



THE CAHPS DATABASE

2014 CAHPS Clinician & Group Survey Database

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

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1. EXECUTIVE SUMMARY

The 2014 CAHPS Clinician and Group Survey (CG-CAHPS) Database includes comparative results for the following sets of CG-CAHPS Survey data:

- **12/6-month Adult/PCMH Combined:** Combined results from the 12-month and 6-month Adult 2.0 Core Survey combined with the core questions from the 12-month and 6-month Adult 2.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items
- **12/6-month Child/PCMH Combined:** Combined results from the 12-month and 6-month Child 2.0 Core Survey combined with the core questions from the 12-month and 6-month Child 2.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items
- **Visit Adult 2.0 Core Survey**

The 2014 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 or 6-month CG-CAHPS core surveys.

This Chartbook presents comparative results from the 2014 CG-CAHPS Database for the composites and provider ratings for the 12/6-month Adult and Child combined core surveys 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 2014 CG-CAHPS Database includes a total of 798,967 patient experience survey responses submitted voluntarily by 3,962 medical practices.
- The CG-CAHPS Visit Adult survey no longer comprises the single largest component of the CG-CAHPS Database. The 12/6-month Adult/PCMH Combined core survey consists of 457,418 responses, and the CG-CAHPS Visit Adult survey consists of 312,624 responses.
- As shown in Table 1-1, top-box scores (the most positive survey response) are generally consistent across the three survey data sets (for the composites and ratings that can be compared).¹ Notable exceptions are higher scores for the Access and Provider Communication composites among the 12/6-month Adult/PCMH combined survey responses, and higher Office Staff scores for the 12/6-month Child/PCMH combined 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 12/6-month versions because of differences in the survey response scales.

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

Composite/Item	12/6-month Adult/PCMH Combined	12/6-month Child/PCMH Combined	Visit Adult
Number of Respondents	457,418	28,925	312,624
Access (Getting Timely Appointments, Care, and Information)	62%	66%	63%
Provider Communication (How Well Providers Communicate with Patients)	84%	87%	NC*
Office Staff (Helpful, Courteous, and Respectful Office Staff)	80%	73%	NC*
Follow-Up on Test Results	74%	73%	NC*
Patients' Rating of the Provider	80%	82%	82%

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

- 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 12/6-month Adult and Child PCMH Survey Composites

Composite	12/6-month Adult/PCMH Combined	12/6-month Child/PCMH Combined
Number of Respondents	457,418	28,925
Access (Getting Timely Appointments, Care, and Information)	62%	66%
Provider Communication (How Well Providers Communicate with Patients)	84%	87%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	80%	73%
Providers Pay Attention to Your Mental and Emotional Health	51%	NA*
Providers Support You in Taking Care of Your/Child's Own Health	51%	37%
Providers Discuss Medication Decisions	67%	NA*
Providers' Attention to Your Child's Growth and Development	NA*	57%
Providers' Advice on Keeping Your Child Safe and Healthy	NA*	56%

*NA indicates that the composite is Not Available for comparison because it is not included in the survey.

- As shown in Table 1-3, a comparison of survey results by region for the 12/6-month Adult/PCMH combined survey data set reveals largely consistent scores across the Northeast, Midwest and South regions, with slightly lower scores in the South for the Office Staff composite. The West region historically maintains the lowest scores for all four core measures.

Table 1-3. Comparison of 12/6-month Adult/PCMH Top-Box Scores By Region

Composite/Item	CAHPS DB Overall	Northeast	Midwest	South	West
Number of Respondents	457,418	131,788	156,875	58,121	110,634
Access (Getting Timely Appointments, Care, and Information)	62%	65%	62%	63%	57%
Provider Communication (How Well Providers Communicate with Patients)	84%	86%	85%	86%	81%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	80%	83%	82%	79%	73%
Patients' Rating of the Provider	80%	82%	82%	82%	75%

- Table 1-4 presents a comparison of 12/6-month Adult/PCMH top-box survey scores for 22 States, which had at least 5 practices sites and 300 respondents for reporting. For the Access composite, highest scores are reported in South Carolina (72 percent), Kentucky (71 percent), Wisconsin (71 percent) and New Hampshire (70 percent). For the Provider Communication composite, the highest score is reported in South Carolina (90 percent), followed by Massachusetts, New Hampshire, Pennsylvania, and Wisconsin (each with 88 percent). Highest scores for Office Staff were reported in South Carolina (88 percent) followed by New Hampshire (86 percent) and Wisconsin (86 percent). The highest Provider Rating score was reported in Wisconsin (87 percent).

Table 1-4. Comparison of 12/6-month Adult/PCMH Top-Box Scores By State

State	Access	Provider Communication	Office Staff	Patients' Rating of the Provider
CAHPS DB Overall (n=457,418)	62%	84%	80%	80%
California (n=105,018)	57%	80%	73%	75%
Florida (n= 22,639)	64%	87%	82%	84%
Kentucky (n= 1,628)	71%	87%	83%	82%
Maine (n= 98,501)	64%	85%	83%	82%
Maryland (n= 2,539)	64%	84%	80%	82%
Massachusetts (n= 21,789)	69%	88%	81%	84%
Michigan (n= 23,965)	55%	82%	74%	78%
Minnesota (n= 86,950)	61%	84%	83%	81%
Missouri (n= 7,211)	62%	85%	81%	82%
New Hampshire (n= 1,803)	70%	88%	86%	85%
New Jersey (n= 3,280)	64%	87%	83%	86%
New York (n= 3,230)	66%	85%	79%	81%
North Dakota (n= 3,550)	63%	83%	83%	78%
Oregon (n= 3,722)	62%	82%	80%	75%
Pennsylvania (n= 2,426)	63%	88%	80%	84%
South Carolina (n= 10,869)	72%	90%	88%	86%
Texas (n= 519)	50%	76%	73%	77%
Utah (n= 1,396)	59%	82%	76%	79%
Vermont (n= 759)	63%	85%	84%	82%
Virginia (n= 18,587)	57%	83%	71%	78%
West Virginia (n= 589)	69%	87%	83%	82%
Wisconsin (n= 31,624)	71%	88%	86%	87%

