



THE CAHPS DATABASE

2013 CAHPS Clinician & Group Survey Database

2013 Chartbook: *What Patients Say About Their Health Care Providers and Medical Practices*

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Managed and prepared by:

Westat, Rockville, MD

Dale Shaller
Janice Ricketts
Michael Hornbostel
Stephanie Li

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1. EXECUTIVE SUMMARY

The 2013 CAHPS Clinician and Group Survey (CG-CAHPS) Database includes comparative results for the following three CG-CAHPS Survey versions:

- **12-month Adult 2.0 Core Survey** (combined with core questions from the 12-month Adult 2.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items)
- **12-month Child 2.0 Core Survey** (combined with core questions from the 12-month Child 2.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items)
- **Visit Adult 2.0 Core Survey**

The 2013 CG-CAHPS Database also includes comparative results for the **Adult and Child Patient-Centered Medical Home (PCMH) supplemental composites and items**, which survey sponsors may add to the 12-month CG-CAHPS core surveys.

This Chartbook presents comparative results from the 2013 CG-CAHPS Database for the composites and provider ratings for each core survey version as well as the PCMH supplemental composites. A series of bar charts shows the overall national distribution of responses followed by the response distributions for selected practice site characteristics including region, physician specialty, provider type, practice ownership and affiliation, survey mode, and two measures for size of practice site (number of providers working per week and number of patient visits per week).

Selected highlights are as follows:

- The 2013 CG-CAHPS Database includes a total of 635,457 patient experience survey responses submitted voluntarily by 2,172 medical practices.
- The CG-CAHPS Visit Adult version continues to comprise the single largest component of the CG-CAHPS Database, consisting of 428,154 responses, or approximately two thirds of the total number of responses.
- As shown in Table 1-1, top-box scores (the most positive survey response) are generally consistent across the three survey versions (for the composites and ratings that can be compared).¹ Notable exceptions are higher scores for the Access and Provider Communication composites among the Child 12-Month/ PCMH combined survey responses, and higher Provider Rating scores for the Visit Adult survey responses.

¹ Note that the Visit Adult version top-box results for Provider Communication, Office Staff, and Follow-Up on Test Results cannot be compared to the 12-Month versions because of differences in the survey response scales.

Table 1-1. Comparison of Top-Box Scores By Survey Version

Composite/Item	12-Month Adult/PCMH Combined	12-Month Child/PCMH Combined	Visit Adult
Access (Getting Timely Appointments, Care, and Information)	60%	65%	63%
Provider Communication (How Well Providers Communicate with Patients)	82%	86%	NC ²
Office Staff (Helpful, Courteous, and Respectful Office Staff)	75%	72%	NC
Follow-Up on Test Results	70%	71%	NC
Patients' Rating of the Provider	76%	78%	82%

- Highest scores for all survey versions are reported for the Provider Communication composite, followed by Provider Rating, Office Staff, and Follow-Up on Test Results. Lowest scores are reported for the Access composite.
- As shown in Table 1-2, scores for the supplemental composites for the PCMH survey versions are generally lower compared to the core composites. Some of these differences may be related to differences in response scales.

Table 1-2. Comparison of Top-Box Scores for 12-month Adult and Child PCMH Survey Composites

Composite	12-Month Adult/PCMH Combined	12-Month Child/PCMH Combined
Access (Getting Timely Appointments, Care, and Information)	60%	65%
Provider Communication (How Well Providers Communicate with Patients)	82%	86%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	75%	72%
Providers Pay Attention to Your Mental and Emotional Health	46%	56%
Providers Support You in Taking Care of Your/Child's Own Health	52%	39%
Providers Discuss Medication Decisions	66%	NC
Providers' Attention to Your Child's Growth and Development	NC	56%
Providers' Advice on Keeping Your Child Safe and Healthy	NC	55%

² NC indicates that survey results are Not Comparable due to differences in question wording or response scales or both.

- As shown in Table 1-3, a comparison of survey results by region for the Visit Adult version reveals largely consistent scores across all four regions, with slightly lower scores in the West for the Access composite and Provider Rating.

Table 1-3. Comparison of Visit Adult Top-Box Scores By Region

Composite/Item	CAHPS DB Overall	Northeast	Midwest	South	West
Access (Getting Timely Appointments, Care, and Information)	63%	67%	64%	62%	59%
Provider Communication (How Well Providers Communicate with Patients)	92%	92%	92%	91%	90%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	92%	92%	93%	92%	91%
Patients' Rating of the Provider	82%	81%	83%	82%	79%

- As shown in Table 1-4, a comparison of survey results by overall physician specialty for the Visit Adult version reveals slightly higher scores for Pediatrics and Other Specialties compared to Primary Care, with the most notable difference in the Access composite.

Table 1-4. Comparison of Visit Adult Top-Box Scores By Overall Physician Specialty

Composite/Item	CAHPS DB Overall	Primary Care	Pediatrics	Other Specialties
Access (Getting Timely Appointments, Care, and Information)	63%	62%	67%	67%
Provider Communication (How Well Providers Communicate with Patients)	92%	92%	94%	91%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	92%	92%	93%	93%
Patients' Rating of the Provider	82%	81%	83%	83%

- Table 1-5 presents a comparison of Visit Adult survey results by provider type. There appear to be no major differences between physician scores and NP/PA scores combined.

Table 1-5. Comparison of Visit Adult Top-Box Scores By Provider Type

Composite/Item	CAHPS DB Overall	Physicians	NP/PA ³
Access (Getting Timely Appointments, Care, and Information)	63%	64%	65%
Provider Communication (How Well Providers Communicate with Patients)	92%	92%	92%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	92%	92%	91%
Patients' Rating of the Provider	82%	82%	80%

- Table 1-6 presents top box scores for the Adult Visit survey over the 4-year period from 2010-2013. Although comparisons over time must be made with caution, since the number and characteristics of practices included in the CAHPS Database change from year to year, the table shows that CG-CAHPS scores increased slightly in 2013 compared to the previous 3-year period, most notably for the Provider Rating and Access composite.

Table 1-6. Adult Visit Survey Top Box Scores Over Time

Composite/Item	2010	2011	2012	2013
Number of Practice Sites	469	769	1,718	1,234
Number of Respondents	103,442	266,327	613,396	428,154
Access (Getting Timely Appointments, Care, and Information)	59%	61%	62%	63%
Provider Communication (How Well Providers Communicate with Patients)	90%	90%	91%	92%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	90%	90%	91%	92%
Patients' Rating of the Provider	75%	78%	80%	82%

³ NP = Nurse Practitioner and PA = Physician Assistant. Category also includes Midwives.

2. INTRODUCTION

This Chartbook presents a summary of results for several versions of the CAHPS Clinician & Group Survey (CG-CAHPS). Results were obtained through the voluntary submission of survey data to the CAHPS Database by health systems, medical practices, and other survey sponsors administering one or more of the following CG-CAHPS versions:

- 12-month Adult 2.0 (4-point scale)
- 12-month Adult 2.0 (4-point scale) with Patient-Centered Medical Home (PCMH) Supplemental Items (i.e., the PCMH Survey for adults)
- 12-month Child 2.0 (4-point scale)
- 12-month Child 2.0 (4-point scale) with Patient-Centered Medical Home (PCMH) Supplemental Items (i.e., the PCMH Survey for children)
- Visit Adult 2.0

Data submitted for these survey versions were collected primarily in calendar year 2013, beginning in January 2013. However, a small number of results reflect field periods ending in the first quarter of 2014. In addition, a small number of results included in the 2013 CG-CAHPS Database came from survey sponsors using the 1.0 version of CG-CAHPS.

The summary results presented in this Chartbook are compiled from detailed data displays reported in the CG-CAHPS Database Online Reporting System (ORS) at https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

The CG-CAHPS Database ORS consists of both a public site and a private submitter's site available only to survey users that contribute data. Survey users that submit data to the CG-CAHPS Database are provided access to a secure, password-protected area of the online reporting system that allows them to compare their own results to selected benchmarks. Both the public site and the submitter's site present CG-CAHPS results for composite measures, ratings, and individual survey items, organized according to survey version and field period. Displays available through the various tabs include "top box" scores, frequencies, bar charts, and percentiles. The "report builder" feature allows users to create and download custom reports on demand.

Research files for the CG-CAHPS data presented in this Chartbook, as well as from the 2012, 2011 and 2010 CG-CAHPS Databases, are available upon request according to the CAHPS Database Data Release Policy. (To learn more, visit <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>)

The CG-CAHPS Database Online Reporting System will be updated periodically with new data submitted by CAHPS Clinician & Group survey users. Questions or comments regarding this Chartbook or any aspect of the CG-CAHPS Survey Database may be directed to the CAHPS Database toll-free help line at 888-808-7108 or by email to CAHPSDatabase@westat.com.

3. CG-CAHPS DATABASE COMPOSITION

Growing numbers of health systems and medical practices administering the CAHPS Clinician & Group (CG-CAHPS) Survey are submitting their survey results to the CAHPS Database. Table 3-1 summarizes the number of survey respondents and practices contained in the CG-CAHPS Database for the four submission periods offered since the inception of this component of the CAHPS Database in 2010. The number of practice sites is indicated in parentheses.

Table 3-1. Composition of the CG-CAHPS Database by Survey Version

Year (Version)	Visit	12-month					
	Adult	Adult 4-point	Adult PCMH 4-point	Child 4-point	Child PCMH 4-point	Adult 6-point	Child 6-point
2013 (2.0)	428,154 (1,234)	199,038 (833)		8,265 (105)		N/A	N/A
2012 (2.0)	613,396 (1,718)	100,527 (286)	49,307 (337)	3,276 (58)		N/A	N/A
2011 (1.0)	266,327 (769)	52,434 (219)	N/A	N/A	N/A	75,051 (869)	N/A
2010 (1.0)	103,442 (469)	41,834 (234)	N/A	N/A	N/A	180,588 (339)	4,883 (52)

The 2013 CG-CAHPS Database includes a total of 635,457 patient experience survey responses submitted by 2,172 medical practices.

Although the CG-CAHPS Visit version continues to comprise the single largest component of the CG-CAHPS Database, the number of 12-month survey responses has almost doubled since 2012. This doubling is in part due to the decision to combine the 12-month core survey responses with the core responses from the Adult and Child 12-month surveys with PCMH supplemental items. The number of 12-month Child survey responses remains relatively small.

The number of survey respondents and practice sites submitting the 12-month survey versus the 12-month survey with PCMH items in 2013 is shown in Table 3-2:

Table 3-2. 12-Month vs. 12-Month/PCMH Survey Versions in 2013

Adult 4-point	Adult PCMH 4-point	Child 4-point	Child PCMH 4-point
116,444 (410)	82,594 (423)	5,602 (42)	2,663 (63)

Because of efforts aimed at reducing the number of CG-CAHPS survey versions, the CAHPS Database is no longer supporting the 6-point version of the 12-Month Survey.

4. CHARACTERISTICS OF THE 2013 CG-CAHPS DATABASE

This section describes the types of practices that comprise the comparative results for each CG-CAHPS version included in the 2013 CG-CAHPS Database. Although it is important to note that the practices voluntarily submitting data to the CAHPS Database do not constitute a representative sample of all medical practices in the United States, users can compare their results to similar organizations using the reported practice site characteristics.

The practice site characteristics collected by the CAHPS Database include region, overall physician specialty, physician specialty, provider type, practice ownership and affiliation, survey mode, providers working per week, and patient visits per week. Data on the region, practice ownership and affiliation, providers working per week, and patient visits per week were reported by participating practice sites separately from the survey response data. Overall physician specialty, physician specialty, provider type, and survey mode were reported at the sample level for each completed survey.

The total number of practice sites shown in Tables 4-2, 4-3, 4-4, and 4-6 is significantly greater than the absolute number of practice sites because it is possible for one practice site to cover multiple categories. In addition, when reporting comparison scores by practice site characteristic categories, results are suppressed if there are fewer than five practice sites and/or fewer than 300 completed surveys available for a given category. These suppression rules also contribute to differences in the total number of practice sites and survey completes reported in all eight characteristic tables.

Region

The distribution of regions is shown in Table 4-1. Each version of the CAHPS Clinician & Group Survey reflects a different regional distribution and is not representative of the U.S. distribution. The largest concentration of practice sites for the 12-Month Adult/PCMH combined survey was from the West; the largest concentration for the Visit Adult survey was from the Midwest; and for the 12-Month Child/PCMH combined survey, most practice sites were from the South (although the South region had the fewest number of survey completes). Practice sites were assigned to one of the U.S. Census Bureau's four official regions, based on the practice sites' self-reported State and ZIP code information. Appendix B lists the regions and the States included in each region.

Table 4-1. Distribution of Practice Site Counts and Total Survey Completes by Region⁴

Region	12-Month Adult/PCMH Combined		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Midwest	-	-	412	206,017	-	-
Northeast	267	54,041	399	79,625	20	3,201
South	268	30,515	324	68,495	55	1,607
West	295	114,142	99	74,017	30	3,457
TOTAL	830	198,698	1,234	428,154	105	8,265

Provider Specialty and Type

Data submission specifications for the CG-CAHPS Database allowed submitters to identify 51 different provider specialties/types including an option for “other” or “missing.” The option of “other” or “missing” was provided to help reduce the burden of data submission for some participants. Three different benchmarks are established at the practice site level using the same data. They are overall physician specialty, physician specialty, and provider type. Definitions for these three categories are provided in Appendix C.

The distribution of the overall physician specialty by each survey type is shown in Table 4-2. Other than “missing,” the largest concentration of specialty types across all the CG-CAHPS survey versions was “primary care,” followed by “other specialty.” Since more than one specialty can be attributed to a given practice site, the total number of practice sites included across all specialty categories may be greater than the absolute number of practice sites.

Table 4-2. Distribution of Practice Site Counts and Total Survey Completes by Overall Physician Specialty

Physician Specialty	12-Month Adult/ PCMH Combined		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Primary Care	508	94,071	435	116,065	51	971
Pediatrics	-	-	29	537	25	4,275
Other Specialties	447	73,950	376	76,865	36	1,517
TOTAL	955	168,021	840	193,467	112	6,763

Table 4-3 includes distributions of the 16 most reported physician specialties. The largest concentration of practice sites across all the CG-CAHPS survey versions was “family practice,” followed by “internal medicine.” Again, since more than one specialty can be attributed to a

⁴ When reporting comparison scores by practice site characteristic categories, a category’s results are suppressed if there are fewer than five practices and/or fewer than 300 completed surveys available for that category. This rule applies to all eight characteristics tables.

given practice site, the total number of practice sites included across all specialty categories may be greater than the absolute number of practice sites.

Table 4-3. Distribution of Practice Site Counts and Total Survey Completes by Physician Specialty

Physician Specialty	12-Month Adult/ PCMH Combined		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Cardiology	214	7,852	29	5,339	-	-
Dermatology	177	4,121	22	3,476	-	-
Endocrinology	176	3,412	21	2,243	-	-
Family Practice	404	52,331	341	75,686	37	544
Gastroenterology	187	3,498	28	3,825	-	-
Hematology/ Oncology	179	3,885	15	2,884	-	-
Internal Medicine	323	39,704	171	40,235	17	378
Neurology	184	4,802	33	3,946	-	-
OB/GYN	220	11,892	82	12,377	-	-
Ophthalmology	172	4,803	31	4,478	-	-
Orthopedics	83	5,478	37	6,081	-	-
Pediatrics	-	-	29	537	25	4,275
Pulmonary Medicine	146	2,096	27	4,367	-	-
Rheumatology	163	2,014	21	3,280	-	-
Surgical	230	10,803	94	13,857	-	-
Urology	181	3,608	27	5,056	-	-
TOTAL	3,039	160,299	1,008	187,667	79	6,197

The number of practice sites and survey completes by provider type is shown in Table 4-4. Physicians constituted the largest population evaluated across all the CG-CAHPS surveys, in contrast to Nurse Practitioners (NP) and Physician Assistants (PA).

Table 4-4. Distribution of Practice Site Counts and Total Survey Completes by Provider Type

Physician Specialty	12-Month Adult/ PCMH Combined		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Physician	736	168,307	747	193,467	94	6,763
NP/PA	107	1,926	178	8,437	-	-
TOTAL	843	170,233	925	201,904	94	6,763

Practice Ownership and Affiliation

The distribution of the practice ownership and affiliation categories is shown in Table 4-5. The largest number of practice sites was “hospital/health system” across all survey versions, followed by “provider/physician.” In addition, some of the categories are not mutually exclusive and could therefore misrepresent the true distribution among the practice sites included in the database.

