

# Patient Experience Measures from the CAHPS<sup>®</sup> Clinician & Group Surveys

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## Documents Available for the CAHPS Clinician & Group Surveys

This document is part of a comprehensive set of instructional materials that address implementing the Clinician & Group Surveys, analyzing the data, and reporting the results. All documents are available on the Agency for Healthcare Research and Quality's Web site: [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov). For assistance in accessing these documents, please contact the CAHPS Help Line at 800-492-9261 or [cahps1@westat.com](mailto:cahps1@westat.com).

For descriptions of these documents, refer to *What's Available for the Clinician & Group Surveys*.

### Questionnaires

- *CAHPS Clinician & Group Surveys: Overview of the Questionnaires*
- *12-Month Survey 2.0* (Adult and Child, English and Spanish)
- *Patient-Centered Medical Home Survey 2.0* (Adult and Child, English and Spanish)
- *Visit Survey 2.0* (Adult and Child, English and Spanish)

### Supplemental Items

- *Supplemental Items for the Adult Surveys*
- *Supplemental Items for Child Surveys*
- *About the Item Set for Addressing Health Literacy*
- *About the Cultural Competence Item Set*
- *About the Health Information Technology Item Set*
- *About the Patient-Centered Medical Home (PCMH) Item Set*

### Survey Administration Guidelines

- *Preparing a Questionnaire Using the CAHPS Clinician & Group Surveys*
- *Fielding the CAHPS Clinician & Group Surveys*
- *Sample Notification Letters for the CAHPS Clinician & Group Surveys*
- *Sample Telephone Script for the CAHPS Clinician & Group Surveys*
- *Guidelines for Translating CAHPS Surveys*

### Data Analysis Program and Guidelines

- *CAHPS Analysis Program (SAS)*
- *Preparing and Analyzing Data from the CAHPS Clinician & Group Surveys*
- *Instructions for Analyzing Data from CAHPS Surveys*

### Reporting Measures and Guidelines

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

## Introduction

The CAHPS Clinician & Group Surveys (CG-CAHPS) include the 12-Month Survey, which functions as the “core survey” that is the foundation for all other versions; the Visit Survey, which is a variation on the core survey that asks about some experiences at the patient’s most recent visit; and an assortment of supplemental items that can be added to any version. This document reviews the types of measures associated with the CAHPS Clinician & Group Surveys, lists the composite and rating measures generated by both the core survey and the supplemental items, and offers basic guidance on reporting the survey results to consumers and other audiences.

## Types of Measures

Like all CAHPS surveys, the CAHPS Clinician & Group Surveys and supplemental item sets generate three types of measures for reporting purposes:

- **Rating measures** are based on items that use a scale of 0 to 10 to measure respondents’ assessments of their own or their child’s provider. This measure is sometimes referred to as the “global rating” or “overall rating.”
- **Composite measures** (also known as reporting composites) combine results for closely related items that have been grouped together. Composite measures are strongly recommended for both public and private reporting because they allow for reports that are comprehensive, yet of reasonable length. Psychometric analyses also indicate that composite measures from the core survey are reliable and valid measures of patients’ experiences.<sup>1, 2, 3</sup>

See Appendix F for a basic overview of how the survey items are combined to come up with composite measures; for details on how the CAHPS analysis program calculates composite measures, please see *Instructions for Using CAHPS Analysis Programs*.

- **Single-item measures** are individual survey questions that did not fit into composite measures. Both the core survey as well as the supplemental item sets contain many items that can be reported individually. These single-item measures are especially useful in reports for providers and other internal audiences that use the data to identify specific strengths and weaknesses.

<sup>1</sup> McGee J, Kanouse DE, Sofaer S, Hargraves JL, Hoy E, Kleimann S. Making survey results easy to report to consumers: How reporting needs guided survey design in CAHPS®. *Med Care*. 1999 Mar;37(3 Suppl):MS32-40.