- As shown in Table 1-5, a comparison of survey results by overall physician specialty for the 12/6-month Adult/PCMH combined data set reveals slightly higher scores for Other Specialties compared to Primary Care, with the most notable difference in the Access composite. The one exception is the Provider Communication composite.

Table 1-5. Comparison of 12/6-month Adult/PCMH Top-Box Scores By Overall Physician Specialty

Composite/Item	CAHPS DB Overall	Primary Care	Other Specialties	Pediatrics
Number of Respondents	457,418*	205,180	148,698	1,002
Access (Getting Timely Appointments, Care, and Information)	62%	59%	64%	63%
Provider Communication (How Well Providers Communicate with Patients)	84%	84%	84%	87%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	80%	78%	80%	81%
Patients' Rating of the Provider	80%	79%	80%	81%

*The total number of respondents for Specialties is not equal to the CAHPS DB Overall total due to missing values.

- Table 1-6 presents a comparison of the 12/6-month Adult/PCMH combined survey results by provider type. The physician scores are slightly higher than the NP/PA scores combined, with the most notable differences in the Access composite and the Patients' Rating of the Provider.

Table 1-6. Comparison of 12/6-month Adult/PCMH Top-Box Scores By Provider Type

Composite/Item	CAHPS DB Overall	Physicians	NP/PA ²
Number of Respondents	457,418*	61,669	3,679
Access (Getting Timely Appointments, Care, and Information)	62%	64%	61%
Provider Communication (How Well Providers Communicate with Patients)	84%	86%	84%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	80%	79%	78%
Patients' Rating of the Provider	80%	82%	78%

*The total number of respondents for Provider Types is not equal to the CAHPS DB Overall total due to missing values.

- Table 1-7 presents top box scores for the Adult Visit survey over the 5-year period from 2010-2014. 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 remained consistent in 2014 compared to the previous 4-year period.

Table 1-7. Adult Visit Survey Top Box Scores Over Time

Composite/Item	2010	2011	2012	2013	2014
Number of Practice Sites	469	769	1,718	1,234	1,330
Number of Respondents	103,442	266,327	613,396	428,154	312,624
Access (Getting Timely Appointments, Care, and Information)	59%	61%	62%	63%	63%
Provider Communication (How Well Providers Communicate with Patients)	90%	90%	91%	92%	91%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	90%	90%	91%	92%	92%
Patients' Rating of the Provider	75%	78%	80%	82%	82%

² 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 and 6-month Adult 2.0 (4-point scale)
- 12-month and 6-month Adult 2.0 (4-point scale) with Patient-Centered Medical Home (PCMH) Supplemental Items (i.e., the PCMH Survey for adults)
- 12-month and 6-month Child 2.0 (4-point scale)
- 12-month and 6-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 2014, beginning in January 2014. However, a small number of results reflect field periods ending in the first quarter of 2015.

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 2013, 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 five 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. Number of Respondents and Practice Sites (in parentheses) by Survey Version

Year (Version)	Adult Visit	Adult	Adult PCMH	Child	Child PCMH
2014 (2.0)	312,624 (1,330)	457,418* (2,291)		28,925* (341)	
2013 (2.0)	428,154 (1,234)	199,038 (833)		8,265 (105)	
2012 (2.0)	613,396 (1,718)	100,527 (286)	49,307 (337)	3,276 (58)	
2011 (1.0)	266,327 (769)	52,434 (219)	N/A	N/A	N/A
2010 (1.0)	103,442 (469)	41,834 (234)	N/A	N/A	N/A

*2014 Adult/Adult PCMH and Child/Child PCMH surveys combine 12-month and 6-month versions

The 2014 CG-CAHPS Database includes a total of 798,967 patient experience survey responses submitted by 3,962 medical practices. In contrast to previous years, the Adult Visit version no longer represents the largest portion of the total CG-CAHPS Database. Submissions of the 12-month and 6-month versions increased significantly in 2014.

In order to create the most comprehensive set of comparative results possible from the various versions of CG-CAHPS that were submitted, results for the core survey measures have been combined as follows:

- Adult 12-month and 6-month core survey results have been combined for versions with and without the Adult PCMH supplemental items³
- Child 12-month and 6-month core survey results have been combined for versions with and without the Child PCMH supplemental items

³ A study comparing differences in results between samples of patients in 4 community health centers randomly selected to receive either the 12-month or 6-month version of CG-CAHPS showed only small differences in response rates, self-reported health status, visit history, and survey scores. Based on these findings, the CAHPS Consortium has determined that the advantages of combining the 12-month and 6-month survey results for reporting in the CAHPS Database (to achieve fewer, larger consolidated data sets for comparison) outweigh any concerns related to comparability of results. However, users of the 6-month version of the CG-CAHPS Survey should be aware of the slightly higher scores that might be obtained with this survey when comparing their results to the combined benchmarks reported by the CAHPS Database. See Appendix D for further details.