Table 4-5. Distribution of Practice Site Counts and Total Survey Completes by Practice Site Ownership and Affiliation

Practice Ownership and Affiliation	12-Month Adult/ PCMH Combined		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Provider/Physician	117	51,968	291	56,838	-	-
Hospital/Health System	496	81,465	893	338,465	73	4,397
University/Academic Med Center	73	29,990	-	-	30	3,457
Community Health Center	-	-	47	29,944	-	-
Other	80	35,453	-	-	-	-
TOTAL	826	198,876	1,231	425,248	103	7,854

Survey Mode

As shown in Table 4-6, the vast majority of the surveys submitted to the CAHPS Database were collected using mail as the primary mode of survey administration. IVR survey mode accounted for the second largest number of survey completes. Phone survey mode accounted for the fewest number of completes for this set of submitted data.

Table 4-6. Distribution of Practice Site Counts and Total Survey Completes by Survey Mode

Survey Mode	12-Month Adult/ PCMH Combined		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Mail	552	127,422	1,026	301,139	65	3,010
Phone	432	18,543	175	11,268	22	371
IVR	163	43,251	39	9,900	39	4,736
Web/ Internet	303	9,822	236	105,847	-	-
TOTAL	<i>1450</i>	<i>199,038</i>	<i>1,476</i>	<i>428,154</i>	<i>126</i>	<i>8,117</i>

Providers Working per Week

As one measure of practice size, the distribution of the number of providers working per week is shown in Table 4-7. This information was self-reported at the practice site level. Other than “missing,” most practice sites that voluntarily submitted their data to the CAHPS Database have 4–9 providers (e.g., doctors of medicine, doctors of osteopathic medicine, physician assistants, nurse practitioners, etc.) working during a typical week.

Table 4-7. Distribution of Practice Site Counts and Total Survey Completes by Number of Providers Working per Week

Number of Providers Working per Week	12-Month Adult/ PCMH Combined		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	359	101,376	272	199,787	8	541
1 provider	73	3,996	178	12,407	15	531
2 - 3 providers	119	12,500	346	47,926	26	933
4 - 9 providers	179	40,204	338	98,165	36	4,046
10 - 13 providers	38	11,697	46	21,047	5	515
14 - 19 providers	31	10,719	21	9,704	6	303
More than 20 providers	34	18,546	3	39,118	9	1,396
TOTAL	<i>833</i>	<i>199,038</i>	<i>1,234</i>	<i>428,154</i>	<i>105</i>	<i>8,265</i>

Patient Visits per Week

Another measure of practice size is the number of patient visits per week. As shown in Table 4-8, other than “missing,” most practice sites that submitted data to the CAHPS Database have fewer than 100 patient visits during a typical week, followed by sites having 100 - 199 patient visits per week.

Table 4-8. Distribution of Practice Site Counts and Total Survey Completes by Patient Visits per Week

Number of Patient Visits per Week	12-Month Adult/ PCMH Combined		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	330	95,468	246	181,832	6	130
< 100	186	15,200	345	34,446	29	960
100 - 199	143	24,421	248	44,256	29	1,286
200 - 299	73	17,829	133	40,334	14	912
300 - 499	58	22,103	133	51,150	15	2,849
500 - 699	22	10,463	42	16,576	7	1,673
>700	21	13,554	87	59,560	5	455
TOTAL	833	199,038	1,234	428,154	105	8,265

5. COMPARATIVE RESULTS BY SURVEY VERSION

This section presents a summary of comparative results for each CG-CAHPS survey version included in the 2013 CG-CAHPS Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the core composites, provider ratings, and supplemental composites where applicable.

The bar charts are composed of colored segments that show the percentage of responses in each of the response categories. For questions and composites based on 4-point response scales (i.e., "always", "usually", "sometimes", "never"), the bottom segment combines the two lowest response categories (i.e., "sometimes" and "never").

The bar charts show the overall national distribution of responses, and then show response distributions for selected practice site characteristics. Users can compare their own results to the relevant bar charts, in order to identify performance strengths as well as opportunities for improvement.

All results presented in these charts are calculated at the respondent level. Survey results are presented in the following order:

12-month Adult/PCMH 2.0 Combined

Core Results*

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider

Supplemental Composites

- Providers Support You in Taking Care of Your Own Health (PCMH)
- Providers Pay Attention to Your Mental or Emotional Health (PCMH)
- Providers Discuss Medication Decisions (PCMH)

12-Month Child/PCMH 2.0 Combined

Core Results*

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Provider's Attention to Your Child's Growth and Development
- Provider's Advice on Keeping Your Child Safe and Healthy
- Patients' Rating of the Provider

Supplemental Composite

- Providers Support You in Taking Care of Your Child's Health (PCMH)

Visit Adult 2.0 Results

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider
- Willingness to Recommend the Provider's Office

As noted earlier, detailed results for each question item are available through the CG-CAHPS Database Online Reporting System at

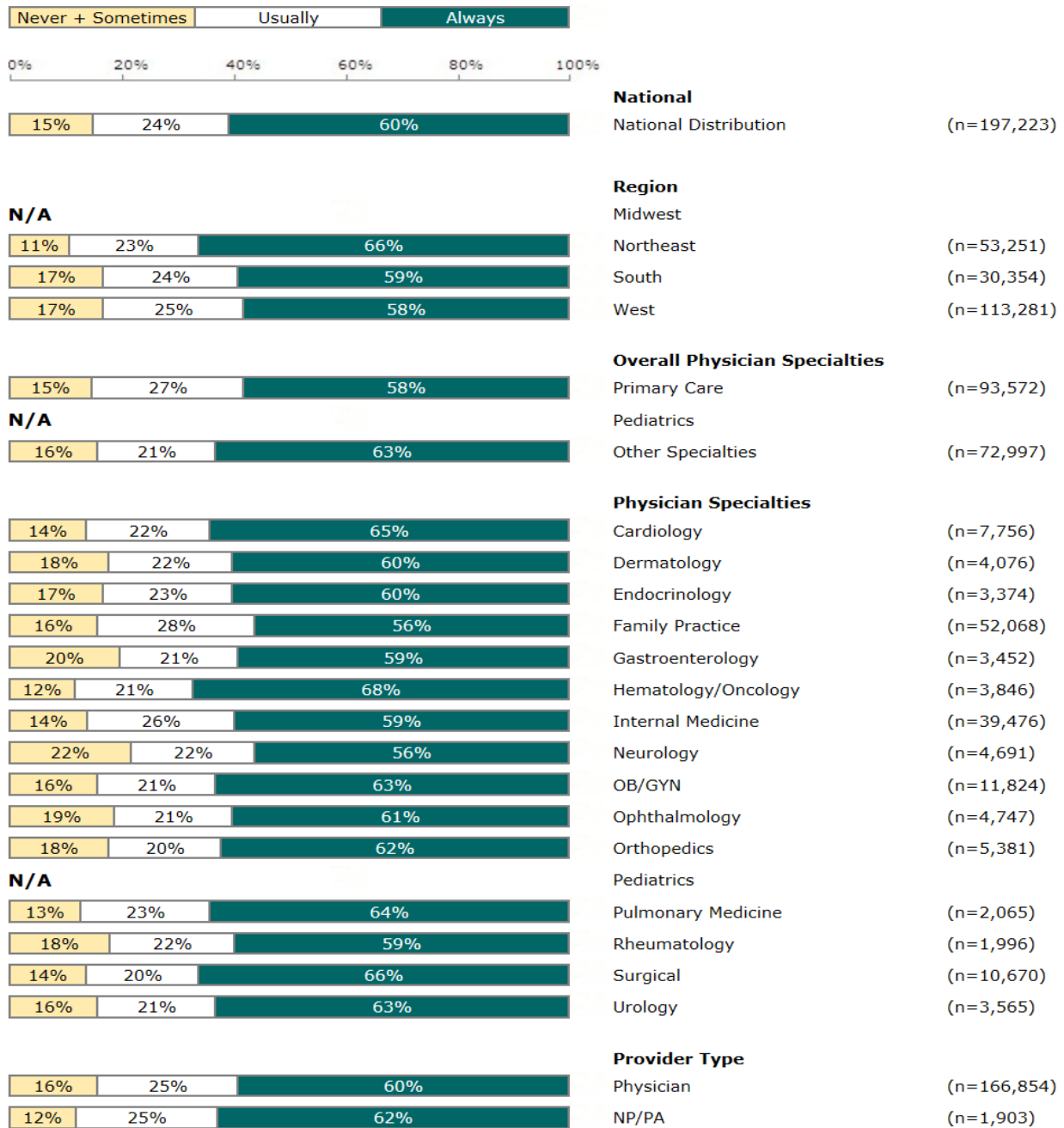
https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

*Note that results for the 12-Month Adult and Child Core Surveys have been combined, respectively, with the core questions from the 12-Month Adult and Child Surveys with PCMH Supplemental Items, in order to create a larger comparative data set for more meaningful benchmark comparisons.

12-month Adult/PCMH 2.0 Combined Core Results

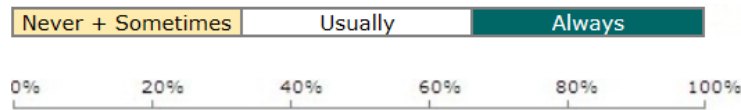
Getting Timely Appointments, Care, and Information

Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.



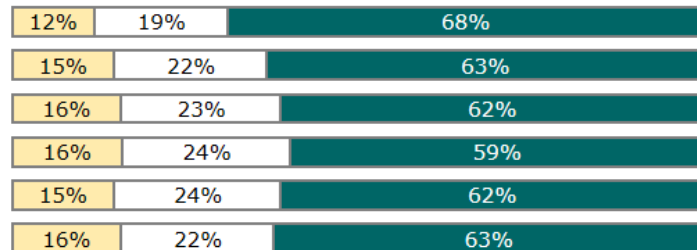
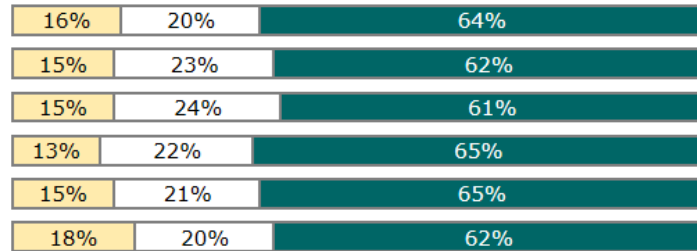
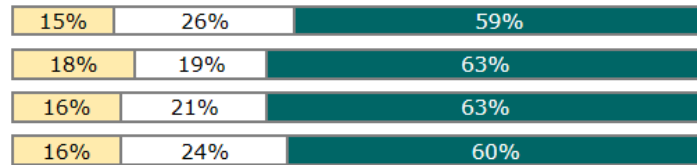
Getting Timely Appointments, Care, and Information – (continued)

Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=51,799)
Hospital or Health System	(n=80,518)
University or Academic Medical Center	(n=29,484)
Community Health Center	
County	
Other	(n=35,261)

Survey Mode

Mail	(n=126,689)
Phone	(n=18,353)
IVR	(n=42,486)
Web/Internet	(n=9,695)

Provider Working Each Week

1	(n=3,965)
2 - 3	(n=12,392)
4 - 9	(n=39,793)
10 - 13	(n=11,544)
14 - 19	(n=10,526)
> 20	(n=18,114)

Patient Visits Each Week

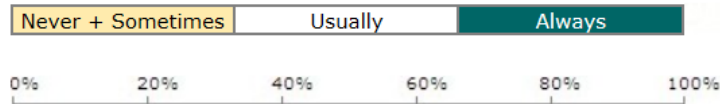
< 100	(n=15,014)
100 - 199	(n=24,113)
200 - 299	(n=17,532)
300 - 499	(n=21,857)
500 - 699	(n=10,319)
> 700	(n=13,355)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-month Adult/PCMH 2.0 Combined Core Results

How Well Providers Communicate with Patients

Combines responses from six questions regarding how often providers communicated well with patients.



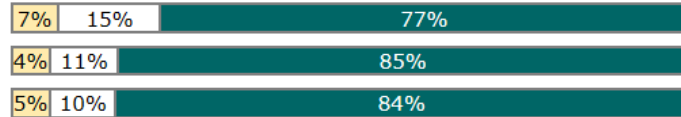
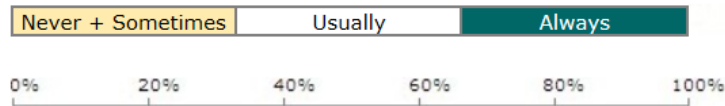
Category	Never + Sometimes	Usually	Always	Sample Size (n)
National				
National Distribution	5%	82%	13%	196,993
Region				
Midwest				
Northeast	4%	86%	10%	53,212
South	5%	84%	12%	30,119
West	6%	80%	14%	113,325
Overall Physician Specialties				
Primary Care	5%	82%	13%	93,177
Pediatrics				
Other Specialties	6%	82%	12%	73,181
Physician Specialties				
Cardiology	4%	85%	11%	7,780
Dermatology	7%	81%	12%	4,090
Endocrinology	5%	84%	11%	3,387
Family Practice	5%	81%	14%	51,886
Gastroenterology	8%	78%	14%	3,458
Hematology/Oncology	4%	85%	11%	3,859
Internal Medicine	5%	82%	13%	39,299
Neurology	8%	80%	12%	4,738
OB/GYN	5%	83%	11%	11,791
Ophthalmology	6%	78%	15%	4,770
Orthopedics	8%	80%	12%	5,369
Pediatrics				
Pulmonary Medicine	4%	87%	9%	2,071
Rheumatology	5%	84%	11%	1,991
Surgical	6%	83%	11%	10,691
Urology	6%	82%	12%	3,575
Provider Type				
Physician	5%	82%	13%	166,640
NP/PA	4%	84%	11%	1,894

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-month Adult/PCMH 2.0 Combined Core Results

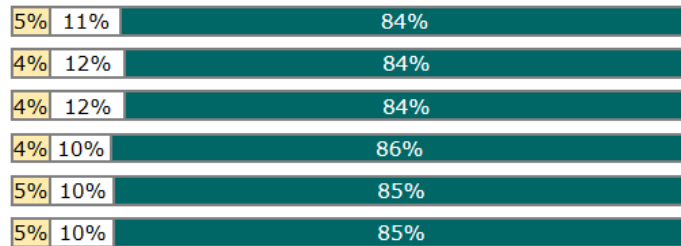
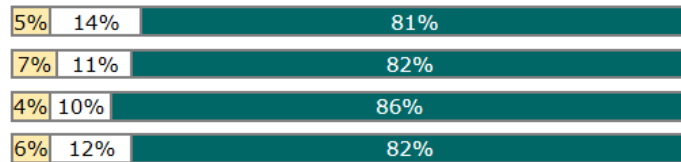
How Well Providers Communicate with Patients – (continued)

Combines responses from six questions regarding how often providers communicated well with patients.



