

## Comparability of Results for the 2.0 and 3.0 Versions of the CAHPS Clinician & Group Survey

In July 2015, the Agency for Healthcare Research and Quality (AHRQ) released version 3.0 of the CAHPS Clinician & Group Survey (CG-CAHPS). This version of the survey adds one composite measure for care coordination (“Providers’ Use of Information to Coordinate Patient Care”). It also has fewer items in the composite measures for access (“Getting Timely Appointments, Care, and Information”) and communication (“How Well Providers Communicate with Patients”). These changes reflect input from users of the 2.0 version of the survey and analyses of multiple sets of data from CG-CAHPS 2.0.

### Key Findings About Comparability

The CAHPS Consortium’s analyses of CG-CAHPS 2.0 data from the 2014 CAHPS Clinician & Group Survey Database indicate that the access and communication composite measures have higher scores on the 3.0 version than on the 2.0 version of CG-CAHPS:<sup>1</sup>

- The access composite had a top box score that was 5 percentage points higher.
- The communication composite had a top box score that was 3 percentage points higher.

The analyses also showed that reliability (internal consistency and site-level reliability) is similar and acceptable for the 3.0 and 2.0 versions of CG-CAHPS.

### Analysis Method

To examine differences between the 2.0 and 3.0 versions of the access and communication measures, the CAHPS researchers used data from the CAHPS Clinician & Group Adult Survey 2.0 to calculate scores and reliability estimates for the revised composites. Table 1 lists the items in the access and communication composites; note that the items included in the 3.0 version of the measures are a subset of the items in the 2.0 version.

**Table 1. Items in the Access and Communication Composite Measures**

Composites and Items	Version 2.0	Version 3.0
Getting Timely Appointments, Care, and Information	5 items	3 items
Patient got appointment for urgent care as soon as needed	✓	✓
Patient got appointment for non-urgent care as soon as needed	✓	✓
Patient got answers to medical questions the same day he/she contacted provider’s office	✓	✓
Patient got answers to medical questions as soon as he/she needed when contacted provider’s office after hours	✓	--
Patient saw provider within 15 minutes of appointment time	✓	--

<sup>1</sup> The office staff composite (Helpful, Courteous, and Respectful Office Staff) and provider rating were not compared since they are the same in both versions. The new care coordination composite in 3.0 was not compared because it is not included in the 2.0 version.

Composites and Items	Version 2.0	Version 3.0
How Well Providers Communicate with Patients	6 items	4 items
Provider explained things in a way that was easy to understand	✓	✓
Provider listened carefully to patient	✓	✓
Provider gave easy to understand information about health questions or concerns	✓	--
Provider knew important information about patient's medical history*	✓	--
Provider showed respect for what patient had to say	✓	✓
Provider spent enough time with patient	✓	✓

\* This item was moved from the communication composite in version 2.0 to the new care coordination composite in version 3.0.

A full list of the measures in the CG-CAHPS Survey is provided in the Appendix.

The data were collected between January 2014 and March 2015 and submitted to AHRQ's CAHPS Database in March 2015. Table 2 shows the distribution of respondents and practice sites by survey version.

**Table 2. 2014 CG-CAHPS Database Composition**

Survey Version	Respondent Level		Practice Site Level	
	N	Percent	N	Percent
Clinician & Group Survey (core items only)	264,732	58%	1,160	52%
Clinician & Group Survey with Patient-Centered Medical Home supplemental items (PCMH Survey)	192,248	42%	1,089	48%
Total	456,980	100%	2,249*	100%

\* The total at the practice-site level (2,249) exceeds the number of unique practice sites (2,203) because 46 sites administered two versions of the PCMH Survey: one with a 12-month reference period and another with a 6-month reference period.

## Results

The top box scores for both the access and communication measures were higher in the 3.0 version, compared to the 2.0 version (Table 3).

**Table 3. Comparison of Site-Level Top Box Scores**

Composite Measure	Site-Level Top Box Scores	
	CG-CAHPS 2.0 (original)	CG-CAHPS 3.0 (shortened)
Access	64%	69%
Communication	84%	87%

Tables 4 and 5 show that the internal consistency reliability and the site reliability for the two versions of the survey are similar.

**Table 4. Comparison of Internal Consistency Reliability<sup>2</sup>**

Composite Measure	Internal Consistency Reliability	
	CG-CAHPS 2.0 (original)	CG-CAHPS 3.0 (shortened)
Access	0.80	0.77
Communication	0.91	0.90

**Table 5. Comparison of Site Reliability Based on Case-Mix Adjusted Means<sup>3</sup>**

Composite Measure	Site Reliability (Adjusted Means)	
	CG-CAHPS 2.0 (original)	CG-CAHPS 3.0 (shortened)
Access	0.85	0.88
Communication	0.86	0.86

## For More Information

For additional details on this analysis, please contact the CAHPS Database at [CAHPSDatabase@westat.com](mailto:CAHPSDatabase@westat.com).

Learn more about the CAHPS Clinician & Group Survey at <http://www.ahrq.gov/cahps/surveys-guidance/cg/index.html>.

Download the CAHPS Clinician & Group Survey at <http://www.ahrq.gov/cahps/surveys-guidance/cg/instructions/index.html>.

<sup>2</sup> Internal consistency reliability scores of 0.70 or higher are generally considered acceptable.

<sup>3</sup> Site reliability scores of 0.70 or higher are generally considered adequate for public reporting.

## APPENDIX

### Composite Measures and Items in the 2.0 and 3.0 Versions of the CAHPS Clinician & Group Survey

Composite Measures and Items	Version 2.0	Version 3.0
<b>Getting Timely Appointments, Care, and Information</b>	5 items	3 items
Patient got appointment for urgent care as soon as needed	✓	✓
Patient got appointment for non-urgent care as soon as needed	✓	✓
Patient got answers to medical questions the same day he/she contacted provider's office	✓	✓
Patient got answers to medical questions as soon as he/she needed when contacted provider's office after hours	✓	--
Patient saw provider within 15 minutes of appointment time	✓	--
<b>How Well Providers Communicate with Patients</b>	6 items	4 items
Provider explained things in a way that was easy to understand	✓	✓
Provider listened carefully to patient	✓	✓
Provider gave easy to understand information about health questions or concerns	✓	--
Provider knew important information about patient's medical history*	✓	--
Provider showed respect for what patient had to say	✓	✓
Provider spent enough time with patient	✓	✓
<b>Providers' Use of Information to Coordinate Patient Care (New)</b>	--	3 items
Provider knew important information about patient's medical history*	--	✓
Someone from provider's office followed up with patient to give results of blood test, x-ray, or other test	--	✓
Someone from provider's office talked about all the prescription medications being taken	--	✓
<b>Helpful, Courteous, and Respectful Office Staff</b>	2 items	2 items
Clerks and receptionists helpful	✓	✓
Clerks and receptionists courteous and respectful	✓	✓
<b>Provider Rating</b>	1 item	1 item

\* This item was moved from the communication composite in version 2.0 to the new care coordination composite in version 3.0.