<sup>2</sup> Solomon LS, Hays RD, Zaslavsky AM, Ding L, Cleary PD. Psychometric properties of a group-level Consumer Assessment of Health Plans Study (CAHPS) instrument. *Med Care*. 2005 Jan;43(1):53-60.

<sup>3</sup> Hays RD, Chong K, Brown J, Spritzer KL, Horne K. Patient reports and ratings of individual physicians: An evaluation of the DoctorGuide and Consumer Assessment of Health Plans Study provider-level surveys. *Am J Med Qual*. 2003 Sep-Oct;18(5):190-6.

The core survey has only one item (Followup on Test Results) that may be reported to consumers on its own. When reporting single-item measures, it is important to indicate that the measure reflects performance on just one survey question in contrast to the multiple questions represented by composite measures.

## Measures from the Core Survey Items

Because the core items are standardized across the versions of the CAHPS Clinician & Group Surveys, the measures are standardized as well. That is, every version of the survey produces the same set of measures that are comparable across providers, regardless of when or where the survey was fielded. These measures, which have been shown to have reliability at the level of practice sites and individual providers, are recommended for all types of reporting. Site-level reliability, for example, refers to how well the measure can distinguish differences between practices.

Each of the Clinician & Group Surveys produces the following measures:

- Getting timely appointments, care, and information (composite of 5 items)
- How well providers communicate with patients (composite of 6 items)
- Helpful, courteous, and respectful office staff (composite of 2 items)
- Patients' rating of the provider (1 item)
- Followup on test results (1 item)

The Child Survey generates two additional measures:

- Provider's attention to your child's growth and development (composite of 6 items)
- Provider's advice on keeping your child safe and healthy (composite of 5 items)

These measure labels should be reworded to refer to doctors rather than providers if the survey refers to "this doctor" instead of "this provider."

**Appendix A** provides measure descriptions and lists the questions for each of the measures in the Adult 12-Month Survey.

**Appendix B** provides measure descriptions and lists the questions for each of the measures in the Adult Visit Survey.

**Appendix C** provides measure descriptions and lists the questions for each of the measures in the Child 12-Month Survey.

**Appendix D** provides measure descriptions and lists the questions for each of the measures in the Child Visit Survey.

## Measures from Supplemental Items

Users of the Clinician & Group Surveys may choose to customize their questionnaires with supplemental items. Among the many supplemental items available for this survey are four sets designed to help assess patients' experiences in specific areas:

- Cultural Competence Item Set
- Health Information Technology Item Set
- Item Set for Addressing Health Literacy
- Patient-Centered Medical Home Item Set

These item sets generate several rating and composite measures, all of which are listed in **Appendix E**. Users of these item sets have the option of reporting these measures to complement the core survey measures. However, while these measures have been validated and tested, they do not all achieve high reliability at the practice site level at the recommended sample sizes. For that reason, these measures may not be appropriate for public reports, although they can be used in reports intended to inform and support providers' efforts to improve patient experience.

### Cultural Competence Item Set

Users of this item set can report two composite measures and two rating measures:

- Providers are polite and considerate (3 items)<sup>4</sup>
- Providers are caring and inspire trust (5 items)
- Patients' rating of trust in provider (on a scale of 0 to 10) (1 item)
- Patients' rating of the interpreter (on a scale of 0 to 10) (1 item)

The remaining questions in the item set cannot be rolled up into composite measures. Please note that the labels for these measures are provisional; they have not yet been tested with consumers.

Learn more in *About the Cultural Competence Item Set*.

### Health Information Technology Item Set

Users of this item set can report three composite measures and one single-item measure:

- Getting timely answers to medical questions by e-mail (2 items)
- Helpfulness of provider's use of computers during a visit (2 items)

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<sup>4</sup> Note: This composite measure is intended to supplement the existing composite measure for provider communication (How well providers communicate with patients), which can be calculated from the core items in the Clinician & Group Surveys.