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=51,953)
Hospital or Health System	(n=80,254)
University or Academic Medical Center	(n=29,400)
Community Health Center	
County	
Other	(n=35,226)

Survey Mode

Mail	(n=126,345)
Phone	(n=18,487)
IVR	(n=42,358)
Web/Internet	(n=9,803)

Provider Working Each Week

1	(n=3,953)
2 - 3	(n=12,318)
4 - 9	(n=39,542)
10 - 13	(n=11,486)
14 - 19	(n=10,521)
> 20	(n=18,218)

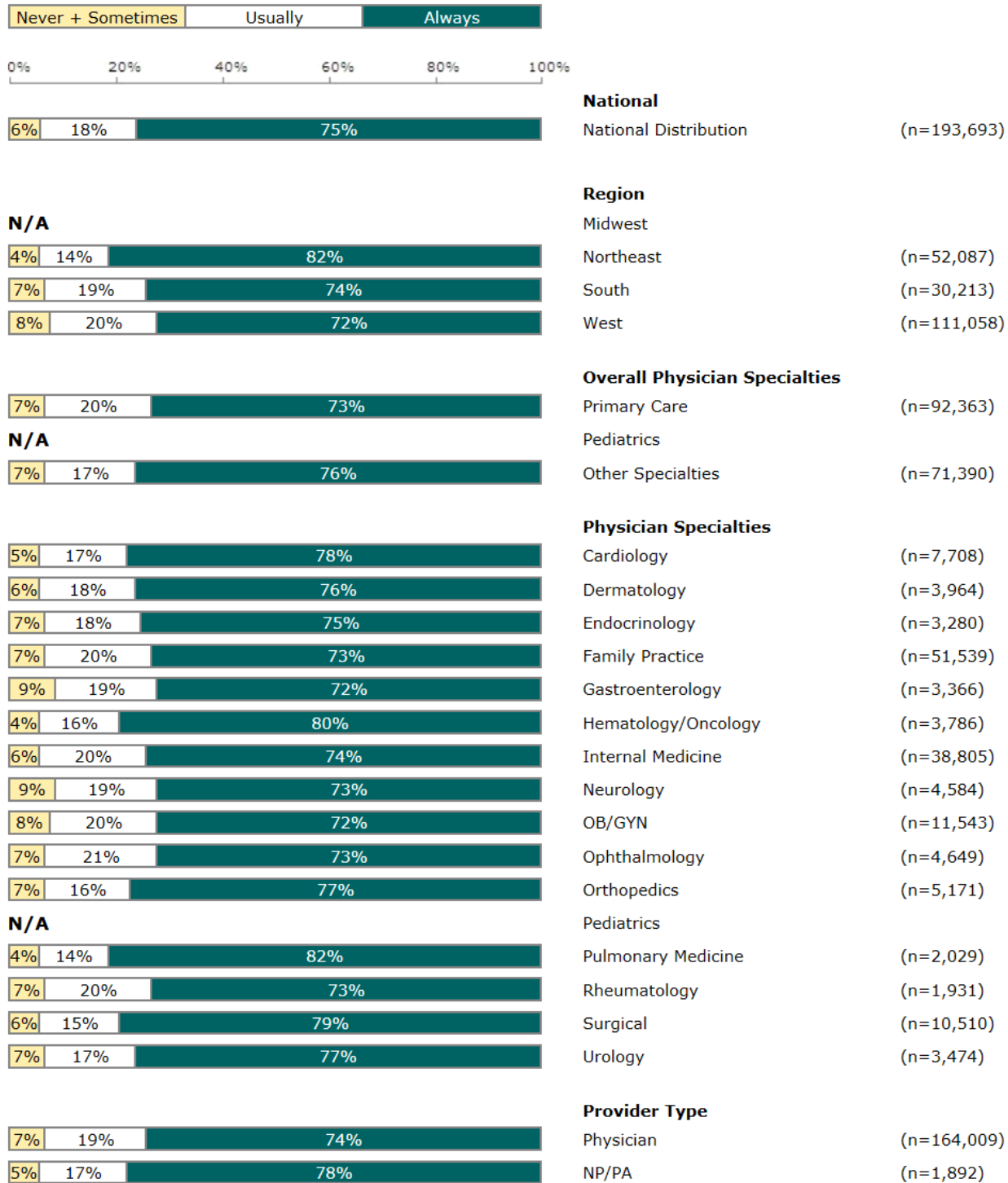
Patient Visits Each Week

< 100	(n=15,017)
100 - 199	(n=23,971)
200 - 299	(n=17,501)
300 - 499	(n=21,787)
500 - 699	(n=10,265)
> 700	(n=13,346)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-month Adult/PCMH 2.0 Combined Core Results
Helpful, Courteous, and Respectful Office Staff

Combines responses from two questions regarding how often staff communicated well with patients.

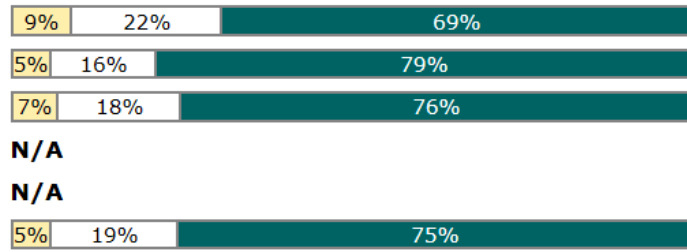
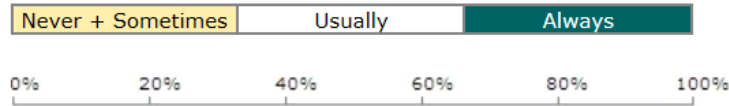


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-month Adult/PCMH 2.0 Combined Core Results

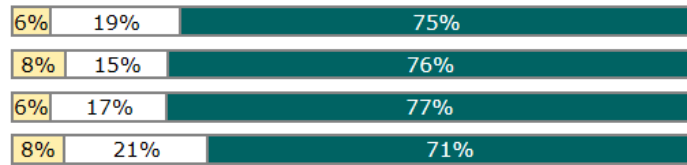
Helpful, Courteous, and Respectful Office Staff – (continued)

Combines responses from two questions regarding how often staff communicated well with patients.



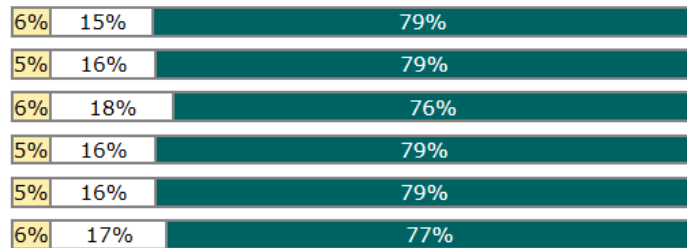
Practice Ownership and Affiliation

Provider and/or Physician	(n=51,762)
Hospital or Health System	(n=79,217)
University or Academic Medical Center	(n=27,578)
Community Health Center	
County	
Other	(n=34,977)



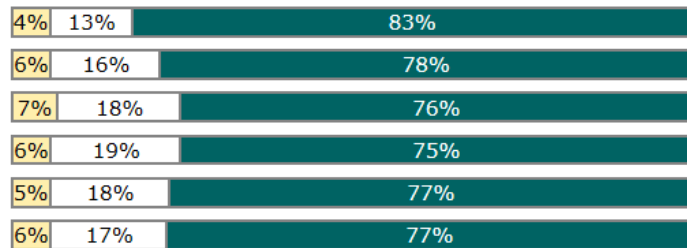
Survey Mode

Mail	(n=126,106)
Phone	(n=18,309)
IVR	(n=39,625)
Web/Internet	(n=9,653)



Provider Working Each Week

1	(n=3,959)
2 - 3	(n=12,260)
4 - 9	(n=38,840)
10 - 13	(n=11,032)
14 - 19	(n=10,137)
> 20	(n=17,159)



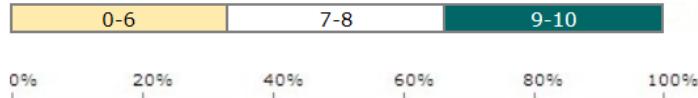
Patient Visits Each Week

< 100	(n=14,727)
100 - 199	(n=23,393)
200 - 299	(n=16,818)
300 - 499	(n=21,363)
500 - 699	(n=9,908)
> 700	(n=12,873)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-month Adult/PCMH 2.0 Combined Core Results

Patients' Rating of the Provider

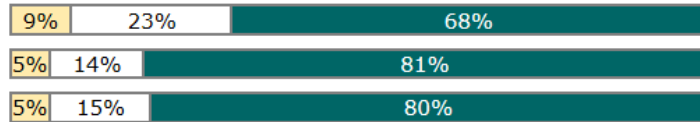
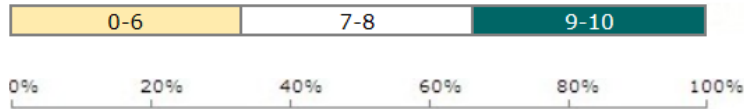


Rating	0-6	7-8	9-10	Category	Count
6%	17%	76%		National National Distribution	(n=191,625)
Region					
Midwest					
4%	14%	82%		Northeast	(n=51,180)
6%	15%	79%		South	(n=30,070)
7%	20%	73%		West	(n=110,040)
Overall Physician Specialties					
6%	18%	75%		Primary Care	(n=91,439)
Pediatrics					
7%	16%	77%		Other Specialties	(n=70,365)
Physician Specialties					
5%	14%	81%		Cardiology	(n=7,626)
8%	21%	70%		Dermatology	(n=3,908)
6%	16%	78%		Endocrinology	(n=3,218)
7%	19%	74%		Family Practice	(n=51,127)
9%	21%	71%		Gastroenterology	(n=3,331)
5%	12%	83%		Hematology/Oncology	(n=3,725)
6%	18%	77%		Internal Medicine	(n=38,299)
9%	19%	72%		Neurology	(n=4,492)
6%	17%	77%		OB/GYN	(n=11,451)
6%	18%	75%		Ophthalmology	(n=4,593)
8%	15%	77%		Orthopedics	(n=5,067)
Pediatrics					
5%	14%	81%		Pulmonary Medicine	(n=1,979)
6%	16%	78%		Rheumatology	(n=1,892)
6%	14%	79%		Surgical	(n=10,382)
7%	16%	77%		Urology	(n=3,415)
Provider Type					
6%	18%	76%		Physician	(n=162,060)
5%	18%	77%		NP/PA	(n=1,873)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

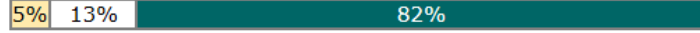
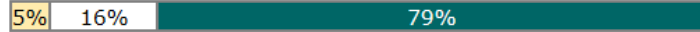
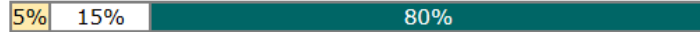
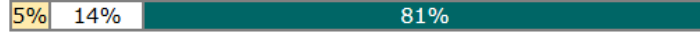
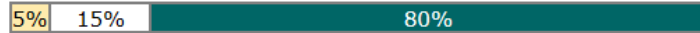
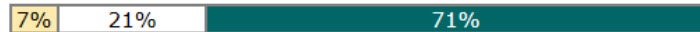
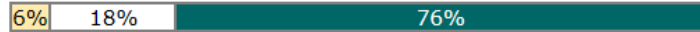
12-month Adult/PCMH 2.0 Combined Core Results

Patients' Rating of the Provider – (continued)



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=51,596)
Hospital or Health System	(n=78,187)
University or Academic Medical Center	(n=26,737)
Community Health Center	
County	
Other	(n=34,948)

Survey Mode

Mail	(n=125,406)
Phone	(n=18,244)
IVR	(n=38,265)
Web/Internet	(n=9,710)

Provider Working Each Week

1	(n=3,947)
2 - 3	(n=12,152)
4 - 9	(n=38,259)
10 - 13	(n=10,696)
14 - 19	(n=9,916)
> 20	(n=16,752)

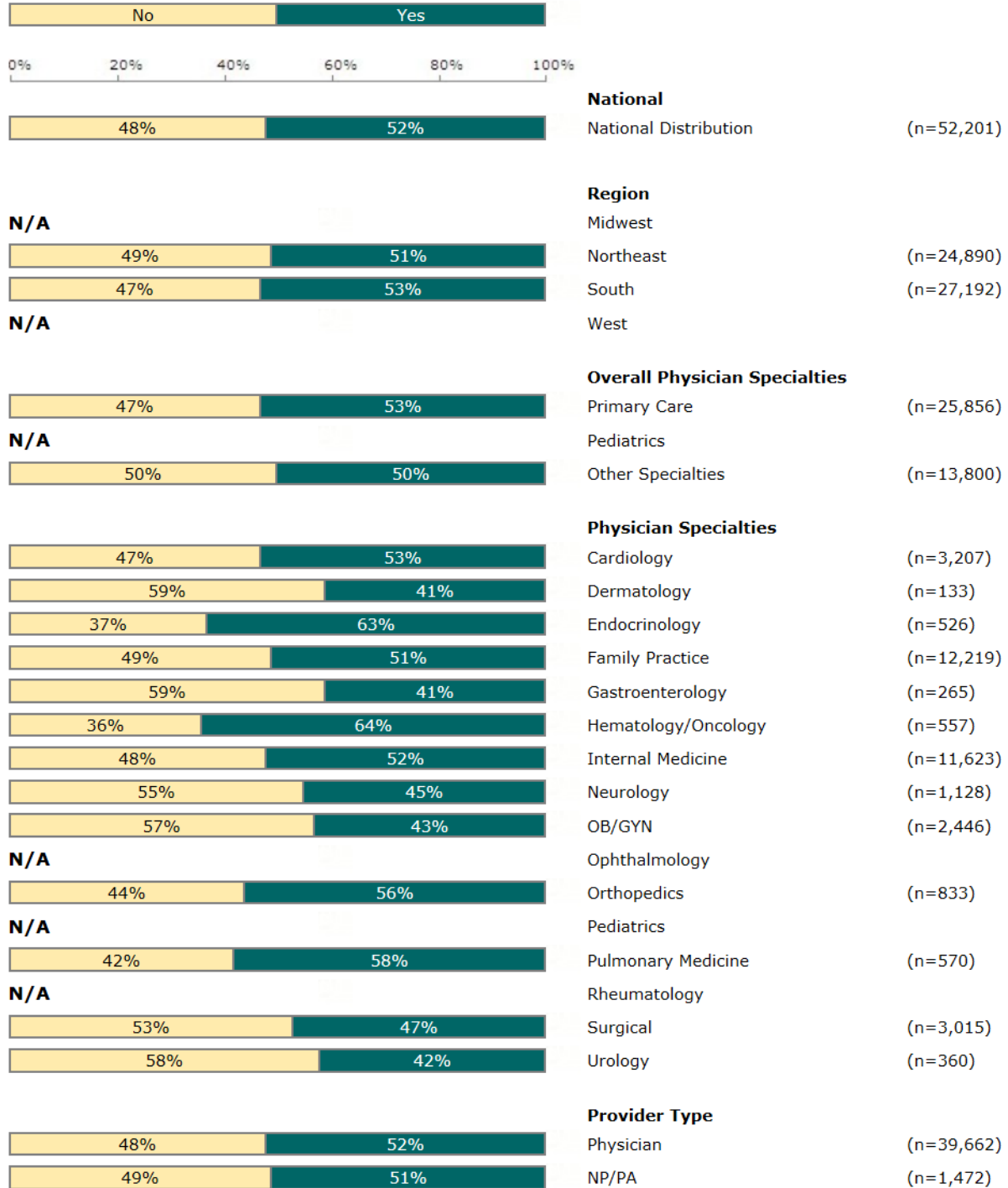
Patient Visits Each Week

< 100	(n=14,525)
100 - 199	(n=22,960)
200 - 299	(n=16,488)
300 - 499	(n=21,012)
500 - 699	(n=9,752)
> 700	(n=12,595)

12-month Adult PCMH 2.0 Supplemental Composites

Providers Support You in Taking Care of Your Own Health (PCMH)

Combines responses from two questions regarding providers support in taking care of your own health.

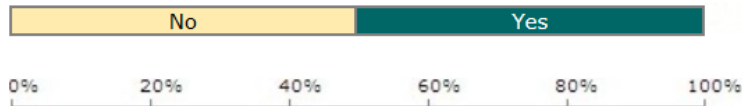


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Adult PCMH 2.0 Supplemental Composites

Providers Support You in Taking Care of Your Own Health (PCMH) – (continued)

Combines responses from two questions regarding providers support in taking care of your own health.



