



Surveys and Tools
To Advance Patient-Centered Care

CAHPS Clinician & Group Survey: An Overview

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How the Clinician & Group Survey Relates to Other A-CAHPS Surveys



A-CAHPS is a family of surveys to assess consumer experience across a range of *ambulatory care* providers or levels

- Health plans
- Dental plans
- Behavioral health organizations
- Rural tribal health services
- Group practices or sites of care
- Individual clinician or group practice
- Home health care agencies

Clinician & Group Survey Bears the Hallmarks of a CAHPS Survey



- **Focus on topics for which consumers are the best or only source of information**
- **Employ a specific reference period**
 - Last 12 months, Most recent visit
- **Don't ask about satisfaction**
- **Ask consumers to report experience**
 - Never/Sometimes/Usually/Always
- **Ask consumers to rate care**
 - 0-10 rating scale

Clinician & Group Survey Provides a Standardized Measure



- **Promotes comparison**
 - Individual clinicians
 - Sites of care
 - Medical group
- **Supports trending**

Clinician & Group Survey Starts with Core Measures



Getting Appointments and Health Care When Needed

Getting appointments for urgent care
Getting appointments for routine care or check-ups
Getting an answer to a medical question during regular office hours
Getting an answer to a medical question after regular office hours
Wait time for appointment to start

Courteous and Helpful Office Staff

Clerks and receptionists were helpful
Clerks and receptionists treat you with courtesy and respect

How Well Doctors Communicate

Doctor explanations easy to understand
Doctor listens carefully
Doctor gives easy to understand instructions
Doctor knows important information about medical history
Doctor shows respect for what you have to say
Doctor spends enough time with you

How People Rated Doctor

0-10 rating of doctor

Several Clinician & Group Survey Versions to Meet User Needs



- **Last 12 months**
 - Adult primary care
 - Child primary care
 - Adult specialty care
- **Most recent visit**
 - Adult primary care