the macro to analyze survey results, please check the CAHPS site (<https://www.cahps.ahrq.gov>) or contact the CAHPS User Network ([cahps1@ahrq.gov](mailto:cahps1@ahrq.gov) or 1-800-492-9261) to confirm that you have the most recent version.

The following documents can help you use the macro:

- ***Preparing and Analyzing Data from the CAHPS Clinician & Group Surveys*** ([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Prep\\_Analyze/1035\\_Preparing\\_analyzing\\_data\\_from\\_cg.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Prep_Analyze/1035_Preparing_analyzing_data_from_cg.pdf)) provides guidance on how to prepare the survey data for analysis, which includes applying criteria for inclusion, cleaning the data, and recoding data. This document also offers an example of how to adapt the macro for a CAHPS Clinician & Group Survey.
- ***Instructions for Analyzing Data from CAHPS Surveys*** ([http://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Prep\\_Analyze/2015\\_instructions\\_for\\_analyzing\\_data.pdf](http://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Prep_Analyze/2015_instructions_for_analyzing_data.pdf)) contains instructions on using the CAHPS macro to analyze the survey data for reporting purposes. It explains how the analytic programs work and how CAHPS survey sponsors and vendors can use the programs to interpret the results of their survey.

### **Submitting Survey Results to the CAHPS Clinician & Group Database**

Sponsors of the CAHPS Clinician & Group Surveys can submit their results without charge to the CAHPS Database to get comparisons of their scores to State, regional, and national benchmarks. It is especially important for those wishing to participate in the CAHPS Clinician & Group Database to follow the technical guidelines provided in these documents; the CAHPS Database will accept submissions only from sponsors that followed official CAHPS administration protocols.

- For information about the CAHPS Database, visit <https://www.cahps.ahrq.gov/CAHPS-Database.aspx>.
- For information about submitting your results to the CAHPS Clinician & Group Database, visit <https://www.cahps.ahrq.gov/CAHPS-Database/Submitting-Data/CG-Data.aspx>.

### **Reporting Measures and Guidelines**

#### ***Patient Experience Measures for the CAHPS Clinician & Group Surveys***

([https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Survey\\_Results/1309\\_cg\\_measures.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveyDocuments/CG/12%20Month/Survey_Results/1309_cg_measures.pdf)) lists the recommended measures for the core Clinician & Group Surveys and some of the supplemental item sets. Like other CAHPS surveys, the CAHPS Clinician & Group Surveys use two types of measures for reporting purposes:

- Global ratings, which ask respondents to rate some aspect of their care on a scale of 0 to 10

- Composite measures, which summarize performance on two or more related survey items

This document includes tables showing which items are included in each of the composite measures.

## What's New?

The *CAHPS Clinician & Group Surveys and Instructions* reflect several changes made since the previous release of these documents in 2008 (under the name *CAHPS Clinician & Group Survey and Reporting Kit*):

- Evolution of the CAHPS Clinician & Group Surveys from 1.0 to 2.0:
  - Three survey versions: 12-Month, Expanded 12-Month with Patient-Centered Medical Home Items, and Visit
  - No separate survey for specialty care (Supplemental items relevant to specialty care remain available in the full list of Supplemental Items for the Adult Surveys.)
  - Rewording of questions to ask about experiences with providers rather than with doctors
- Inclusion of new questionnaires and item sets:
  - Visit version
  - Patient-Centered Medical Home (PCMH) Item Set
  - Health Information Technology (Health IT) Item Set
- Availability of supplemental items separate from the core questionnaires
- Updated survey administration recommendations:
  - Addition of site-level sampling guidance
  - Addition of a protocol for e-mail administration
- Updated analysis instructions
  - Updating of guidance on preparing data for analysis
  - Addition of parameters to handle variance smoothing and adjustments for items with low or no responses within a composite
- Updated list of patient experience measures to include new measures from supplemental item sets

## For More Information

The CAHPS Web site offers descriptive information on the history, development, status, and use of the CAHPS Clinician & Group Surveys, including the supplemental items sets. Visitors also have access to –

- comparative data for this survey
- frequently asked questions (FAQs)

- relevant presentations (such as Webcasts and podcasts)
- guidance related to improving patients' experiences with care and reporting survey results to consumers

Visit the CAHPS site at <https://www.cahps.ahrq.gov>.