The number of survey respondents and practice sites submitting the 12-month and 6-month surveys with and without the PCMH items in 2014 is shown in Table 3-2. Because some practices used both the Adult core survey and the Adult core survey with PCMH supplemental items, the total number of practice sites is greater than the absolute number of practice sites.

The largest component of the 2014 CG-CAHPS Database is the Adult 12/6-month survey combined data set. As shown in Table 3-2, the 12-month survey accounts for nearly 3/4 of the respondents in this combined data set. In contrast, the Child 12/6-month survey combined data set is much smaller, with an almost equal proportion of 12-month and 6-month survey versions.

Table 3-2. Number of 2014 Respondents and Practice Sites (in parentheses) by 12-month vs. 6-month Survey Versions

Survey Version	Adult	Adult PCMH	Adult and Adult PCMH Combined	Child	Child PCMH	Child and Child PCMH Combined
12-month	203,455 (804)	130,919 (687)	334,374 (1,491)	3,988 (37)	11,573 (154)	15,561 (191)
6-month	61,569 (412)	61,475 (434)	123,044 (846)	6,907 (84)	6,457 (68)	13,364 (152)
TOTAL*	265,024 (1,216)	192,394 (1,075)	457,418 (2,291)	10,895 (121)	18,030 (220)	28,925 (341)

*The total displays the unique number of practice sites.

4. CHARACTERISTICS OF THE 2014 CG-CAHPS DATABASE

This section describes the types of practices that comprise the comparative results for each CG-CAHPS version included in the 2014 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 the following tables is 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 number of survey respondents 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 12/6-month Adult/PCMH combined survey was from the Northeast; the largest concentration for the Visit Adult survey was from the South; and for the 12/6-month Child/PCMH combined survey, most practice sites were from the South (although the South region had the fewest number of survey respondents). 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 Sites and Survey Respondents by Region

Region	12/6-month Adult/PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Midwest	764	156,875	343	109,080	120	11,667
Northeast	800	131,788	260	45,127	74	8,189
South	363	58,121	626	86,234	122	4,462
West	364	110,634	101	72,183	25	4,607

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. The largest concentration of specialty types reported for the 12/6-month Adult/PCMH combined survey and Visit Adult survey was “primary care,” followed by “other specialty.” The largest concentration of specialty types reported for the 12/6-month Child/PCMH combined survey was “pediatrics” followed by “primary care.” 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 Sites and Survey Respondents by Overall Physician Specialty

Physician Specialty	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Primary Care	1,197	205,180	388	97,448	130	3,886
Pediatrics	47	1,002	-	-	116	15,841
Other Specialties	977	148,698	563	94,274	50	1,019

Table 4-3 includes distributions of the 16 most reported physician specialties. The largest concentration of practice sites across for the 12/6-month Adult/PCMH combined survey and Visit Adult survey was “family practice,” followed by “internal medicine.” The largest concentration of practice sites for the 12/6-month Child/PCMH combined survey was “pediatrics” followed by “family practice.” Again, 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 4-3. Distribution of Practice Sites and Survey Respondents by Physician Specialty

Physician Specialty	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Cardiology	252	13,132	39	7,545	-	-
Dermatology	232	8,135	39	4,056	-	-
Endocrinology	233	6,926	36	3,107	-	-
Family Practice	961	130,395	304	71,177	115	3,547
Gastroenterology	229	9,021	57	9,470	-	-
Hematology/ Oncology	220	5,682	43	5,216	-	-
Internal Medicine	576	71,321	148	26,022	-	-
Neurology	244	11,462	43	5,372	-	-
OB/GYN	354	23,598	79	8,865	-	-
Ophthalmology	232	10,460	44	6,093	-	-
Orthopedics	171	10,431	64	7,012	-	-
Pediatrics	47	1,002	-	-	116	15,841
Pulmonary Medicine	179	4,904	34	3,716	-	-
Rheumatology	194	3,374	31	3,105	-	-
Surgical	385	23,091	129	17,020	-	-
Urology	240	6,686	35	5,018	-	-

The number of practice sites and survey respondents by provider type is shown in Table 4-4. Physicians constituted the largest population evaluated for the 12/6-month Adult/PCMH combined survey and the 12/6-month Child/PCMH combined survey. The Visit Adult survey did not have any reported provider types submitted.

Table 4-4. Distribution of Practice Sites and Survey Respondents by Provider Type

Physician Specialty	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Physician	239	61,669	-	-	32	3,480
NP/PA	116	3,679	-	-	-	-

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 Sites and Survey Respondents by Practice Site Ownership and Affiliation

Practice Ownership and Affiliation	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Provider/Physician	706	145,751	339	67,483	84	7,715
Hospital/Health System	1,257	226,195	866	202,251	195	12,841
University/Academic Med Center	152	41,356	49	9,076	37	3,944
Community Health Center	160	23,903	47	28,367	23	1,546
Other/County	39	20,213	29	5,447	-	-

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. Phone survey mode accounted for the second largest number of survey completes.

