

What's Available for the CAHPS® Surgical Care Survey

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What Materials Are Available?

The *CAHPS Surgical Care Survey and Instructions* offer access to a limited number of materials to support users in implementing the CAHPS Surgical Care Survey:

- A questionnaire for adults
- A sample telephone script
- SAS®-based analysis programs and instructions for analyzing survey results
- Guidance on reporting survey results

For additional guidance, users of this survey are encouraged to download materials that were developed for the CAHPS Clinician & Group Surveys. These materials include –

- Supplemental items that you can add to your questionnaire
- Guidance on preparing a questionnaire that meets your needs
- Guidance on administering the survey
- Sample reminder letters
- Guidance on preparing the survey data for analysis

You can find these materials on the page called *Get Clinician & Group Surveys and Instructions* on the CAHPS website at <https://www.cahps.ahrq.gov>. Please contact the CAHPS User Network by e-mail (cahps1@ahrq.gov) or telephone (1-800-492-9261) for guidance on adapting these materials to the Surgical Care Survey.

The Questionnaire

The CAHPS Surgical Care Survey asks patients to report on and rate their experiences with a surgeon and the surgeon's practice. The questionnaire is available in English and Spanish. First released in 2010, the survey was updated to version 2.0 in Fall 2011 to improve consistency with the updated CAHPS Clinician & Group Survey.

Survey users may add items to the questionnaire to capture information about patients' experiences in domains not addressed by this survey. However, no supplemental items were developed for this survey.

To learn more about this survey, visit <https://www.cahps.ahrq.gov/Surveys-Guidance/Surgical/About-Surgical.aspx>

Survey Administration Guidelines

Guidelines for administering this survey are not yet available, with the exception of a sample telephone script:

- ***Sample Telephone Script for the CAHPS Surgical Care Survey*** (Document No. 462, includes both English and Spanish)

You are encouraged to refer to and adapt documents developed for the Clinician & Group Surveys:

- ***Preparing a Questionnaire Using the CAHPS Clinician & Group Surveys*** (Document No. 1032)
- ***Fielding the CAHPS Clinician & Group Surveys*** (Document No. 1033)
- ***Sample Notification Letters for the CAHPS Clinician & Group Surveys*** (Document No. 1361, includes both English and Spanish)

For guidance in adapting these instructions, please contact the CAHPS User Network by e-mail (cahps1@ahrq.gov) or telephone (1-800-492-9261).

Data Analysis Programs and Guidelines

The ***CAHPS Surgical Care Survey 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 or 1-800-492-9261) to confirm that you have the most recent version.

The following document can help you use the macro:

Instructions for Analyzing Data from CAHPS Surveys (Document No. 2015) 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. Note that these instructions are generic, in that they have been written to be useful for all CAHPS surveys.

For additional guidance on how to prepare data and apply the macro to the Surgical Care Survey, users can consult this document developed for the Clinician & Group Survey:

Preparing and Analyzing Data from the CAHPS Clinician & Group Surveys (Document No. 1035)

Reporting Measures and Guidelines

Patient Experience Measures for the CAHPS Surgical Care Survey (Document No. 409) lists the recommended measures for the Surgical Care Survey and the items included in each measure. Like other CAHPS surveys, the Surgical Care Survey uses 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

For More Information

The CAHPS website offers descriptive information on the history and purpose of the Surgical Care Survey. Visitors also have access to –

- relevant presentations
- guidance related to improving patients' experiences with care and reporting survey results to consumers

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