Practice Ownership and Affiliation

- Provider and/or Physician (n=110)
- Hospital or Health System (n=51,931)
- University or Academic Medical Center
- Community Health Center
- County
- Other



N/A

N/A

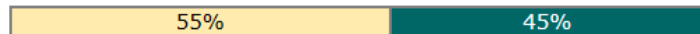
N/A

N/A



Survey Mode

- Mail (n=51,592)
- Phone (n=609)
- IVR
- Web/Internet



N/A

N/A



Provider Working Each Week

- 1 (n=2,578)
- 2 - 3 (n=9,306)
- 4 - 9 (n=24,756)
- 10 - 13 (n=2,181)
- 14 - 19 (n=2,322)
- > 20 (n=34)



Patient Visits Each Week

- < 100 (n=5,520)
- 100 - 199 (n=10,962)
- 200 - 299 (n=4,959)
- 300 - 499 (n=12,317)
- 500 - 699 (n=4,494)
- > 700 (n=2,978)

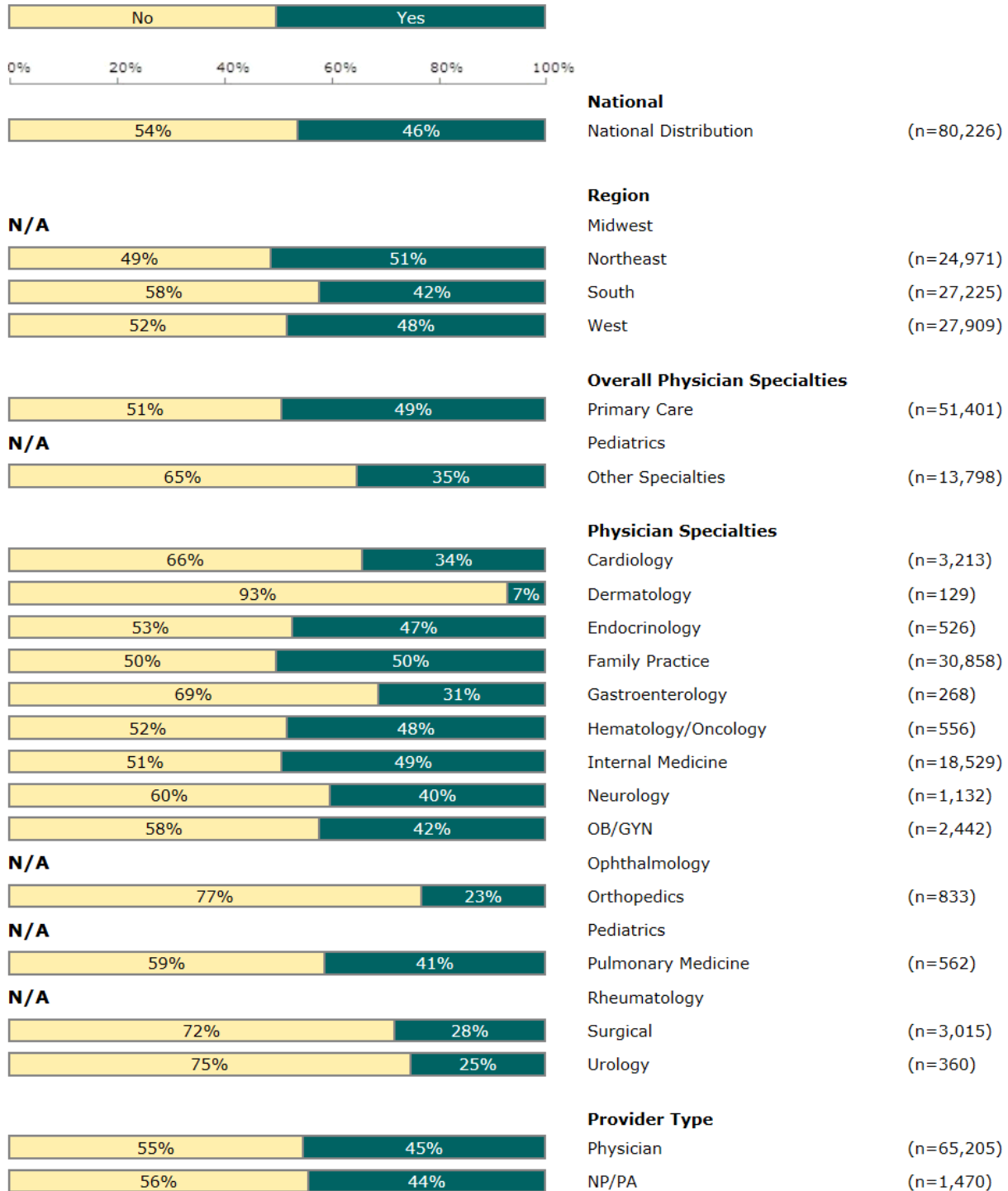


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Adult PCMH 2.0 Supplemental Composites

Providers Pay Attention to Your Mental or Emotional Health (PCMH)

Combines responses from three questions regarding providers pay attention to mental or emotional health.

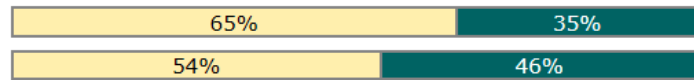
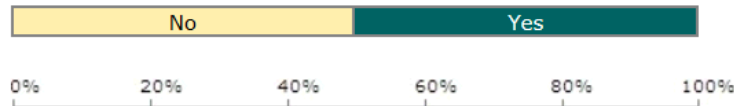


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Adult PCMH 2.0 Supplemental Composites

Providers Pay Attention to Your Mental or Emotional Health (PCMH) – (continued)

Combines responses from three questions regarding providers pay attention to mental or emotional health.



N/A

N/A

N/A



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=110)
Hospital or Health System	(n=52,047)
University or Academic Medical Center	
Community Health Center	
County	
Other	(n=27,909)

Survey Mode

Mail	(n=79,618)
Phone	(n=608)
IVR	
Web/Internet	

Provider Working Each Week

1	(n=2,567)
2 - 3	(n=9,321)
4 - 9	(n=24,796)
10 - 13	(n=2,181)
14 - 19	(n=2,327)
> 20	(n=34)

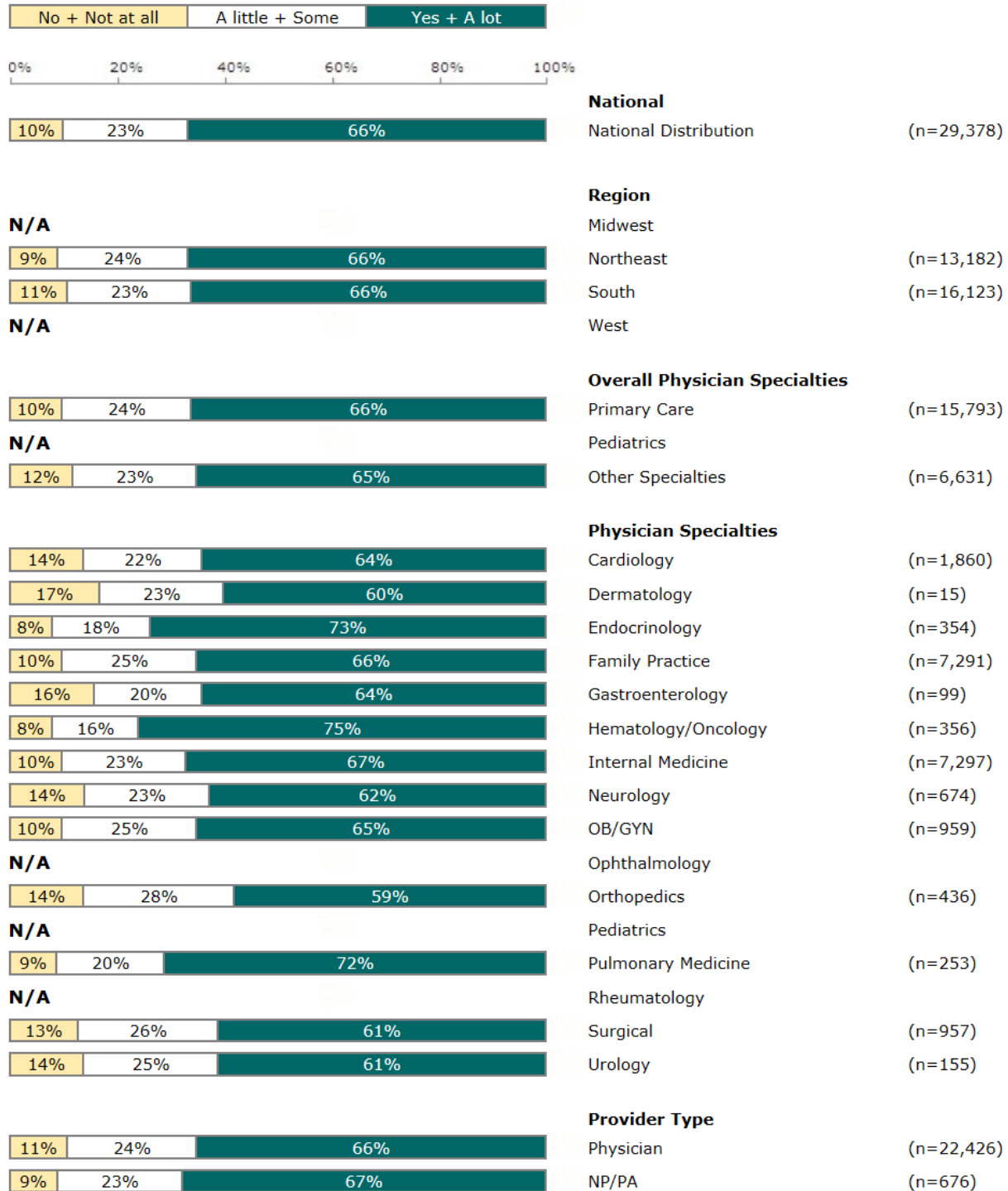
Patient Visits Each Week

< 100	(n=5,503)
100 - 199	(n=10,981)
200 - 299	(n=4,972)
300 - 499	(n=12,326)
500 - 699	(n=4,521)
> 700	(n=2,976)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Adult PCMH 2.0 Supplemental Composites
Providers Discuss Medication Decisions (PCMH)

Combines responses from three questions regarding providers discussing medication decisions.

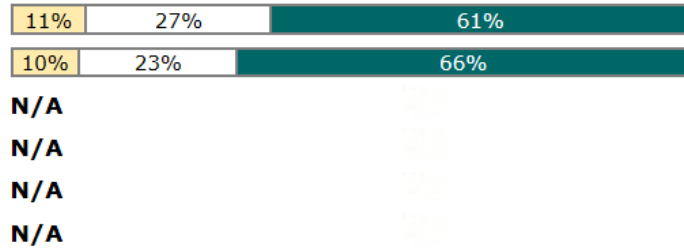
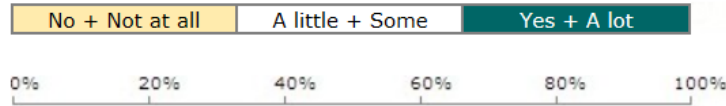


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Adult PCMH 2.0 Supplemental Composites

Providers Discuss Medication Decisions (PCMH) – (continued)

Combines responses from three questions regarding providers discussing medication decisions.



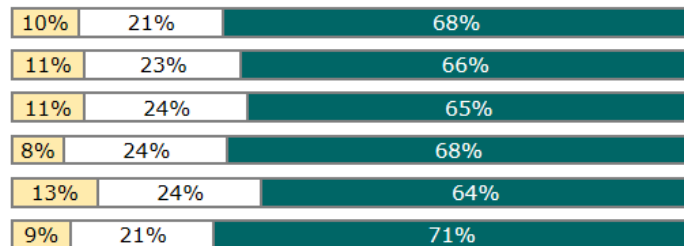
Practice Ownership and Affiliation

Provider and/or Physician	(n=43)
Hospital or Health System	(n=29,241)
University or Academic Medical Center	
Community Health Center	
County	
Other	



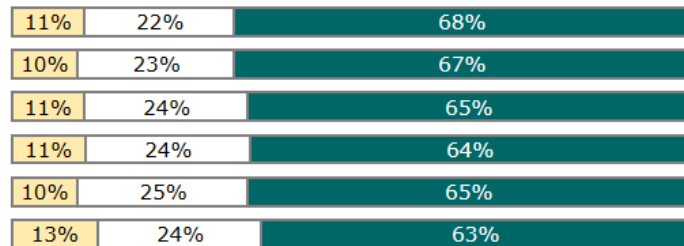
Survey Mode

Mail	(n=29,069)
Phone	(n=309)
IVR	
Web/Internet	



Provider Working Each Week

1	(n=1,448)
2 - 3	(n=5,138)
4 - 9	(n=13,531)
10 - 13	(n=1,188)
14 - 19	(n=1,288)
> 20	(n=20)



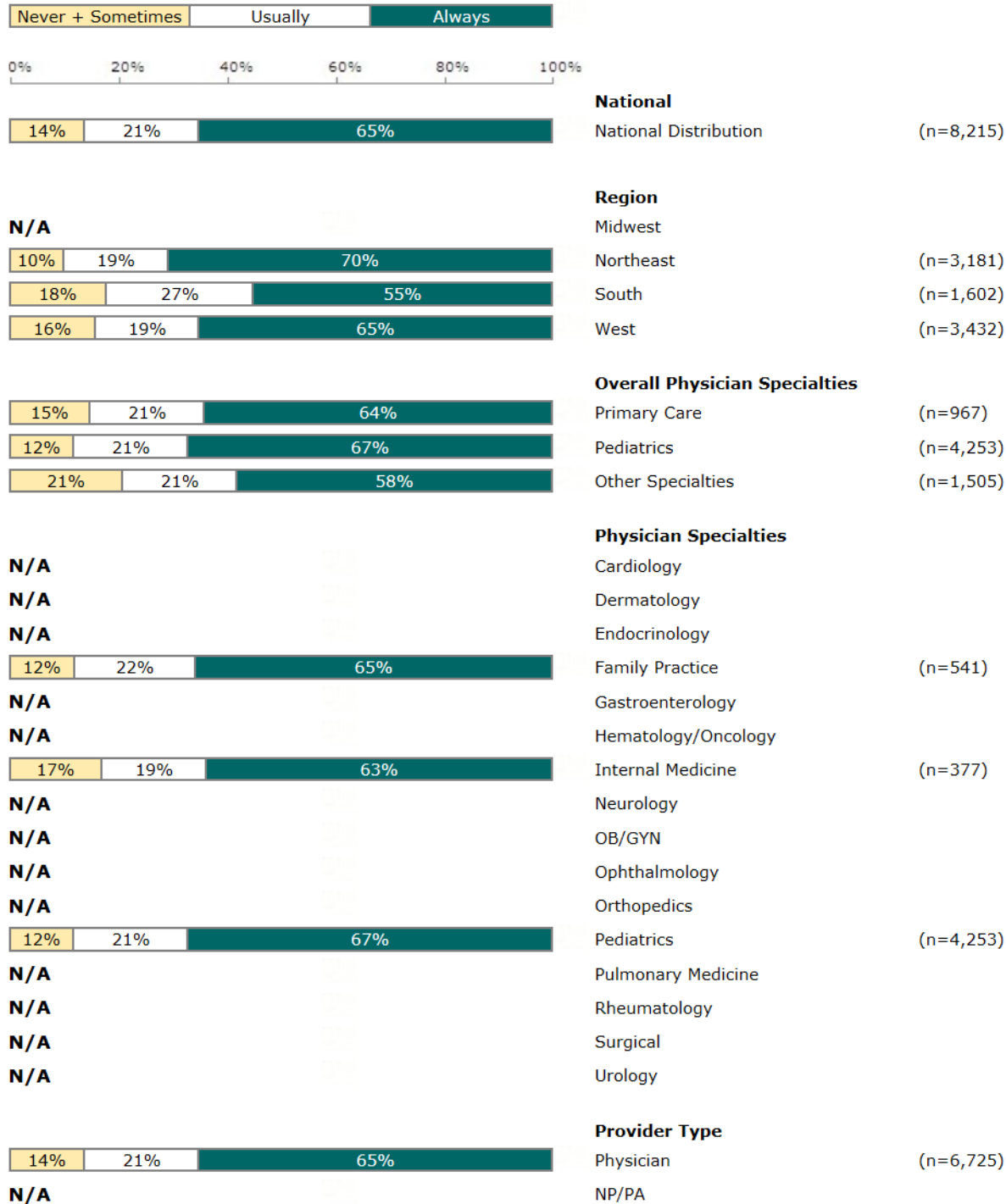
Patient Visits Each Week

< 100	(n=2,604)
100 - 199	(n=5,955)
200 - 299	(n=2,820)
300 - 499	(n=7,023)
500 - 699	(n=2,478)
> 700	(n=1,791)

12-month Child/PCMH 2.0 Combined Core Results

Getting Timely Appointments, Care, and Information

Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.

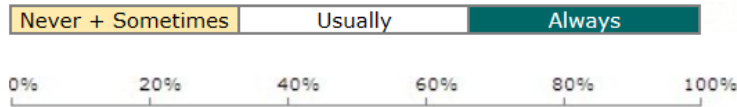


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Combined Core Results

Getting Timely Appointments, Care, and Information – (continued)

Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.