Table 4-6. Distribution of Practice Sites and Survey Respondents by Survey Mode

Survey Mode	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Mail	1,857	338,364	1,261	303,912	253	22,630
Phone	557	48,298	57	4,481	75	3,279
IVR	196	49,984	-	-	24	2,950
Web/ Internet	426	20,770	12	4,231	-	-

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 Sites and Survey Respondents by Number of Providers Working per Week

Number of Providers Working per Week	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Missing	739	188,118	499	122,064	71	8,205
1 provider	174	8,866	144	10,930	25	606
2 - 3 providers	419	41,694	268	41,672	61	3,028
4 - 9 providers	613	116,837	278	70,078	126	9,680
10 - 13 providers	122	32,993	50	19,132	15	1,799
14 - 19 providers	81	21,729	29	13,968	13	1,307
More than 20 providers	143	47,181	62	34,780	30	4,300

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 Sites and Survey Respondents by Patient Visits per Week

Number of Patient Visits per Week	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Missing	706	182,293	490	112,614	72	8,012
< 100	552	52,123	312	28,163	69	2,628
100 - 199	403	60,420	205	36,594	64	3,921
200 - 299	210	42,972	106	26,456	36	2,435
300 - 499	242	57,267	124	43,051	59	6,667
500 - 699	86	24,404	45	14,508	20	2,844
>700	92	37,939	48	51,238	21	2,418

5. COMPARATIVE RESULTS BY SURVEY VERSION

This section presents a summary of comparative results for each CG-CAHPS survey version included in the 2014 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 use of N/A in the bar charts indicates that insufficient or no data were available for reporting.

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.⁴

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

12/6-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)

12/6-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

⁴ See Appendix D for further guidance to users of the CG-CAHPS 6-month survey for comparing their results to the 12/6-month combined survey results.

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 12/6-month Adult and Child Core Surveys have been combined, respectively, with the core questions from the 12/6-month Adult and Child Surveys with PCMH Supplemental Items, in order to create a larger comparative data set for more meaningful benchmark comparisons. See Appendix D for further information.

12/6-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.



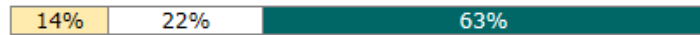
National
National Distribution (n=453,070)



Region
Midwest (n=155,760)



Northeast (n=129,904)



South (n=57,705)



West (n=109,701)



Overall Physician Specialties
Primary Care (n=203,605)



Pediatrics (n=992)



Other Specialties (n=147,070)



Physician Specialties
Cardiology (n=12,972)



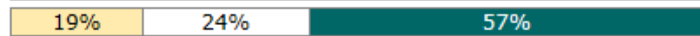
Dermatology (n=8,065)



Endocrinology (n=6,856)



Family Practice (n=129,509)



Gastroenterology (n=8,926)



Hematology/Oncology (n=5,633)



Internal Medicine (n=70,660)



Neurology (n=11,312)



OB/GYN (n=23,479)



Ophthalmology (n=10,336)



Orthopedics (n=10,320)



Pediatrics (n=992)



Pulmonary Medicine (n=4,836)



Rheumatology (n=3,340)



Surgical (n=22,789)



Urology (n=6,620)



Provider Type
Physician (n=60,774)



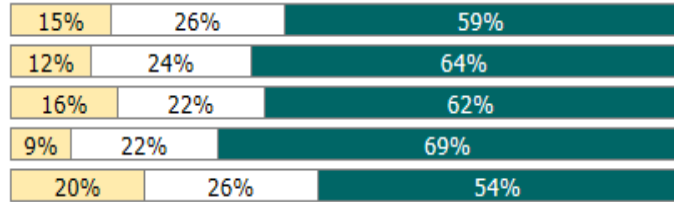
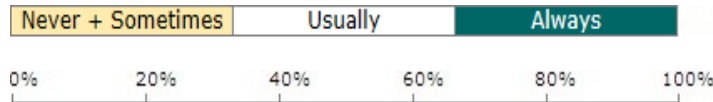
NP/PA (n=3,658)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Adult/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.



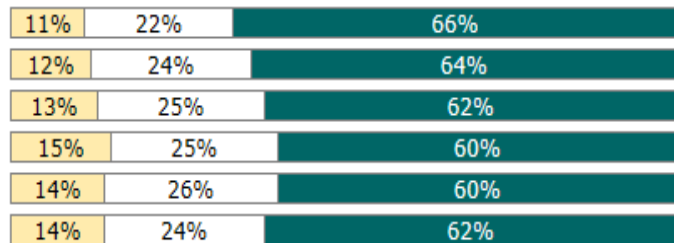
Practice Ownership and Affiliation

Provider and/or Physician	(n=144,848)
Hospital or Health System	(n=223,754)
University or Academic Medical Center	(n=40,756)
Community Health Center	(n=23,745)
Other	(n=19,967)



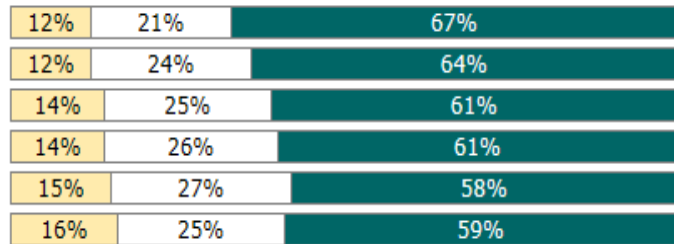
Survey Mode

Mail	(n=335,296)
Phone	(n=47,821)
IVR	(n=49,301)
Web/Internet	(n=20,650)



Providers Working Each Week

1	(n=8,790)
2 - 3	(n=41,237)
4 - 9	(n=115,566)
10 - 13	(n=32,656)
14 - 19	(n=21,448)
> 20	(n=46,556)