- Helpfulness of provider’s website in giving you information about your care and tests (4 items)
- Getting timely appointments through e-mail or a website (1 item)

The remaining questions in the item set cannot be rolled up into a composite measure. Learn more in *About the Health Information Technology Item Set*.

### Item Set for Addressing Health Literacy

Users of this item set can report one composite measure:

- How well providers communicate about medicines (4 items)

The remaining questions in the item set cannot be rolled up into composite measures. Learn more in *About the Item Set for Addressing Health Literacy*.

### Patient-Centered Medical Home Item Set

Users of this item set can report three composite measures:

- Attention to your mental and emotional health (adult only) (3 items)
- Talking with you about taking care of your own health (2 items)
- Talking about medication decisions (adult only) (3 items)

The remaining questions in the item set cannot be rolled up into composite measures. Learn more in *About the Patient-Centered Medical Home Item Set*.

## Guidance on Reporting Clinician & Group Survey Measures

Users of the CAHPS Clinician & Group Surveys may report the results of the survey publicly to inform health care consumers and/or privately to inform health care providers and other stakeholders and support their efforts to improve patients’ experiences with care. While the basic content included in these reports may be the same, the specific content should differ because the purposes differ.

In reports intended for consumers, the goal is to provide information that people can use to assess and compare the performance of providers and identify those that best meet their needs. Survey results are typically reported along with other measures of quality and safety. For that reason, the presentation of measures and scores must be concise and easily digestible. The use of composite measures rather than individual items is one way to avoid “information overload” among consumers. Another strategy is to limit the number of patient experience measures in a report; all measures from the core survey are recommended for consumer reports, but the use of measures from

the supplemental items should be carefully considered, especially if they are not statistically reliable. Even when the measures are reliable, report sponsors have to consider the trade-off between offering an array of performance scores and overwhelming consumers with more information than they can process.

For guidance on reporting results of the Clinician & Group Surveys to consumers, refer to –

- ***How To Report Results of the CAHPS Clinician & Group Survey:*** <https://cahps.ahrq.gov/surveys-guidance/cg/cgkit/HowtoReportResultsofCGCAHPS080610FINAL.pdf>.
- ***Developing a Public Report for the CAHPS Clinician & Group Survey: A Decision Guide:*** <http://forces4quality.org/node/6810>
- The *Consumer Reporting* section of the CAHPS Web site: <https://cahps.ahrq.gov/consumer-reporting/index.html>
- *TalkingQuality:* <https://cahps.ahrq.gov/consumer-reporting/talkingquality/index.html>

A report intended for providers and other internal audiences must also be clear and concise, but can and should contain more information in order to support use of the results to identify relative strengths and weaknesses. These reports need to provide trend data (when available) and different kinds of comparators, such as local or State averages and percentiles. They can also provide a greater level of detail, such as results at the item level, results for any supplemental items, and the full range of survey responses (e.g., the percent that gave each possible response). Moreover, these reports can include measures from the supplemental item sets that did not achieve a high enough level of reliability at the suggested sample sizes to be recommended for public reporting. A high level of reliability is not necessary for a measure to provide useful information for quality improvement. With this information, providers are equipped to analyze their performance and take steps towards improving their patients' experiences.

For guidance on improving CAHPS survey results, visit the *Quality Improvement* section of the CAHPS Web site (<https://cahps.ahrq.gov/quality-improvement/index.html>) and specifically *The CAHPS Improvement Guide* (<https://cahps.ahrq.gov/quality-improvement/improvement-guide/improvement-guide.html>).

## Appendix A: Measures for the Adult 12-Month Survey

### Getting Timely Appointments, Care, and Information

The survey asked patients how often they got appointments for care as soon as needed and timely answers to questions when they called the office.

The survey also asked patients how often they saw the provider within 15 minutes of their appointment time.