N/A



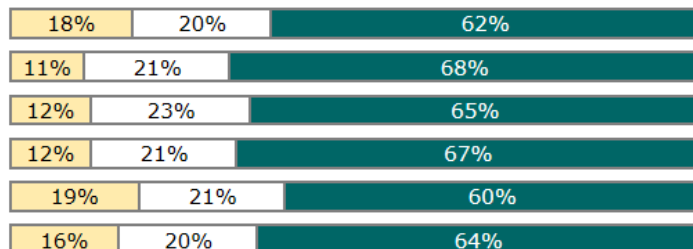
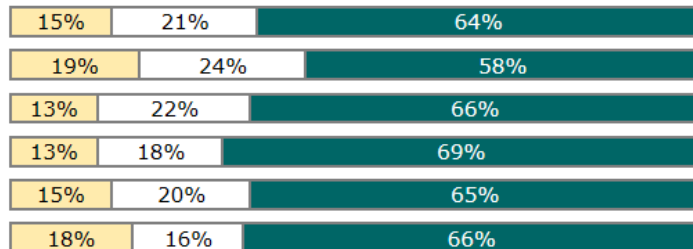
N/A

N/A

N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician

Hospital or Health System (n=4,372)

University or Academic Medical Center (n=3,432)

Community Health Center

County

Other

Survey Mode

Mail (n=2,996)

Phone (n=370)

IVR (n=4,701)

Web/Internet

Provider Working Each Week

1 (n=529)

2 - 3 (n=928)

4 - 9 (n=4,026)

10 - 13 (n=511)

14 - 19 (n=299)

> 20 (n=1,383)

Patient Visits Each Week

< 100 (n=956)

100 - 199 (n=1,281)

200 - 299 (n=899)

300 - 499 (n=2,840)

500 - 699 (n=1,662)

> 700 (n=449)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Combined Core Results

How Well Providers Communicate with Patients

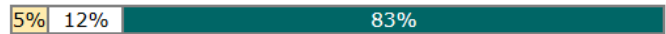
Combines responses from six questions regarding how often providers communicated well with patients.



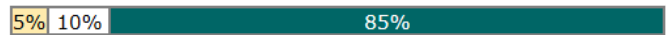
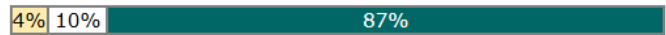
National
National Distribution (n=8,057)

N/A

Region
Midwest
Northeast (n=3,109)
South (n=1,602)
West (n=3,346)



Overall Physician Specialties
Primary Care (n=949)
Pediatrics (n=4,152)
Other Specialties (n=1,478)



N/A

Physician Specialties
Cardiology
Dermatology
Endocrinology
Family Practice (n=531)
Gastroenterology
Hematology/Oncology
Internal Medicine (n=369)
Neurology
OB/GYN
Ophthalmology
Orthopedics
Pediatrics (n=4,152)
Pulmonary Medicine
Rheumatology
Surgical
Urology

N/A

N/A



N/A

N/A



N/A

N/A

N/A

N/A



N/A

N/A

N/A

N/A



Provider Type
Physician (n=6,579)
NP/PA

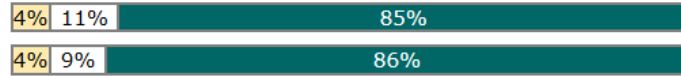
N/A

12-Month Child/PCMH 2.0 Combined Core Results

How Well Providers Communicate with Patients – (continued)



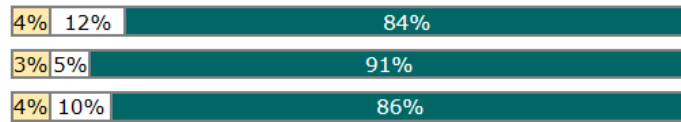
N/A



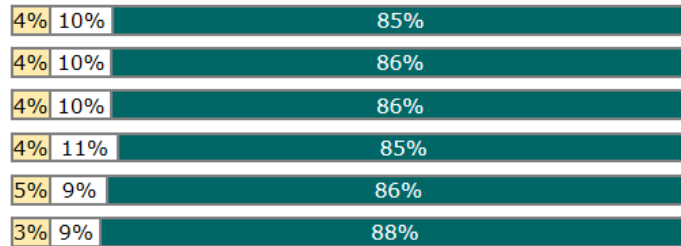
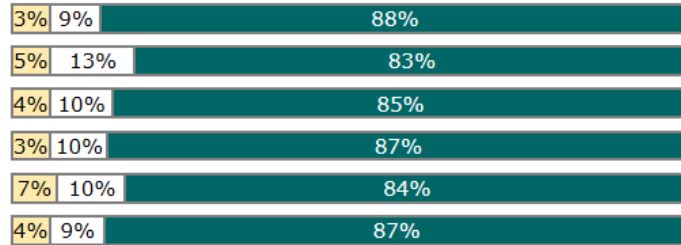
N/A

N/A

N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	
Hospital or Health System	(n=4,300)
University or Academic Medical Center	(n=3,346)
Community Health Center	
County	
Other	

Survey Mode

Mail	(n=2,995)
Phone	(n=367)
IVR	(n=4,547)
Web/Internet	

Provider Working Each Week

1	(n=521)
2 - 3	(n=922)
4 - 9	(n=3,951)
10 - 13	(n=493)
14 - 19	(n=296)
> 20	(n=1,334)

Patient Visits Each Week

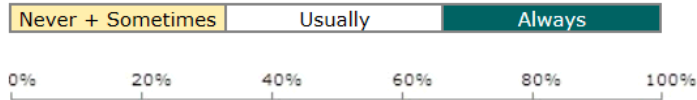
< 100	(n=937)
100 - 199	(n=1,267)
200 - 299	(n=883)
300 - 499	(n=2,774)
500 - 699	(n=1,623)
> 700	(n=444)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Combined Core Results

Helpful, Courteous, and Respectful Office Staff

Combines responses from two questions regarding how often staff communicated well with patients.



National
National Distribution (n=7,556)

N/A



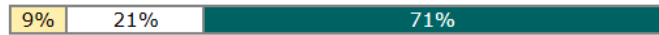
Region
Midwest
Northeast (n=2,966)



South (n=1,599)



West (n=2,991)



Overall Physician Specialties
Primary Care (n=885)



Pediatrics (n=3,904)



Other Specialties (n=1,377)

N/A

Physician Specialties

N/A

Cardiology

N/A

Dermatology

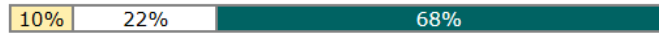


Family Practice (n=495)

N/A

Gastroenterology

N/A



Hematology/Oncology

Internal Medicine (n=341)

N/A

Neurology

N/A

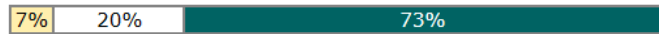
OB/GYN

N/A

Ophthalmology

N/A

Orthopedics



Pediatrics (n=3,904)

N/A

Pulmonary Medicine

N/A

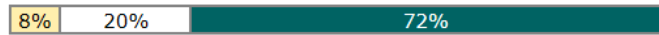
Rheumatology

N/A

Surgical

N/A

Urology



Provider Type
Physician (n=6,166)

N/A

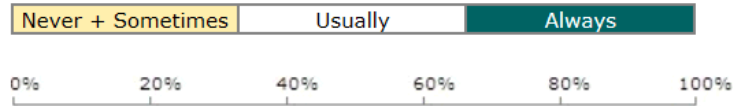
NP/PA

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Combined Core Results

Helpful, Courteous, and Respectful Office Staff – (continued)

Combines responses from two questions regarding how often staff communicated well with patients.



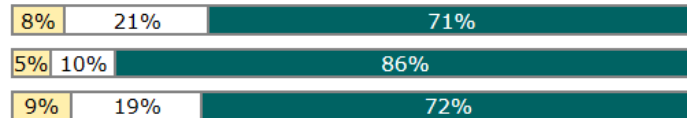
N/A



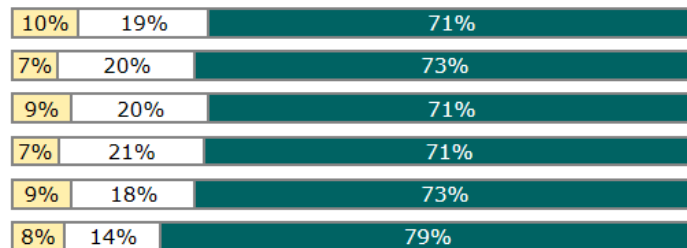
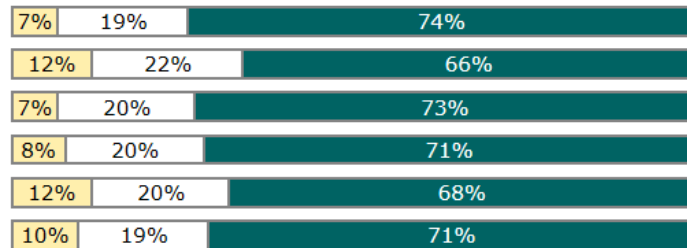
N/A

N/A

N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	
Hospital or Health System	(n=4,154)
University or Academic Medical Center	(n=2,991)
Community Health Center	
County	
Other	

Survey Mode

Mail	(n=2,992)
Phone	(n=363)
IVR	(n=4,054)
Web/Internet	

Provider Working Each Week

1	(n=489)
2 - 3	(n=917)
4 - 9	(n=3,682)
10 - 13	(n=448)
14 - 19	(n=272)
> 20	(n=1,212)

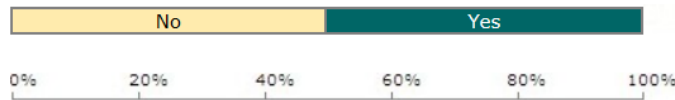
Patient Visits Each Week

< 100	(n=881)
100 - 199	(n=1,215)
200 - 299	(n=843)
300 - 499	(n=2,609)
500 - 699	(n=1,474)
> 700	(n=409)

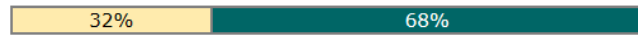
12-month Child/PCMH 2.0 Supplemental Composites

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

Combines responses from six questions regarding how much attention was paid to the child’s growth and development.



N/A



N/A



N/A

N/A

N/A



N/A

N/A



N/A

N/A

N/A

N/A



N/A

N/A

N/A

N/A



N/A

National
National Distribution (n=3,062)

Region
Midwest
Northeast (n=1,462)
South (n=1,600)
West

Overall Physician Specialties
Primary Care (n=333)
Pediatrics (n=1,601)
Other Specialties (n=509)

Physician Specialties
Cardiology
Dermatology
Endocrinology
Family Practice (n=169)
Gastroenterology
Hematology/Oncology
Internal Medicine (n=115)
Neurology
OB/GYN
Ophthalmology
Orthopedics
Pediatrics (n=1,601)
Pulmonary Medicine
Rheumatology
Surgical
Urology

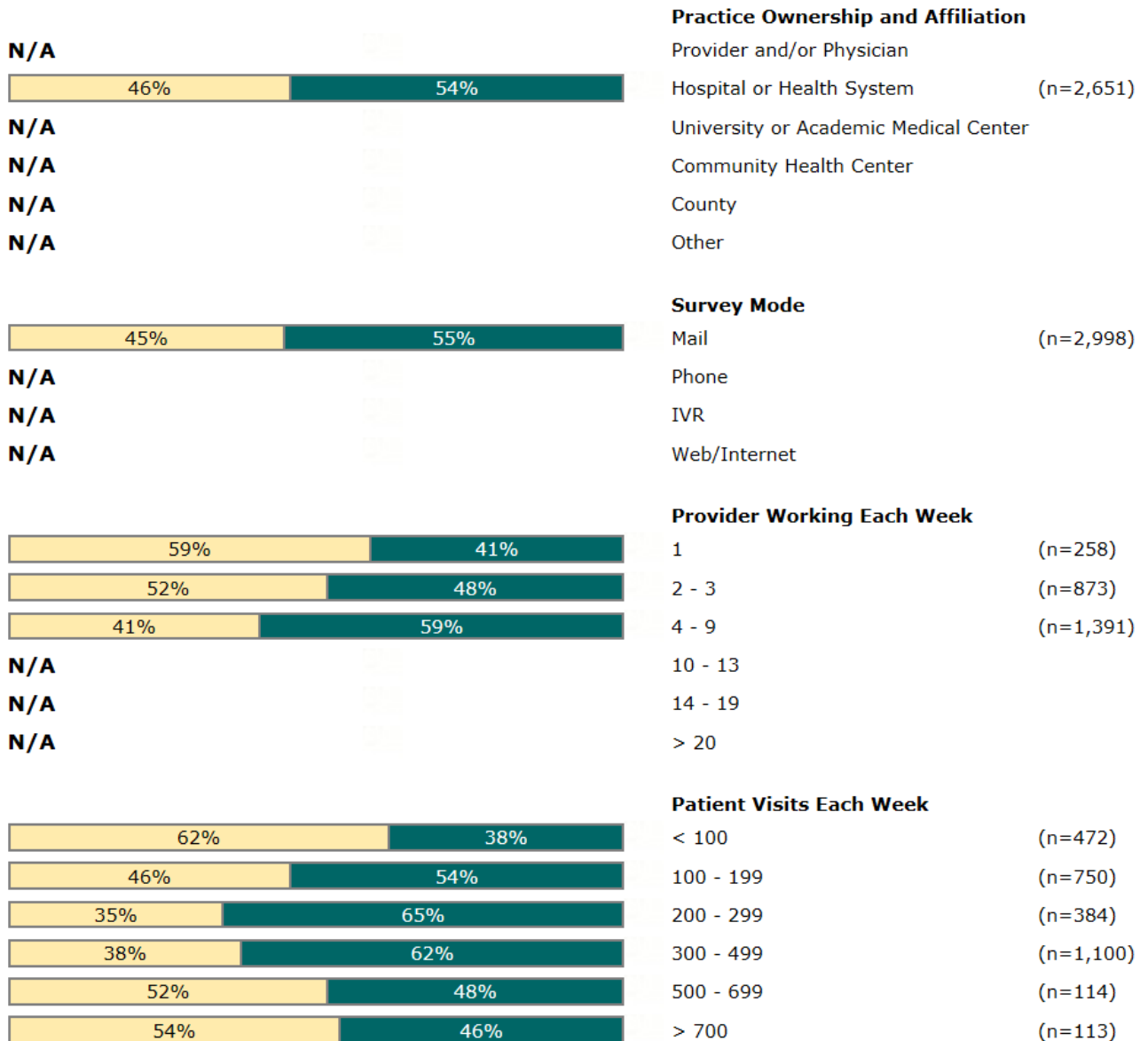
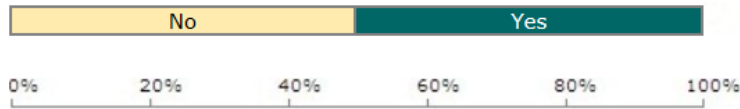
Provider Type
Physician (n=2,443)
NP/PA

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Supplemental Composite

Provider’s Attention to Your Child’s Growth and Development – (continued)

Combines responses from six questions regarding how much attention was paid to the child’s growth and development.

