cahps®
Surveys and Tools
To Advance Patient-Centered Care

The Evolution of the
CAHPS Clinician & Group Survey:
Update to Survey Products

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Brief Overview of CAHPS®

- **Survey and reporting tools for ambulatory and facility-based care**
  - Consumer choice
  - Quality improvement
  - P4P
  - National quality measures
- **Publicly available at no cost to users**
- **Ongoing technical support of CAHPS products**
  - Web-based resources
  - CAHPS does not accredit survey vendors
  - CAHPS does not recommend or endorse survey vendors

Updated Clinician & Group Kit

- **"Off the shelf" survey templates**
  - Adult primary care 1.0
  - Adult specialty care 1.0
  - Child primary care 1.0
  - Child primary care 2.0 (beta version)
- **Two Kits for Clinician & Group Survey**
  - 4-point scale for response options (Never/Sometimes/Usually/Always)
  - 6-point scale for response options (Never/Almost never/Sometimes/Usually/Almost always/Always)

Rationale for Two Response Scales

- **Meet the needs of survey users**
  - 6-point response scale used in Clinician & Group Survey instruments endorsed by NQF
  - 6-point response scale used by "early adopters" of the survey
  - 4-point response scale is traditional CAHPS response scale
- **Similar performance across both response scales**
  - Similar precision in discriminating between individual clinicians

Which Response Scale To Use?

- **Think about your survey goals**
  - Need to use NQF-endorsed measures?
- **Think about your mode of survey administration**
  - 4-point scale may be more appropriate for telephone and IVR administration than 6-point scale
- **Think about other CAHPS surveys you may field**
  - 4-point scale may be more useful for internal reporting or data comparisons
- **Think about your reporting needs**
  - 6-point scale may be more useful for quality improvement
  - 4-point scale easier to communicate in consumer reports

New Look for CAHPS Surveys

- **Surveys in CAHPS Kit have updated format**
  - Serif font for items and response options
  - Sans-serif font for headings
  - Streamlined skip instructions
- **Important design features remain**
  - Large, easy to read font size
  - Two-column format
  - Use of "white space"