Q6	Patient got appointment for urgent care as soon as needed	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q8	Patient got appointment for non-urgent care as soon as needed	
Q10	Patient got answer to medical question the same day he/she phoned provider's office	
Q12	Patient got answer to medical question as soon as he/she needed when phoned provider's office after hours	
Q13	Patient saw provider within 15 minutes of appointment time	

### How Well Providers Communicate with Patients

The survey asked patients how often their providers explained things clearly, listened carefully, showed respect, provided easy to understand instructions, knew their medical history, and spent enough time with the patient.

Q14	Provider explained things in a way that was easy to understand	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q15	Provider listened carefully to patient	
Q17	Provider gave easy to understand information about health questions or concerns	
Q18	Provider knew important information about patient's medical history	
Q19	Provider showed respect for what patient had to say	
Q20	Provider spent enough time with patient	

**Helpful, Courteous, and Respectful Office Staff**

The survey asked patients how often office staff were helpful and treated them with courtesy and respect.

Q24	Clerks and receptionists helpful	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q25	Clerks and receptionists courteous and respectful	

**Patients' Rating of the Provider (or Doctor)**

The survey asked patients to rate their provider on a scale of 0 to 10, with 0 being the worst and 10 being the best.

Q23	Rating of provider	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
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**Individual Item: Followup on Test Results**

Q22	Someone from provider's office followed up with patient to give results of blood test, x-ray, or other test	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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## Appendix B: Measures for the Adult Visit Survey

### Getting Timely Appointments, Care, and Information

The survey asked patients how often they got appointments for care as soon as needed and timely answers to questions when they called the office.

The survey also asked patients how often they saw the provider within 15 minutes of their appointment time.

Q6	Patient got appointment for urgent care as soon as needed	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q8	Patient got appointment for non-urgent care as soon as needed	
Q10	Patient got answer to medical question the same day he/she phoned provider's office	
Q12	Patient got answer to medical question as soon as he/she needed when phoned provider's office after hours	
Q13	Patient saw provider within 15 minutes of appointment time	

### How Well Providers (or Doctors) Communicate with Patients

The survey asked patients if their providers explained things clearly, listened carefully, showed respect, provided easy to understand instructions, knew their medical history, showed respect, and spent enough time with the patient during the most recent visit.

Q16	Provider explained things in a way that was easy to understand	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes, definitely</li> <li>● Yes, somewhat</li> <li>● No</li> </ul>
Q17	Provider listened carefully to patient	
Q19	Provider gave easy to understand information about health questions or concerns	
Q20	Provider knew the important information about patient's medical history	
Q21	Provider showed respect for what patient had to say	
Q22	Provider spent enough time with patient	

**Helpful, Courteous, and Respectful Office Staff**

The survey asked patients if office staff were helpful and treated them with courtesy and respect during the most recent visit.

Q27	Clerks and receptionists helpful	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes, definitely</li> <li>● Yes, somewhat</li> <li>● No</li> </ul>
Q28	Clerks and receptionists courteous and respectful	

**Patients' Rating of the Provider (or Doctor)**

The survey asked patients to rate their provider on a scale of 0 to 10, with 0 being the worst and 10 being the best.

Q25	Rating of provider	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
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**Individual Item: Followup on Test Results**

Q24	Someone from provider's office followed up with patient to give results of blood test, x-ray, or other test	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
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## Appendix C: Measures for the Child 12-Month Survey

### Getting Timely Appointments, Care, and Information

The survey asked parents how often they got appointments for a child's care as soon as needed and timely answers to questions when they called the office.

The survey also asked parents how often they saw the provider within 15 minutes of their appointment time.

Q13	Child got appointment for urgent care as soon as needed	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q15	Child got appointment for non-urgent care as soon as needed	
Q17	Respondent got answer to medical question the same day he/she phoned provider's office	
Q19	Respondent got answer to medical question as soon as he/she needed when phoned provider's office after hours	
Q20	Child saw provider within 15 minutes of appointment time	

### How Well Providers Communicate with Patients

The survey asked parents how often the providers explained things clearly, listened carefully, showed respect, provided easy to understand instructions, knew their child's medical history, and spent enough time with the patient.