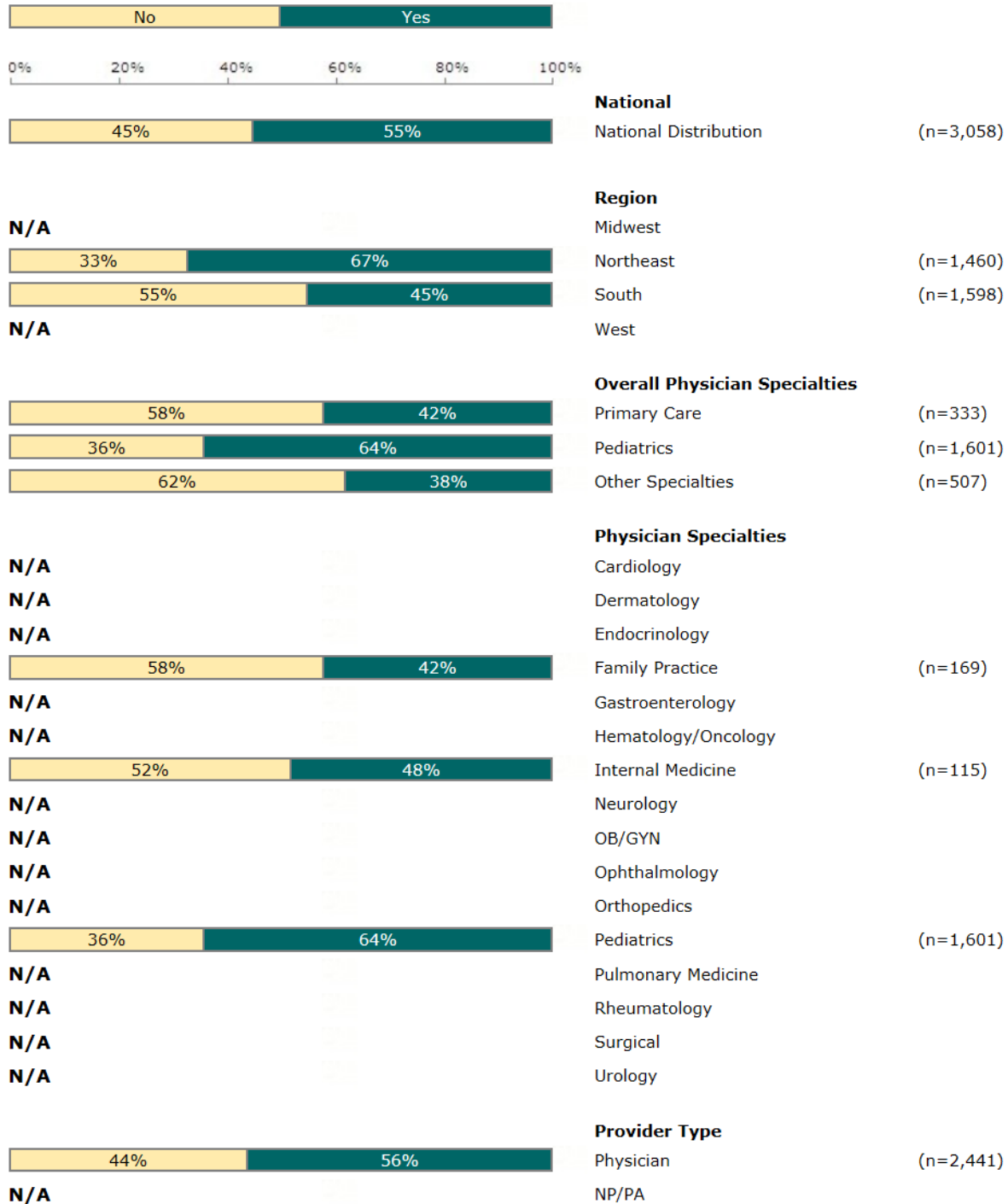


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Supplemental Composite

Provider's Advice on Keeping Your Child Safe and Healthy

Combines responses from five questions regarding the advice providers offered on keeping the child healthy and safe.

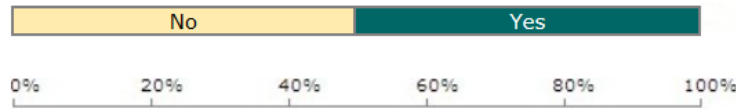


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Supplemental Composite

Provider's Advice on Keeping Your Child Safe and Healthy – (continued)

Combines responses from five questions regarding the advice providers offered on keeping the child healthy and safe.

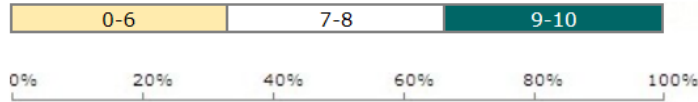


Response	Practice Ownership and Affiliation	Survey Mode	Provider Working Each Week	Patient Visits Each Week
N/A	Provider and/or Physician	Mail (n=2,994)	1 (n=257)	< 100 (n=471)
46% No / 54% Yes	Hospital or Health System (n=2,647)	Phone	2 - 3 (n=871)	100 - 199 (n=748)
N/A	University or Academic Medical Center	IVR	4 - 9 (n=1,390)	200 - 299 (n=384)
N/A	Community Health Center	Web/Internet	10 - 13	300 - 499 (n=1,099)
N/A	County		14 - 19	500 - 699 (n=114)
N/A	Other		> 20	> 700 (n=113)
45% No / 55% Yes				
N/A				
N/A				
N/A				
59% No / 41% Yes				
51% No / 49% Yes				
42% No / 58% Yes				
N/A				
N/A				
N/A				
60% No / 40% Yes				
44% No / 56% Yes				
32% No / 68% Yes				
41% No / 59% Yes				
52% No / 48% Yes				
56% No / 44% Yes				

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Combined Core Results

Patients' Rating of the Provider



National
National Distribution (n=7,322)

N/A



Region
Midwest
Northeast (n=2,857)



South (n=1,595)



West (n=2,870)



Overall Physician Specialties
Primary Care (n=863)



Pediatrics (n=3,769)

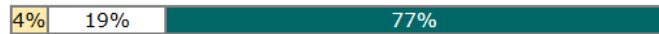


Other Specialties (n=1,344)

N/A

N/A

N/A



Physician Specialties
Cardiology
Dermatology
Endocrinology
Family Practice (n=481)

N/A

N/A



Gastroenterology
Hematology/Oncology
Internal Medicine (n=333)

N/A

N/A

N/A

N/A



Neurology
OB/GYN
Ophthalmology
Orthopedics
Pediatrics (n=3,769)

N/A

N/A

N/A

N/A



Provider Type
Physician (n=5,976)

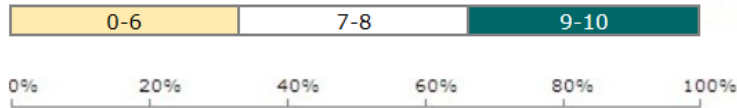
N/A

NP/PA

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Supplemental Composite

Patients' Rating of the Provider – (continued)



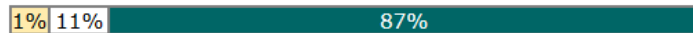
N/A



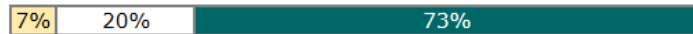
N/A

N/A

N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician

Hospital or Health System (n=4,041)

University or Academic Medical Center (n=2,870)

Community Health Center

County

Other

Survey Mode

Mail (n=2,982)

Phone (n=360)

IVR (n=3,833)

Web/Internet

Provider Working Each Week

1 (n=488)

2 - 3 (n=910)

4 - 9 (n=3,579)

10 - 13 (n=410)

14 - 19 (n=254)

> 20 (n=1,142)

Patient Visits Each Week

< 100 (n=875)

100 - 199 (n=1,194)

200 - 299 (n=792)

300 - 499 (n=2,534)

500 - 699 (n=1,404)

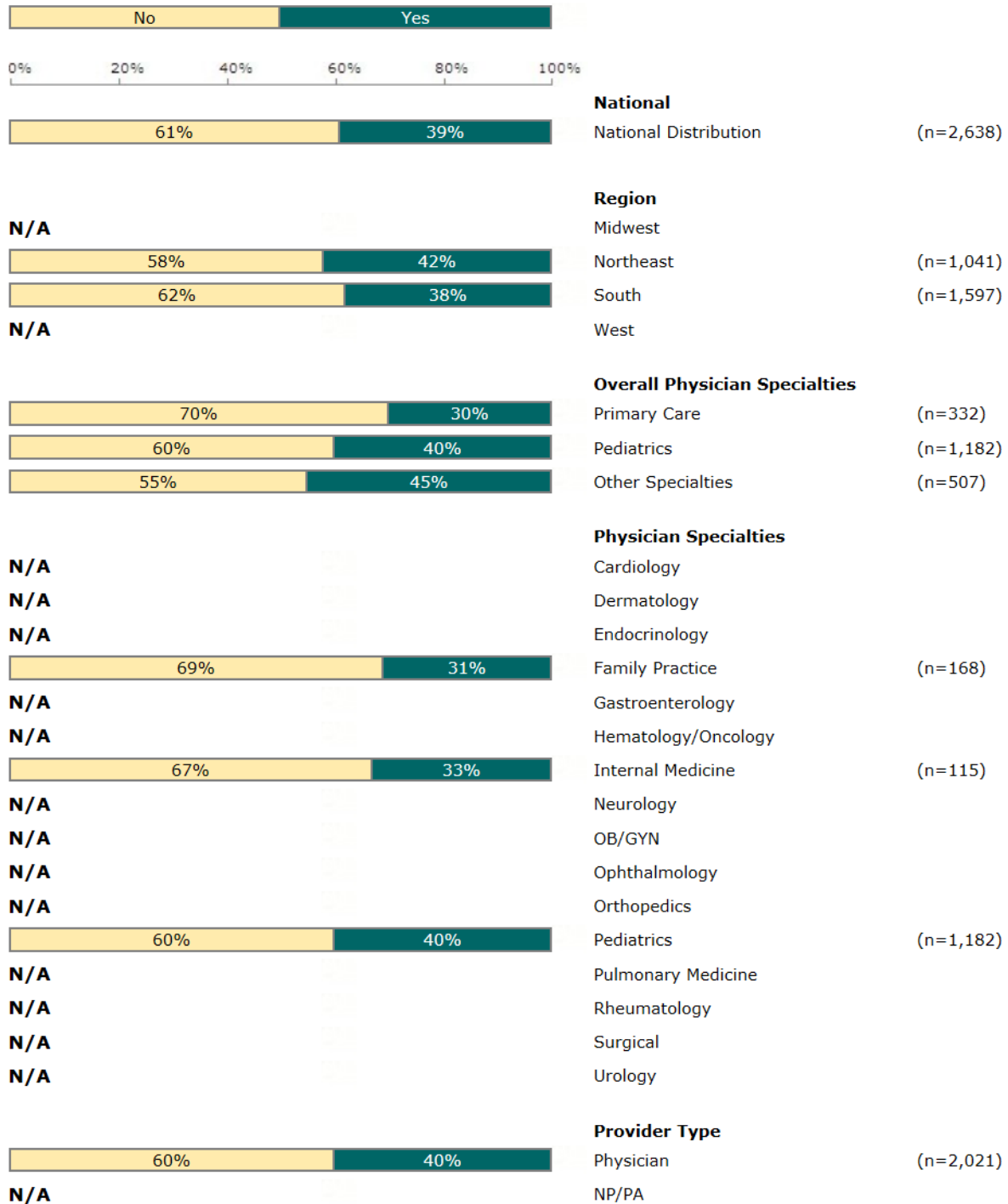
> 700 (n=395)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Supplemental Composite

Providers Support You in Taking Care of Your Child's Health (PCMH)

Combines responses from two questions regarding providers support in taking care of your own health.

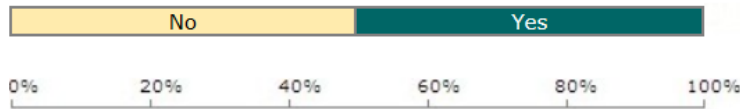


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12-Month Child/PCMH 2.0 Supplemental Composite

Providers Support You in Taking Care of Your Child’s Health (PCMH) – (continued)

Combines responses from two questions regarding providers support in taking care of your own health.



N/A



N/A

N/A

N/A

N/A

Practice Ownership and Affiliation

Provider and/or Physician

Hospital or Health System (n=2,638)

University or Academic Medical Center

Community Health Center

County

Other

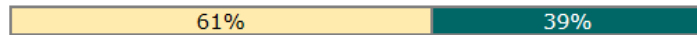
Survey Mode

Mail (n=2,638)

Phone

IVR

Web/Internet



N/A

N/A

N/A

Provider Working Each Week

1 (n=256)

2 - 3 (n=871)

4 - 9 (n=1,386)

10 - 13

14 - 19

> 20



N/A

N/A

N/A

Patient Visits Each Week

< 100 (n=470)

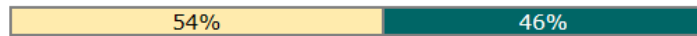
100 - 199 (n=645)

200 - 299 (n=381)

300 - 499 (n=790)

500 - 699 (n=114)

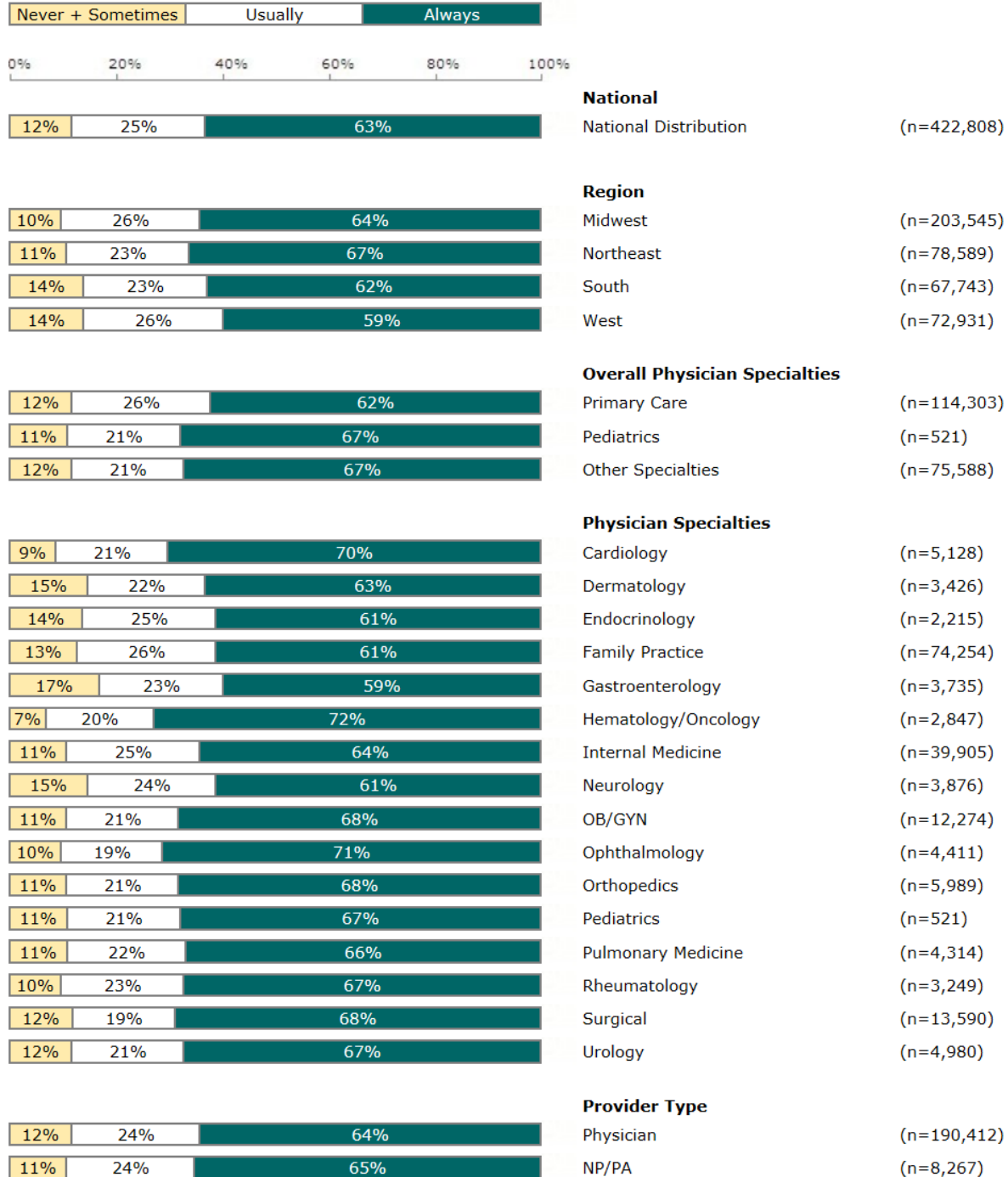
> 700 (n=113)



Visit Adult 2.0

Getting Timely Appointments, Care, and Information

Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.

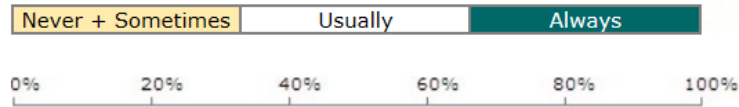


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Getting Timely Appointments, Care, and Information – (continued)

Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.