Number of Visits Per Practice

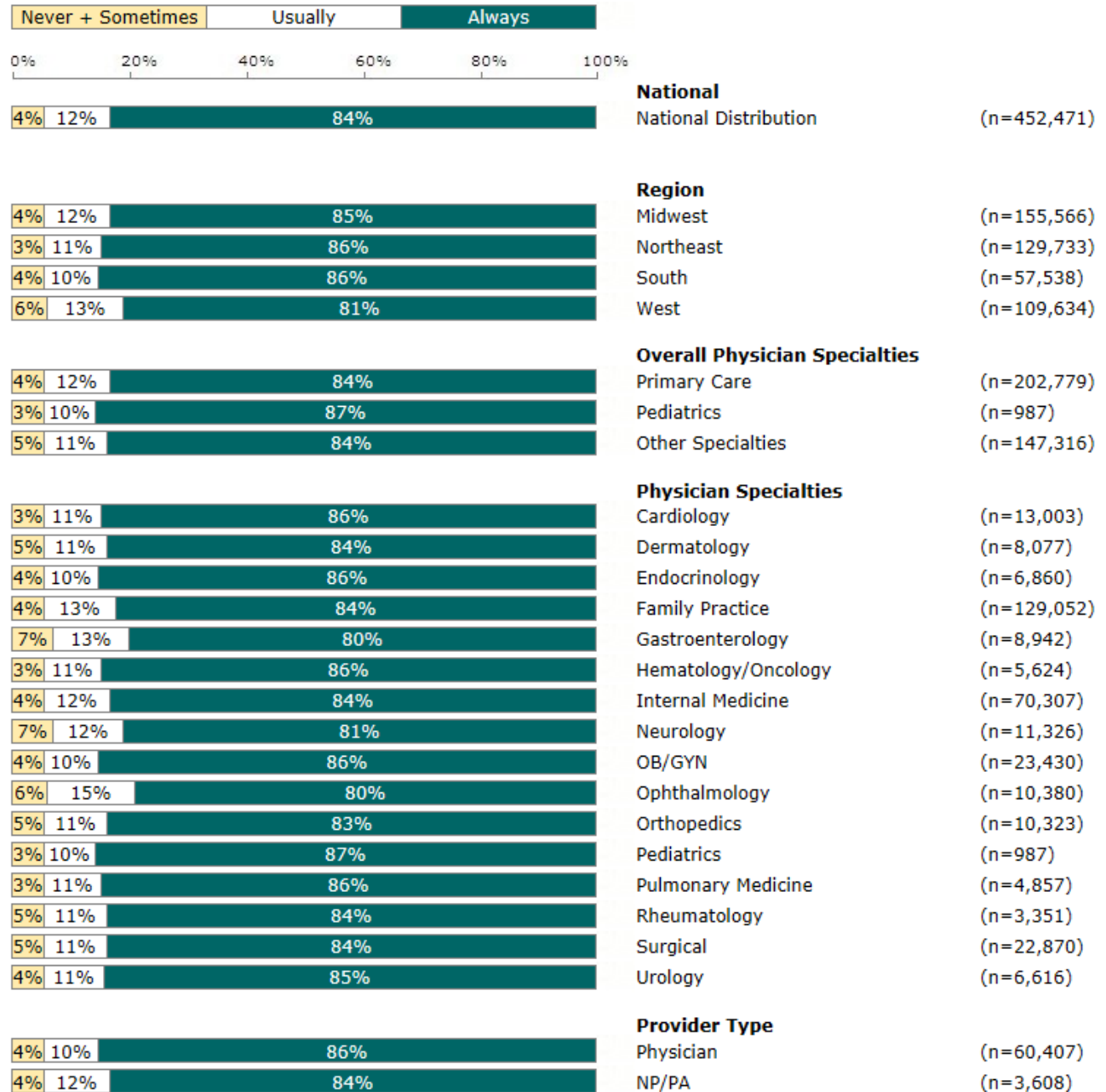
< 100	(n=51,429)
100 - 199	(n=59,721)
200 - 299	(n=42,465)
300 - 499	(n=56,690)
500 - 699	(n=24,138)
> 700	(n=37,547)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Adult/PCMH 2.0 Combined Core Results

How Well Providers Communicate with Patients

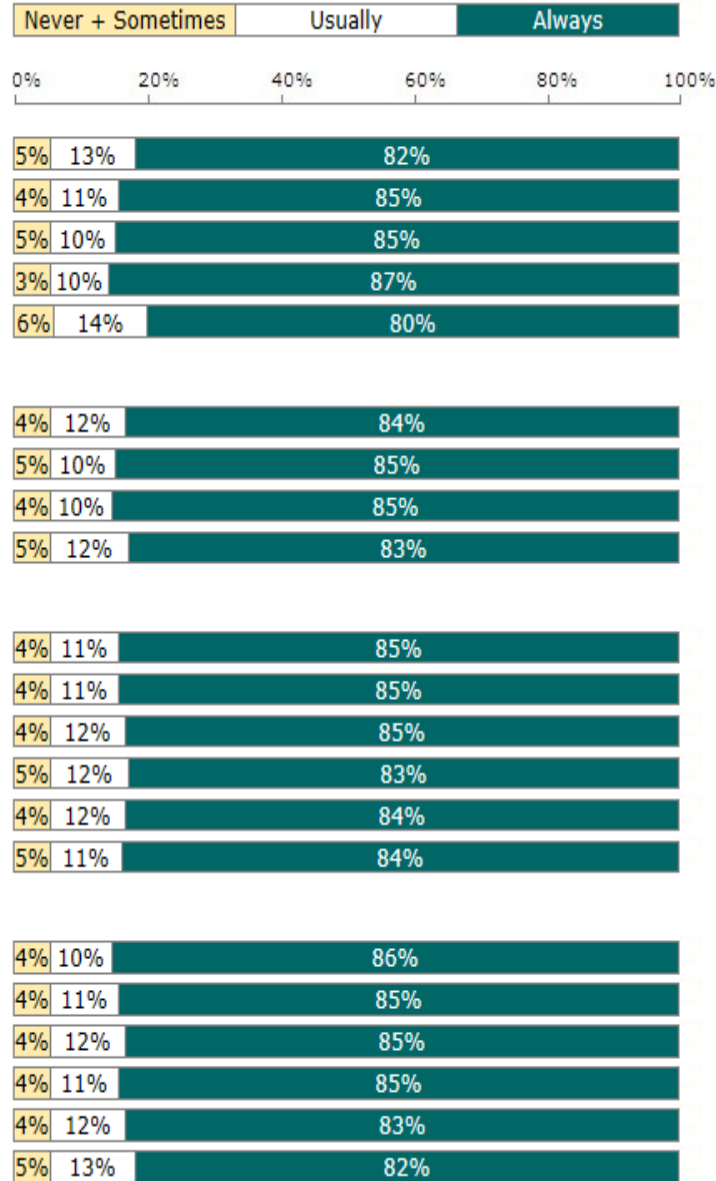
Combines responses from six questions regarding how often providers communicated well with patients.