Q21	Provider explained things in a way that was easy to understand	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q22	Provider listened carefully to respondent	
Q24	Provider gave easy to understand information about health questions or concerns	
Q25	Provider knew important information about child's medical history	
Q26	Provider showed respect for what respondent had to say	
Q27	Provider spent enough time with child	

**Helpful, Courteous, and Respectful Office Staff**

The survey asked parents how often office staff were helpful and treated them with courtesy and respect.

Q42	Clerks and receptionists helpful	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q43	Clerks and receptionists courteous and respectful	

**Provider’s Attention to Your Child’s Growth and Development**

The survey asked parents if the provider talked about their child’s growth, behaviors, moods and emotions, and ability to learn and get along with others.

Q31	Respondent and provider talked about child’s learning ability	<b>Response Options</b> <ul style="list-style-type: none"> <li>● No</li> <li>● Yes</li> </ul>
Q32	Respondent and provider talked about age-appropriate behaviors	
Q33	Respondent and provider talked about child’s physical development	
Q34	Respondent and provider talked about child’s moods and emotions	
Q37	Respondent and provider talked about how much time child spends on a computer and in front of TV	
Q40	Respondent and provider talked about how child gets along with others	

**Provider’s Advice on Keeping Your Child Safe and Healthy**

The survey asked parents if the provider talked about keeping their child from getting injured, the food the child eats, physical activity, and household problems.

The survey also asked parents if the provider gave printed handouts or booklets on keeping their child from getting injured.

Q35	Respondent and provider talked about injury prevention	<b>Response Options</b> <ul style="list-style-type: none"> <li>● No</li> <li>● Yes</li> </ul>
Q36	Provider gave information on injury prevention	
Q38	Respondent and provider talked about child’s eating habits	
Q39	Respondent and provider talked about child’s physical activity	
Q41	Respondent and provider talked about any problems in the household that might affect child	

**Patients' Rating of the Provider**

The survey asked patients to rate their provider on a scale of 0 to 10, with 0 being the worst and 10 being the best.

Q30	Rating of provider	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
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**Individual Item: Followup on Test Results**

Q29	Someone from provider's office followed up with respondent to give results of blood test, x-ray, or other test	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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## Appendix D: Measures for the Child Visit Survey

### Getting Timely Appointments, Care, and Information

The survey asked parents how often they got appointments for their child's care as soon as needed and timely answers to questions when they called the office.

The survey also asked parents how often they saw the provider within 15 minutes of their appointment time.

Q6	Child got appointment for urgent care as soon as needed	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q8	Child got appointment for non-urgent care as soon as needed	
Q10	Respondent got answer to medical question the same day he/she phoned provider's office	
Q12	Respondent got answer to medical question as soon as he/she needed when phoned provider's office after hours	
Q13	Child saw provider within 15 minutes of appointment time	

### How Well Providers Communicate with Patients

The survey asked parents if their providers explained things clearly, listened carefully, showed respect, provided easy to understand instructions, knew their child's medical history, showed respect, and spent enough time with the patient during the most recent visit.

Q34	Provider explained things in a way that was easy to understand	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes, definitely</li> <li>● Yes, somewhat</li> <li>● No</li> </ul>
Q35	Provider listened carefully to respondent	
Q37	Provider gave easy to understand information about health questions or concerns	
Q38	Provider knew the important information about child's medical history	
Q39	Provider showed respect for what respondent had to say	
Q40	Provider spent enough time with child	

### Helpful, Courteous, and Respectful Office Staff

The survey asked parents if office staff were helpful and treated them with courtesy and respect during the most recent visit.

Q45	Clerks and receptionists helpful	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes, definitely</li> <li>● Yes, somewhat</li> <li>● No</li> </ul>
Q46	Clerks and receptionists courteous and respectful	

### Provider's Attention to Your Child's Growth and Development

The survey asked parents if the provider talked about their child's growth, behaviors, moods and emotions, and ability to learn and get along with others.