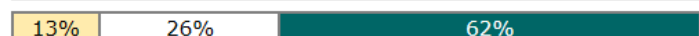
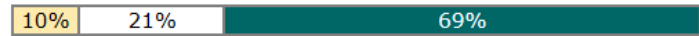


N/A



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=55,123)
Hospital or Health System	(n=335,322)
University or Academic Medical Center	
Community Health Center	(n=29,530)
County	
Other	

Survey Mode

Mail	(n=297,215)
Phone	(n=10,079)
IVR	(n=9,823)
Web/Internet	(n=105,691)

Provider Working Each Week

1	(n=12,192)
2 - 3	(n=47,128)
4 - 9	(n=96,558)
10 - 13	(n=20,715)
14 - 19	(n=9,584)
> 20	(n=38,394)

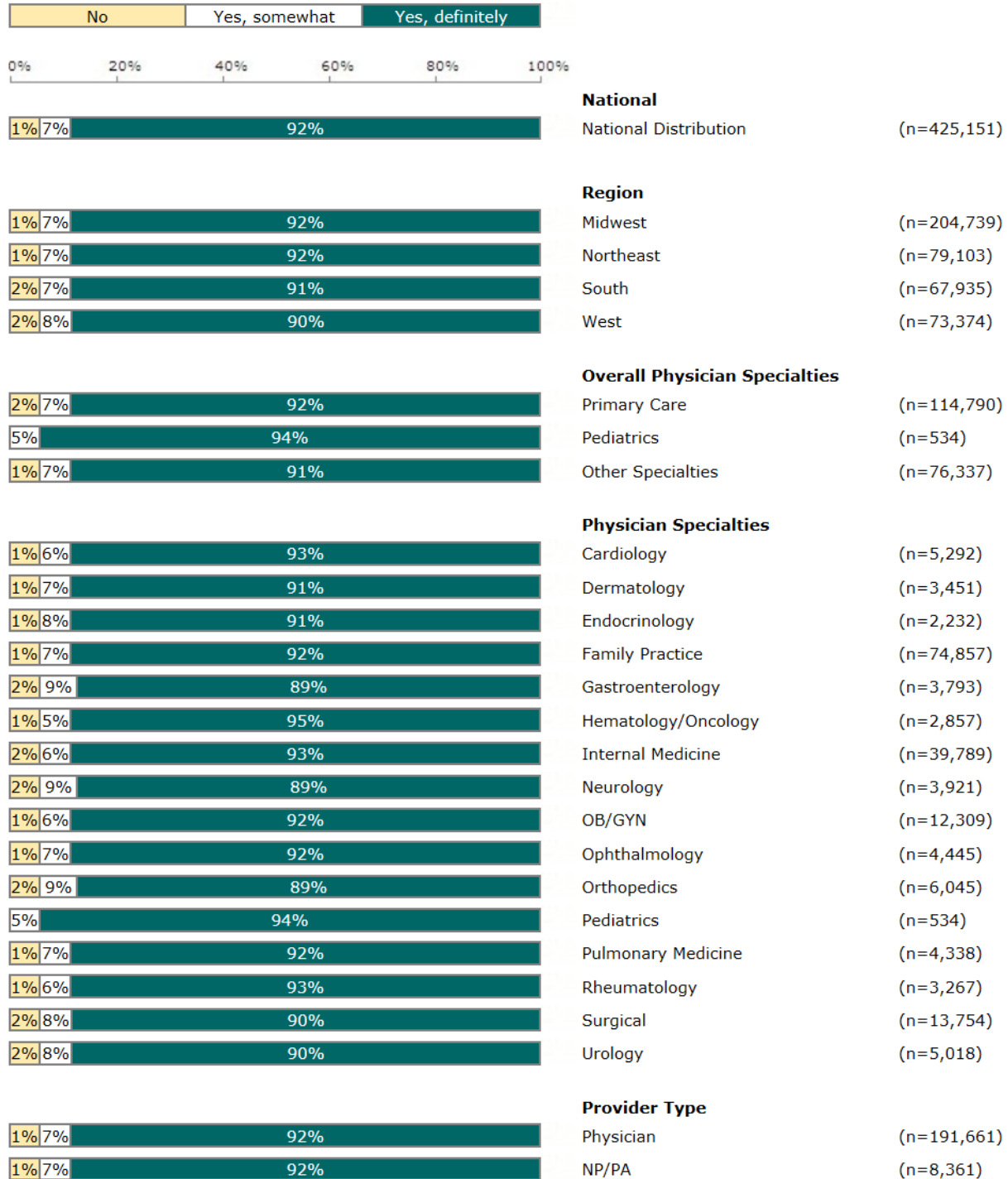
Patient Visits Each Week

< 100	(n=33,892)
100 - 199	(n=43,625)
200 - 299	(n=39,653)
300 - 499	(n=50,301)
500 - 699	(n=16,311)
> 700	(n=58,559)

Visit Adult 2.0

How Well Providers Communicate with Patients

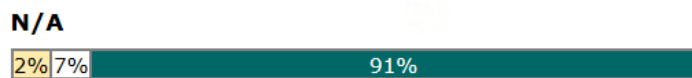
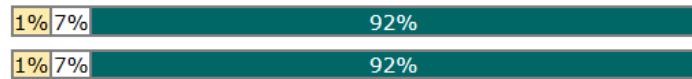
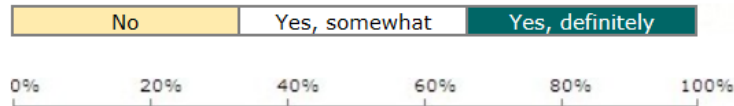
Combines responses from six questions regarding how often providers communicated well with patients.



Visit Adult 2.0

How Well Providers Communicate with Patients – (continued)

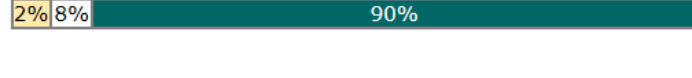
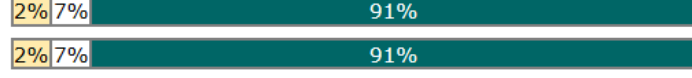
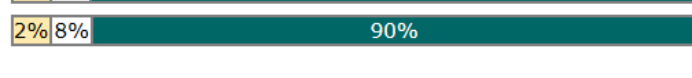
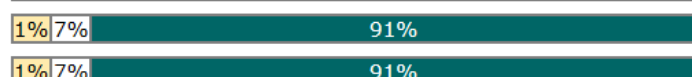
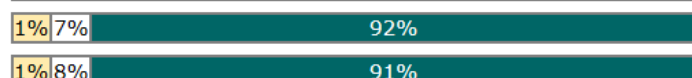
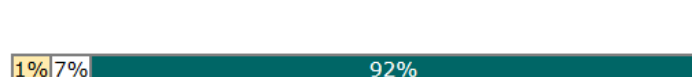
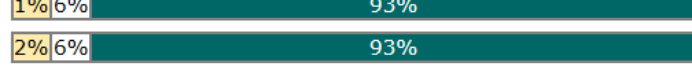
Combines responses from six questions regarding how often providers communicated well with patients.



N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=56,383)
Hospital or Health System	(n=336,206)
University or Academic Medical Center	
Community Health Center	(n=29,676)
County	
Other	

Survey Mode

Mail	(n=298,727)
Phone	(n=11,214)
IVR	(n=9,436)
Web/Internet	(n=105,774)

Provider Working Each Week

1	(n=12,303)
2 - 3	(n=47,470)
4 - 9	(n=97,246)
10 - 13	(n=20,789)
14 - 19	(n=9,638)
> 20	(n=38,837)

Patient Visits Each Week

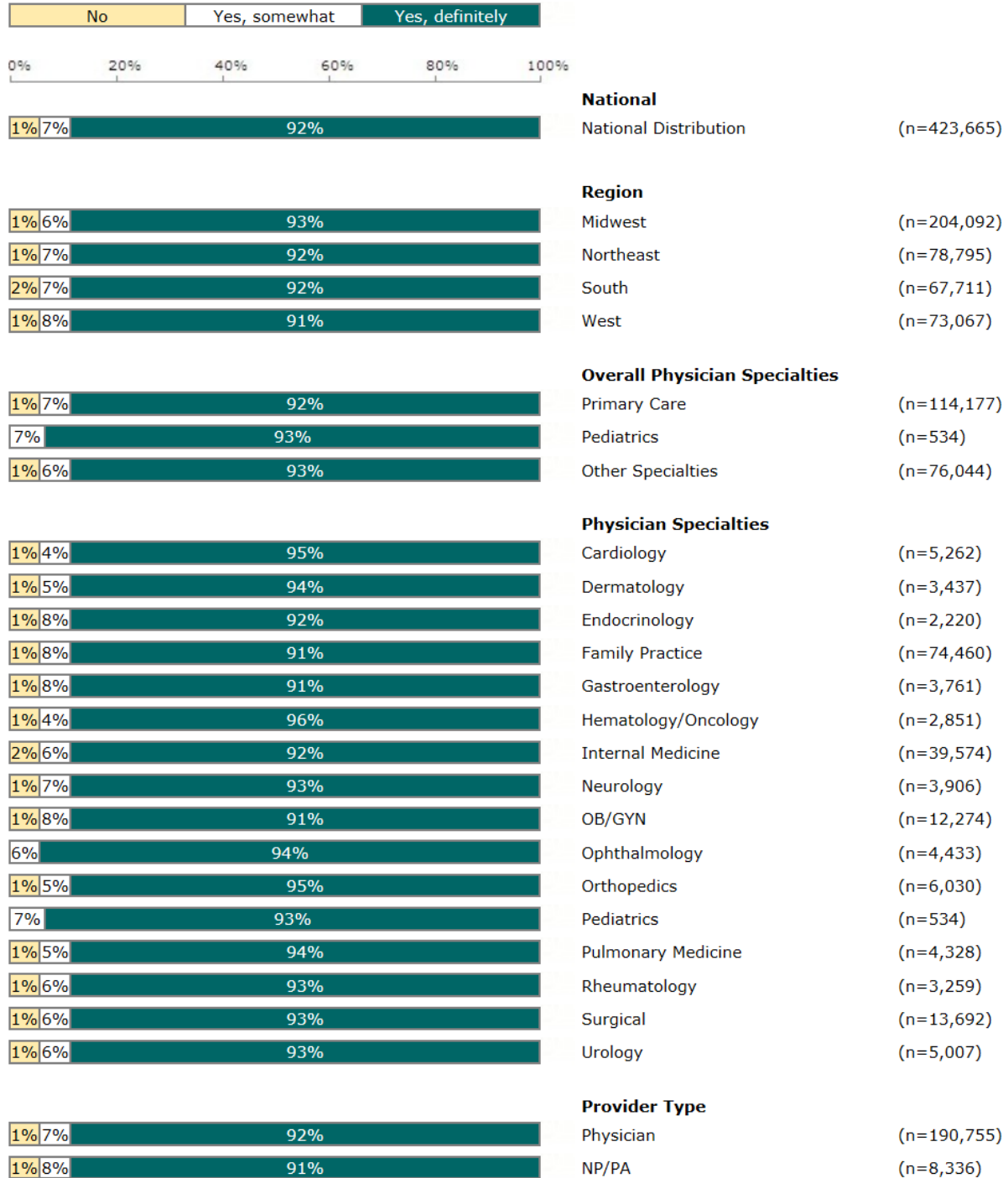
< 100	(n=34,115)
100 - 199	(n=43,862)
200 - 299	(n=40,001)
300 - 499	(n=50,619)
500 - 699	(n=16,413)
> 700	(n=59,136)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Helpful, Courteous, and Respectful Office Staff

Combines responses from two questions regarding how often staff communicated well with patients.

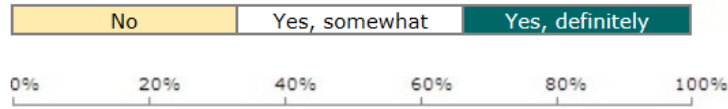


2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Helpful, Courteous, and Respectful Office Staff – (continued)

Combines responses from two questions regarding how often staff communicated well with patients.



N/A



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=56,176)
Hospital or Health System	(n=335,061)
University or Academic Medical Center	
Community Health Center	(n=29,582)
County	
Other	

Survey Mode

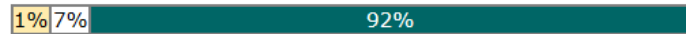
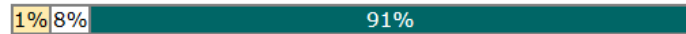
Mail	(n=297,700)
Phone	(n=11,155)
IVR	(n=9,112)
Web/Internet	(n=105,698)

Provider Working Each Week

1	(n=12,253)
2 - 3	(n=47,210)
4 - 9	(n=96,784)
10 - 13	(n=20,642)
14 - 19	(n=9,602)
> 20	(n=38,651)

Patient Visits Each Week

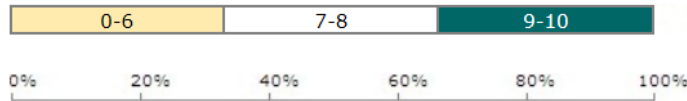
< 100	(n=33,869)
100 - 199	(n=43,669)
200 - 299	(n=39,825)
300 - 499	(n=50,352)
500 - 699	(n=16,343)
> 700	(n=58,870)



2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Patients' Rating of the Provider

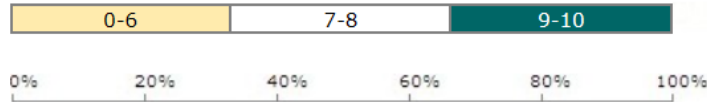


Rating	0-6	7-8	9-10	Category	Count (n)
	4%	14%	82%	National National Distribution	(n=419,380)
	4%	14%	83%	Region Midwest	(n=202,108)
	4%	15%	81%	Northeast	(n=78,086)
	4%	13%	82%	South	(n=66,960)
	5%	16%	79%	West	(n=72,226)
	4%	15%	81%	Overall Physician Specialties Primary Care	(n=112,806)
	3%	14%	83%	Pediatrics	(n=532)
	4%	13%	83%	Other Specialties	(n=75,115)
	3%	11%	86%	Physician Specialties Cardiology	(n=5,187)
	3%	14%	83%	Dermatology	(n=3,410)
	5%	15%	80%	Endocrinology	(n=2,211)
	4%	15%	81%	Family Practice	(n=73,538)
	5%	16%	79%	Gastroenterology	(n=3,735)
	2%	9%	89%	Hematology/Oncology	(n=2,816)
	3%	14%	83%	Internal Medicine	(n=39,126)
	5%	17%	79%	Neurology	(n=3,842)
	3%	14%	83%	OB/GYN	(n=12,138)
	3%	11%	86%	Ophthalmology	(n=4,345)
	5%	14%	82%	Orthopedics	(n=5,950)
	3%	14%	83%	Pediatrics	(n=532)
	3%	13%	83%	Pulmonary Medicine	(n=4,278)
	3%	12%	85%	Rheumatology	(n=3,232)
	4%	13%	83%	Surgical	(n=13,557)
	4%	14%	82%	Urology	(n=4,921)
	4%	14%	82%	Provider Type Physician	(n=188,453)
	4%	16%	80%	NP/PA	(n=8,241)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Patients' Rating of the Provider – (continued)

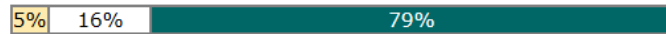
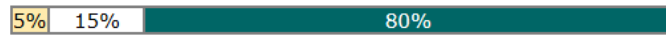
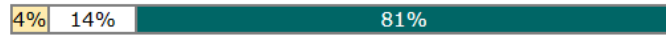
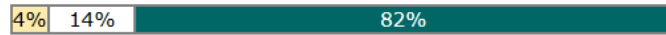


N/A



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=55,585)
Hospital or Health System	(n=331,785)
University or Academic Medical Center	
Community Health Center	(n=29,166)
County	
Other	

Survey Mode

Mail	(n=294,279)
Phone	(n=11,113)
IVR	(n=8,598)
Web/Internet	(n=105,390)

Provider Working Each Week

1	(n=12,109)
2 - 3	(n=46,585)
4 - 9	(n=95,685)
10 - 13	(n=20,379)
14 - 19	(n=9,487)
> 20	(n=38,215)