12/6-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.



Practice Ownership and Affiliation

Provider and/or Physician	(n=145,080)
Hospital or Health System	(n=223,149)
University or Academic Medical Center	(n=40,497)
Community Health Center	(n=23,691)
Other	(n=20,054)

Survey Mode

Mail	(n=334,914)
Phone	(n=48,183)
IVR	(n=48,736)
Web/Internet	(n=20,636)

Providers Working Each Week

1	(n=8,774)
2 - 3	(n=41,154)
4 - 9	(n=115,292)
10 - 13	(n=32,573)
14 - 19	(n=21,439)
> 20	(n=46,601)

Number of Visits Per Practice

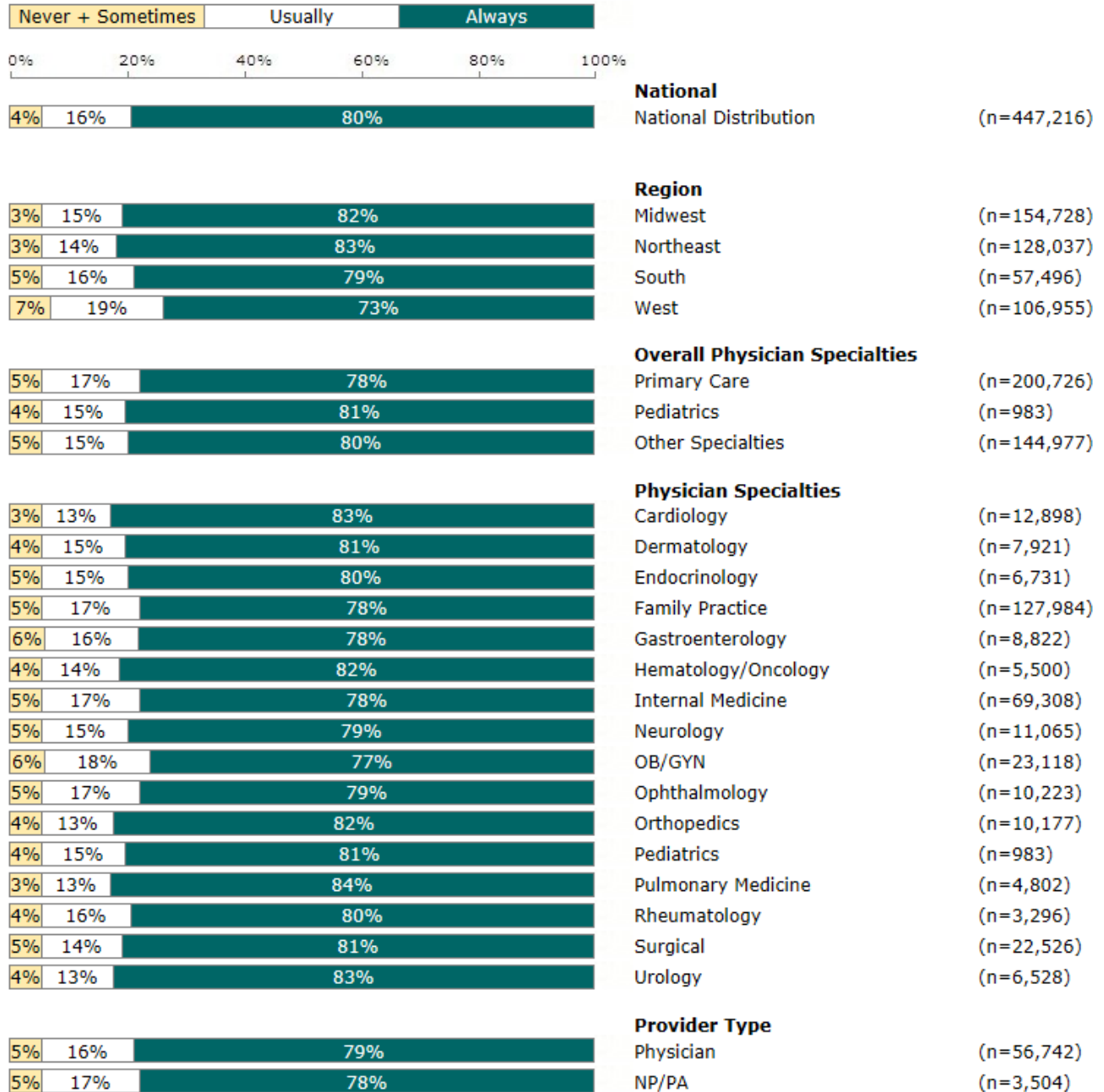
< 100	(n=51,454)
100 - 199	(n=59,599)
200 - 299	(n=42,382)
300 - 499	(n=56,517)
500 - 699	(n=24,102)
> 700	(n=37,547)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-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.