Q14	Respondent and provider talked about child's learning ability	<b>Response Options</b> <ul style="list-style-type: none"> <li>● No</li> <li>● Yes</li> </ul>
Q15	Respondent and provider talked about age-appropriate behaviors	
Q16	Respondent and provider talked about child's physical development	
Q17	Respondent and provider talked about child's moods and emotions	
Q20	Respondent and provider talked about how much time child spends on a computer and in front of TV	
Q23	Respondent and provider talked about how child gets along with others	

### Provider's Advice on Keeping Your Child Safe and Healthy

The survey asked parents if the provider talked about keeping their child from getting injured, the food the child eats, physical activity, and household problems.

The survey also asked parents if the provider gave printed handouts or booklets on keeping their child from getting injured.

Q18	Respondent and provider talked about injury prevention	<b>Response Options</b> <ul style="list-style-type: none"> <li>● No</li> <li>● Yes</li> </ul>
Q19	Provider gave information on injury prevention	
Q21	Respondent and provider talked about child's eating habits	
Q22	Respondent and provider talked about child's physical activity	
Q24	Respondent and provider talked about any problems in the household that might affect child	

**Patients' Rating of the Provider**

The survey asked parents to rate their child's provider on a scale of 0 to 10, with 0 being the worst and 10 being the best.

Q43	Rating of provider	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
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**Individual Item: Followup on Test Results**

Q42	Someone from provider's office followed up with respondent to give results of blood test, x-ray, or other test	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
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## Appendix E: Measures Based on Supplemental Items

### Cultural Competence Item Set

Please note that the labels for these measures are provisional; they have not yet been tested with consumers.

Providers Are Polite and Considerate		
CU5	Provider interrupted patient when patient was talking	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
CU3	Provider talked too fast	
CU8	Provider used a condescending, sarcastic, or rude tone or manner with patient	

Providers Are Caring and Inspire Trust		
CU16	Patient could tell provider anything	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
CU17	Patient could trust provider with medical care	
CU18	Provider always told patient truth about health	
CU19	Provider cared as much as patient about health	
CU20	Provider cared about patient as a person	

Patients' Rating of Trust in Provider		
CU21	Overall rating of trust in provider	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>

Patients' Rating of the Interpreter		
CU30	Overall rating of the interpreter	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>

## Health Information Technology Item Set

### Getting Timely Answers to Medical Questions by E-mail

HIT5	Patient got an answer to an e-mailed medical question as soon as needed	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
HIT6	All of the questions in patient's e-mail were answered	

### Helpfulness of Provider's Use of Computers During a Visit

HIT11	Provider's use of computer or handheld device was helpful to patient	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes, definitely</li> <li>● Yes, somewhat</li> <li>● No</li> </ul>
HIT12	Provider's use of computer or handheld device made it harder or easier to talk with him or her	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Harder</li> <li>● Not harder or easier</li> <li>● Easier</li> </ul>

### Helpfulness of Provider's Website in Giving You Information About Your Care and Tests

HIT15	Lab or other test results were easy to find on website	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
HIT16	Lab or other test results were put on website as soon as needed	
HIT17	Lab or other test results were presented in a way that was easy to understand	
HIT21	Visit notes were easy to understand	

**Individual Item: Getting Timely Appointments Through E-mail or Website**

HIT3	Patient got an appointment using e-mail or website as soon as needed	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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**Item Set for Addressing Health Literacy**

**How Well Providers Communicate About Medicines**

HL21	Provider gave easy to understand instructions about taking medicines	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
HL23	Provider gave easy to understand explanations about possible side effects of medicines	
HL25	Provider gave easy to understand written information about medicines	
HL26	Provider suggested ways to help patient remember to take medicines	