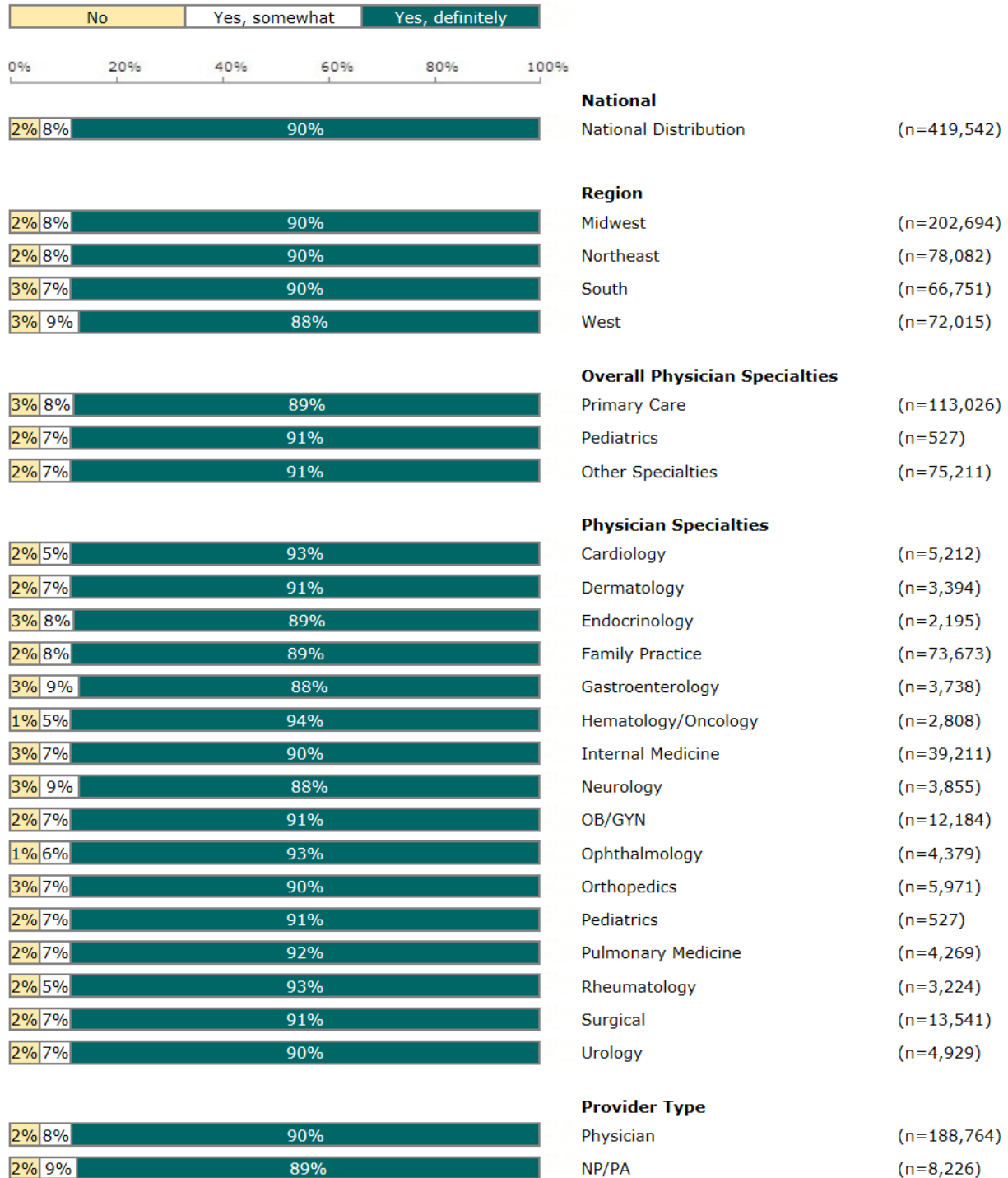
Patient Visits Each Week

< 100	(n=33,431)
100 - 199	(n=43,118)
200 - 299	(n=39,397)
300 - 499	(n=49,730)
500 - 699	(n=16,155)
> 700	(n=58,299)

2013 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

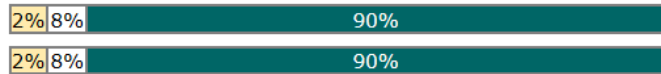
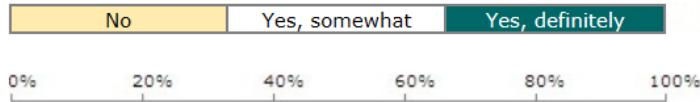
Visit Adult 2.0

Willingness to Recommend the Provider's Office



Visit Adult 2.0

Willingness to Recommend the Provider’s Office – (continued)



N/A



N/A

N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=55,585)
Hospital or Health System	(n=331,998)
University or Academic Medical Center	
Community Health Center	(n=29,125)
County	
Other	

Survey Mode

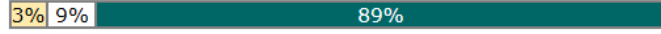
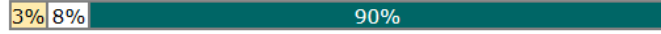
Mail	(n=293,913)
Phone	(n=11,050)
IVR	(n=9,053)
Web/Internet	(n=105,526)

Provider Working Each Week

1	(n=12,134)
2 - 3	(n=46,717)
4 - 9	(n=95,784)
10 - 13	(n=20,476)
14 - 19	(n=9,503)
> 20	(n=38,075)

Patient Visits Each Week

< 100	(n=33,587)
100 - 199	(n=43,182)
200 - 299	(n=39,406)
300 - 499	(n=49,844)
500 - 699	(n=16,116)
> 700	(n=58,213)



Appendix A. About the CG-CAHPS Database

CAHPS Database

The primary purpose of the CAHPS Database is to facilitate comparisons of CAHPS survey results by and among survey users. This voluntary compilation of survey results from a large pool of data into a single national database enables survey users to compare their own results to relevant benchmarks (i.e., reference points such as national and regional averages). The CAHPS Database also offers an important source of primary data for research related to consumer assessments of quality as measured by CAHPS surveys.

CAHPS Clinician & Group Survey Database

The CAHPS Clinician & Group Survey (CG-CAHPS) Database is one component of the CAHPS Database. It was developed in response to the growing demand for comparative results for the various versions of the CG-CAHPS Survey, including the 12-month, Visit, and Patient-Centered Medical Home (PCMH) versions. In May 2011, the first set of comparative results for both the 12-month and Visit versions was released through the CAHPS Database Online Reporting System. Since then comparative results have been released annually, with the most current set of results for CG-CAHPS data collected in 2013 released in July 2014. To date the CG-CAHPS Database includes four sets of annual data (for the years 2010, 2011, 2012, and 2013) representing over 2.1 million respondents across all CG-CAHPS survey versions.

CAHPS Database Online Reporting System

The CAHPS Database Online Reporting System is a Web-based platform for viewing CAHPS Health Plan Survey and Clinician & Group Survey results. The reporting system consists of two major components: (1) a public site available to anyone with access to the Internet and (2) a submitter's site available only to survey users that contribute data.

Public Site

The public site presents a variety of CG-CAHPS survey results such as composite measures and individual survey items, organized according to survey version and field period. Displays include the following:

- **“Top Box” Scores:** Top box scores display the percentage of respondents reporting the most positive response for a composite, rating, or question item. Top box scores are presented for several practice characteristics, such as region, physician specialty, practice ownership, and survey mode. Top box scores are also presented for the 90th, 75th, 50th, and 25th percentiles (i.e., the percentage of practice sites that scored at or below a particular top box score).
- **Frequencies:** One-way frequency tables display the distribution of scores (by percent and number of respondents) for all response options. Two-way frequency tables display the distribution of scores for all response options for selected respondent and practice characteristics.
- **Bar charts:** Bar charts display a graphical distribution of survey results that show the top, bottom, and middle response categories. Bar charts present results for the national distribution as well as for selected practice characteristics.
- **Report builder:** The report builder feature allows users to create custom reports on demand, consisting of all results of interest.

Submitter's Site

Survey users that submit data to the CG-CAHPS Database are provided access to a secure, password-protected area of the online reporting system that allows them to compare their own results to selected benchmarks. This secure site has all of the features of the public site, with the added benefit of viewing the individual group or practice site scores that have been contributed by the submitting organization. In addition, the bar chart feature on the submitter's site shows tests of statistical differences for individual practice site scores. A report manager function allows the submitter to share secure results with other users if they choose.

Research Files

Researchers may gain authorized access to de-identified data files from the CG-CAHPS Database to help answer important health services research questions related to patient experience of care as measured by CAHPS. CG-CAHPS Survey data may be granted to researchers who submit an application and sign a data use agreement that ensures the confidentiality of the data. A description of the data application process is at <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>.

Participating in the CG-CAHPS Database

Participation in the CG-CAHPS Database is free and open to all survey users on a voluntary basis. There is no charge to participate. All medical groups, practices, health systems, and survey vendors who choose to participate provide the CAHPS Database with the following:

- Respondent-level survey data
- Practice characteristics
- Other information regarding the sampled population and survey administration
- A signed Data Use Agreement

The only requirement for participation is conformance with standard data submission specifications developed for all versions of the CG-CAHPS Survey. Specifications for submitting data files and other information required for participation are available at <https://cahpsdatabase.ahrq.gov/CGDSS/login.aspx>.

Administration

The CAHPS Database is sponsored and funded by the Agency for Healthcare Research and Quality (AHRQ) and administered by Westat. Oversight and direction for the Database are provided by the CAHPS Technical Expert Panel (TEP) composed of representatives of survey users from the public and private sectors as well as members of the CAHPS Consortium. Further information about the CAHPS Database is available at <https://cahpsdatabase.ahrq.gov>.

Appendix B. Definition of Regions

The regional benchmarks are calculated according to the United States Census Bureau's four official regions, as show in the following table.

Table B-1. Definition of Regions

Region	States
Northeast	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
Midwest	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
South	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
West	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

Appendix C. Definition of Specialties and Provider Type

Definition of Overall Physician Specialties

The overall specialty benchmarks are grouped into three categories. The table below lists the specialty categories and the included specialties.

Table C-1. Overall Specialty Categories and Included Specialties

Category	Physician Specialties
Primary Care	Family Practice, General Practice, General Preventive Medicine, Internal Medicine
Pediatrics	Pediatrics, Internal Medicine Pediatrics
Other Specialties	Allergy/Immunology, Anesthesiology, Cardiology, Child & Adolescent Psychiatry, Dermatology, Diagnostic Radiology, Emergency Medicine, Endocrinology/ Metabolism, Forensic Pathology, Gastroenterology, General Surgery, Geriatrics, Hematology/Oncology, Medical Genetics, Nephrology, Neurology, Nuclear Medicine, OB/GYN or GYN, Ophthalmology, Orthopedics, Pathology, Physician Medicine & Rehabilitation, Psychiatry, Public Health & Rehabilitation, Pulmonary Medicine, Radiology, Rheumatology, Surgery, Urology, Vascular Medicine

Definition of Physician Specialties

Sixteen specialties are further established as benchmarks. Table C-2 lists the specialty categories and the included specialties.

Table C-2. Physician Specialty Categories and Included Specialties

Category	Physician Specialties
Cardiology	Cardiology
Dermatology	Dermatology
Endocrinology	Endocrinology/Metabolism
Family Practice	Family Practice/Family
Gastroenterology	Gastroenterology
Hematology/Oncology	Hematology/Oncology
Internal Medicine	Internal Medicine
Neurology	Neurology
OB/GYN	OB/GYN or GYN
Ophthalmology	Ophthalmology

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Category	Physician Specialties
Orthopedics	Orthopedics
Pediatrics	Pediatrics + Internal Medicine Pediatrics
Pulmonary Medicine	Pulmonary Medicine
Rheumatology	Rheumatology
Surgical	Surgery + General Surgery
Urology	Urology

Definition of Provider Type

The provider type benchmarks are grouped into two categories. Table C-3 lists the provider types and the included specialties.

Table C-3. Provider Types and Included Specialties

Provider Type	Specialties
Physician	Allergy/Immunology, Anesthesiology, Cardiology, Child & Adolescent Psychiatry, Dermatology, Diagnostic Radiology, Emergency Medicine, Endocrinology/ Metabolism, Family Practice/Family, Forensic Pathology, Gastroenterology, General Practice, General Preventive Medicine, General Surgery, Geriatrics, Hematology/Oncology, Internal Medicine, Medical Genetics, Nephrology, Neurology, Nuclear Medicine, OB/GYN or GYN, Ophthalmology, Orthopedics, Pathology, Pediatrics, Physician Medicine & Rehabilitation, Psychiatry, Public Health & Rehabilitation, Pulmonary Medicine, Radiology, Rheumatology, Surgery, Urology, Vascular Medicine, Internal Medicine Pediatrics
NP/PA	Midwife, Nurse Practitioner, Physician Assistant

Appendix D. Definition of Composites and Question Items

The following tables present the question wording and response options for the composites, ratings, and individual items included in the Adult and Child versions of the CAHPS Clinician & Group Survey.

Table D-1. 12-Month Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q14	In the last 12 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15	In the last 12 months, how often did this provider listen carefully to you?	
Q17	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q18	In the last 12 months, how often did this provider seem to know the important information about your medical history?	
Q19	In the last 12 months, how often did this provider show respect for what you had to say?	
Q20	In the last 12 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q24	In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q25	In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

Table D-1. 12-Month Adult Questionnaire 2.0 (continued)

Follow-up on Test Results		
Q22	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q23	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

Table D-2. 12-Month PCMH Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q9	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q14	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q16	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q18	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q19	In the last 12 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q20	In the last 12 months, how often did this provider listen carefully to you?	
Q22	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q23	In the last 12 months, how often did this provider seem to know the important information about your medical history?	
Q24	In the last 12 months, how often did this provider show respect for what you had to say?	
Q25	In the last 12 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q43	In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q27	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always

Table D-2. 12-Month PCMH Adult Questionnaire 2.0 (continued)

Patients' Rating of the Provider		
Q32	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10
Providers Support you in Taking Care of your Own Health		
Q35	In the last 12 months, did anyone in this provider's office talk with you about specific goals for your health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q36	In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?	
Providers Pay Attention to Your Mental or Emotional Health		
Q39	In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q40	In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?	
Q41	In the last 12 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	
Providers Discuss Medication Decisions		
Q29	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?	Response Options <ul style="list-style-type: none"> ● Not at all ● A little ● Some ● A lot
Q30	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?	
Q31	When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	Response Options <ul style="list-style-type: none"> ● Yes ● No

Table D-3. 12-Month Child Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q13	In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15	In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q17	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q19	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q20	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?	
How Well Providers Communicate With Patients		
Q21	In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q22	In the last 12 months, how often did this provider listen carefully to you?	
Q24	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q25	In the last 12 months, how often did this provider seem to know the important information about your child's medical history?	
Q26	In the last 12 months, how often did this provider show respect for what you had to say?	
Q27	In the last 12 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q43	In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q29	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always

Table D-3. 12-Month Child Questionnaire 2.0 (continued)

Patients' Rating of the Provider		
Q30	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10
Provider's Attention to Your Child's Growth and Development		
Q31	In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q32	In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	
Q33	In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q34	In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q37	In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?	
Q40	In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?	
Provider's Advice on Keeping Your Child Safe and Healthy		
Q35	In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q36	In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q38	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q39	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Q41	In the last 12 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?	

Table D-4. 12-Month PCMH Child Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q13	In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q16	In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q21	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q23	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q25	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?	
How Well Providers Communicate With Patients		
Q26	In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q27	In the last 12 months, how often did this provider listen carefully to you?	
Q29	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q30	In the last 12 months, how often did this provider seem to know the important information about your child's medical history?	
Q31	In the last 12 months, how often did this provider show respect for what you had to say?	
Q32	In the last 12 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q53	In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q54	In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q34	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Patients' Rating of the Provider		
Q35	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

Table D-4. 12-Month PCMH Child Questionnaire 2.0 (continued)

Provider's Attention to Your Child's Growth and Development		
Q38	In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q39	In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	
Q40	In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q41	In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q44	In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?	
Q47	In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?	
Provider's Advice on Keeping Your Child Safe and Healthy		
Q42	In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q43	In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q45	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q46	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Q48	In the last 12 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?	
Providers Support you in Taking Care of Your Own Health		
Q49	In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q50	In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?	

Table D-5. Visit Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q16	During your most recent visit, did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No
Q17	During your most recent visit, did this provider listen carefully to you?	
Q19	During your most recent visit, did this provider give you easy to understand information about these health questions or concerns?	
Q20	During your most recent visit, did this provider seem to know the important information about your medical history?	
Q21	During your most recent visit, did this provider show respect for what you had to say?	
Q22	During your most recent visit, did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q27	During your most recent visit, were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No
Q28	During your most recent visit, did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q24	Did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Patients' Rating of the Provider		
Q25	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

Table D-5. Visit Adult Questionnaire 2.0 (continued)

Willingness to Recommend		
Q26	Would you recommend this provider's office to your family and friends?	Response Options <ul style="list-style-type: none"> ● Yes, definitely ● Yes, somewhat ● No

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