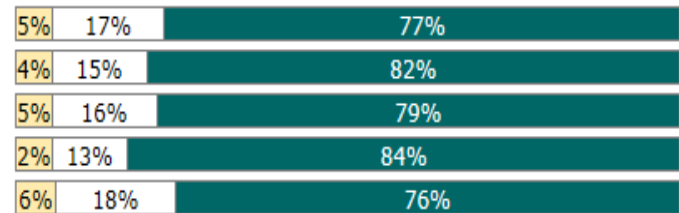
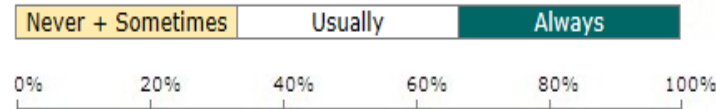


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Adult/PCMH 2.0 Combined Core Results

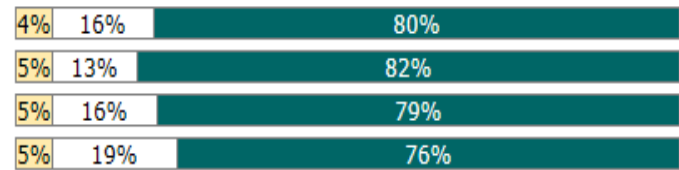
Helpful, Courteous, and Respectful Office Staff – (continued)

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



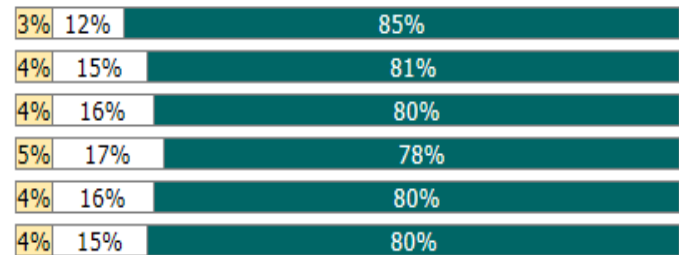
Practice Ownership and Affiliation

Provider and/or Physician	(n=144,523)
Hospital or Health System	(n=221,007)
University or Academic Medical Center	(n=38,293)
Community Health Center	(n=23,634)
Other	(n=19,759)



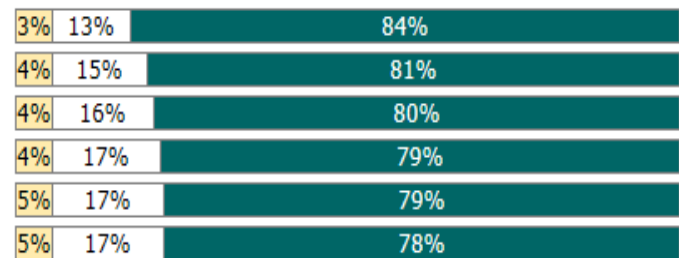
Survey Mode

Mail	(n=333,853)
Phone	(n=47,792)
IVR	(n=45,217)
Web/Internet	(n=20,352)



Providers Working Each Week

1	(n=8,734)
2 - 3	(n=40,893)
4 - 9	(n=114,087)
10 - 13	(n=31,954)
14 - 19	(n=20,976)
> 20	(n=45,101)