**Patient-Centered Medical Home Item Set**

**Attention to Your Mental and Emotional Health (Adult only)**

PCMH16	Anyone in provider's office asked if patient had felt sad, empty, or depressed	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
PCMH17	Anyone in provider's office talked about worrying/stressful aspects of patient's life	
PCMH18	Anyone in provider's office talked with patient about personal problem, family problem, alcohol use, drug use, or a mental or emotional illness	

**Talking With You About Taking Care of Your Own Health**

PCMH12	Anyone in provider's office talked with patient about specific health goals	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
PCMH13	Anyone in provider's office asked if there were things that made it hard for patient to take care of health	

**Talking About Medication Decisions (Adult only)**

PCMH7	Provider talked to patient about reasons patient might want to take medicine	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Not at all</li> <li>● A little</li> <li>● Some</li> <li>● A lot</li> </ul>
PCMH8	Provider talked to patient about reasons patient might not want to take medicine	
PCMH9	Provider asked what patient thought was best for patient	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>

## Appendix F: How to Calculate Composite Scores for Reporting

All users of CAHPS surveys can apply the SAS<sup>®</sup>-based CAHPS Analysis Program (also referred to as the CAHPS macro) to calculate performance scores for individual items—including the rating measure—and composite measures. The analysis programs and instructions for using those programs are available in the *CAHPS Clinician & Group Surveys and Instructions*: <https://cahps.ahrq.gov/surveys-guidance/cg/instructions/index.html>.

The calculation of CAHPS survey composites uses a proportional scoring method, which basically generates a proportion for each response option.

There are three basic steps to this approach:

1. Calculate the proportion of patient responses in each response category for each item in a composite.
2. Combine these proportions for all items in a composite.
3. Adjust for the case-mix of the patients who evaluated each provider to allow comparison of scores across providers.

The details of the first two steps are spelled out below. The CAHPS Analysis Program handles these calculations as well as the case-mix adjustment.

This approach provides users with several options for reporting. Two recommended strategies are average scoring and “top box” scoring, which involves reporting only the score for the most positive categories (e.g., the proportion of patients reporting “always”). To learn more about these strategies, go to *How To Report Results of the CAHPS Clinician & Group Survey*: <https://cahps.ahrq.gov/surveys-guidance/cg/cgkit/HowtoReportResultsofCGCAHPS080610FINAL.pdf>.

### Applying the Proportional Scoring Method to Clinician & Group Survey Composites

Given a composite with five items, where each item has four response options, a provider’s score for that composite is the proportion of responses (excluding missing data) in each response category. The following steps show how those proportions are calculated:

**Step 1 – Calculate the proportion of cases in each response category for the first question:**

- P11 = Proportion of respondents who answered “never”
- P12 = Proportion of respondents who answered “sometimes”
- P13 = Proportion of respondents who answered “usually”
- P14 = Proportion of respondents who answered “always”

Follow the same steps for the second question:

P21 = Proportion of respondents who answered “never”

P22 = Proportion of respondents who answered “sometimes”

P23 = Proportion of respondents who answered “usually”

P24 = Proportion of respondents who answered “always”

Repeat the same procedure for each of the questions in the composite.

**Step 2 – Combine responses from the questions to form the composite**

Calculate the average proportion responding to each category across the questions in the composite. For example, in the “Getting Appointments and Health Care When Needed” composite (five questions), calculations would be as follows:

PC1 = Composite proportion who said “never” =  $(P11 + P21 + P31 + P41 + P51) / 5$

PC2 = Composite proportion who said “sometimes” =  $(P12 + P22 + P32 + P42 + P52) / 5$

PC3 = Composite proportion who said “usually” =  $(P13 + P23 + P33 + P43 + P53) / 5$

PC4 = Composite proportion who said “always” =  $(P14 + P24 + P34 + P44 + P54) / 5$

To download the analysis programs and instructions for using those programs, go to the *CAHPS Clinician & Group Surveys and Instructions*: <https://cahps.ahrq.gov/surveys-guidance/cg/instructions/index.html>.