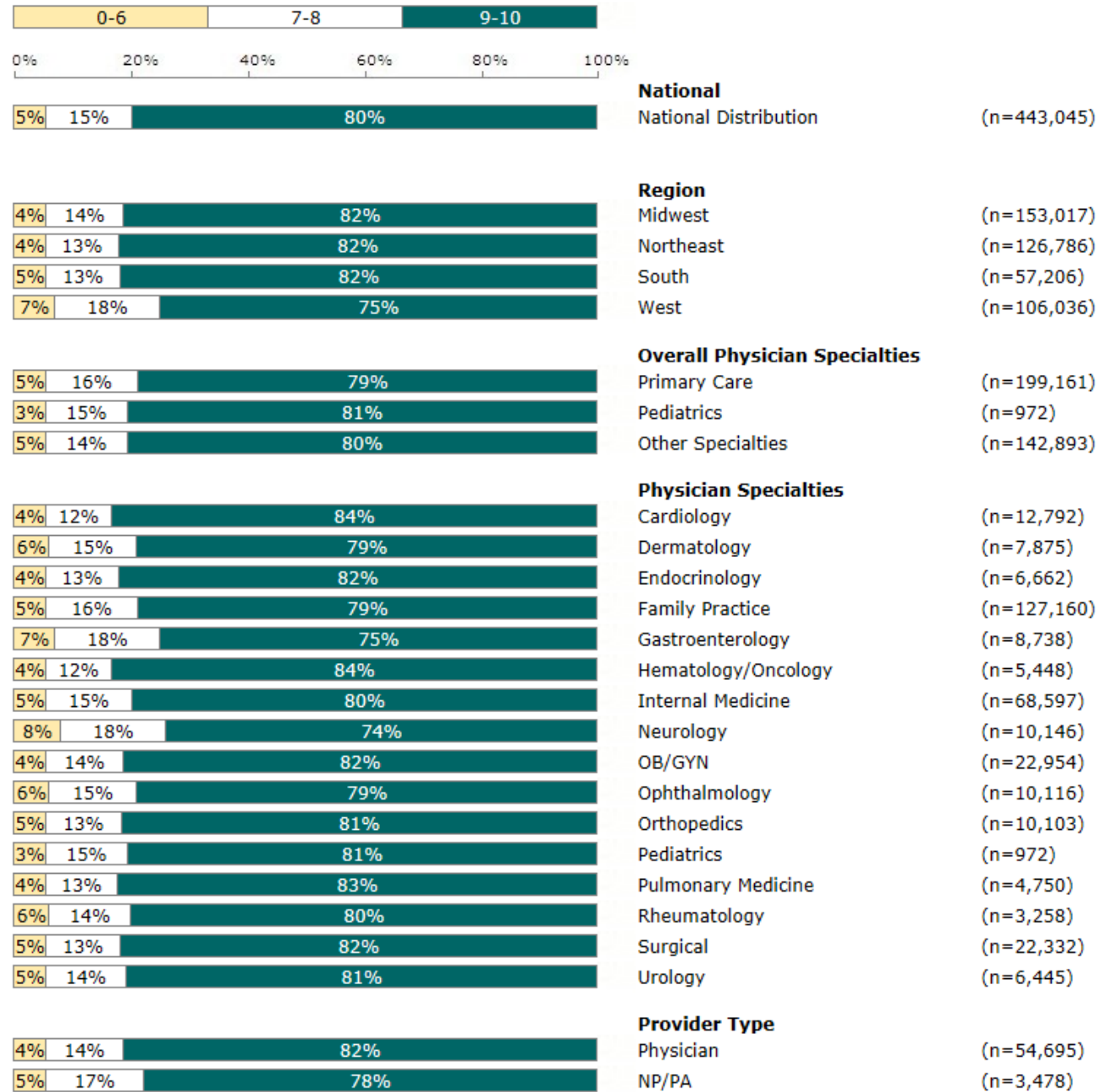


Number of Visits Per Practice

< 100	(n=50,464)
100 - 199	(n=58,899)
200 - 299	(n=41,623)
300 - 499	(n=55,603)
500 - 699	(n=23,766)
> 700	(n=36,961)

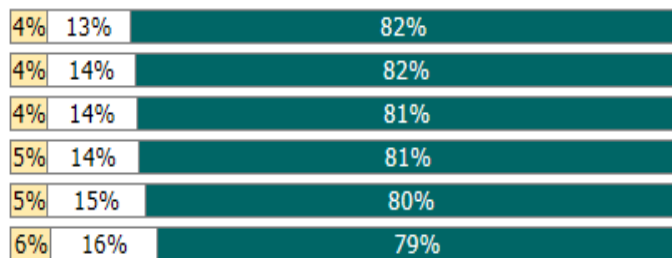
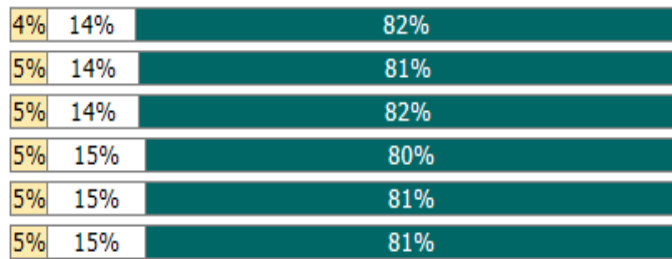
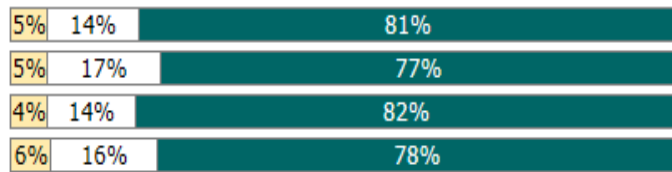
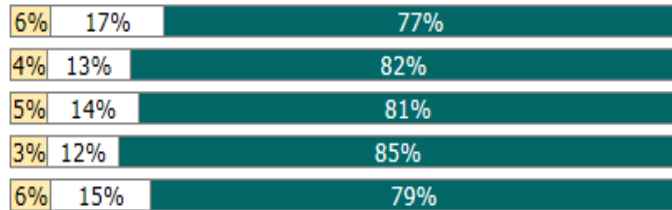
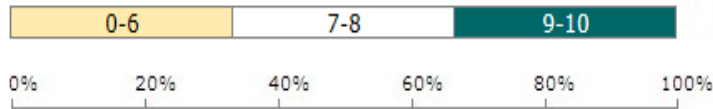
2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Adult/PCMH 2.0 Combined Core Results

Patients' Rating of the Provider


12/6-month Adult/PCMH 2.0 Combined Core Results

Patients' Rating of the Provider – (continued)



Practice Ownership and Affiliation

Provider and/or Physician	(n=143,152)
Hospital or Health System	(n=219,165)
University or Academic Medical Center	(n=37,492)
Community Health Center	(n=23,431)
Other	(n=19,805)

Survey Mode

Mail	(n=331,726)
Phone	(n=47,431)
IVR	(n=43,988)
Web/Internet	(n=19,898)

Providers Working Each Week

1	(n=8,669)
2 - 3	(n=40,544)
4 - 9	(n=112,823)
10 - 13	(n=31,446)
14 - 19	(n=20,767)
> 20	(n=44,357)

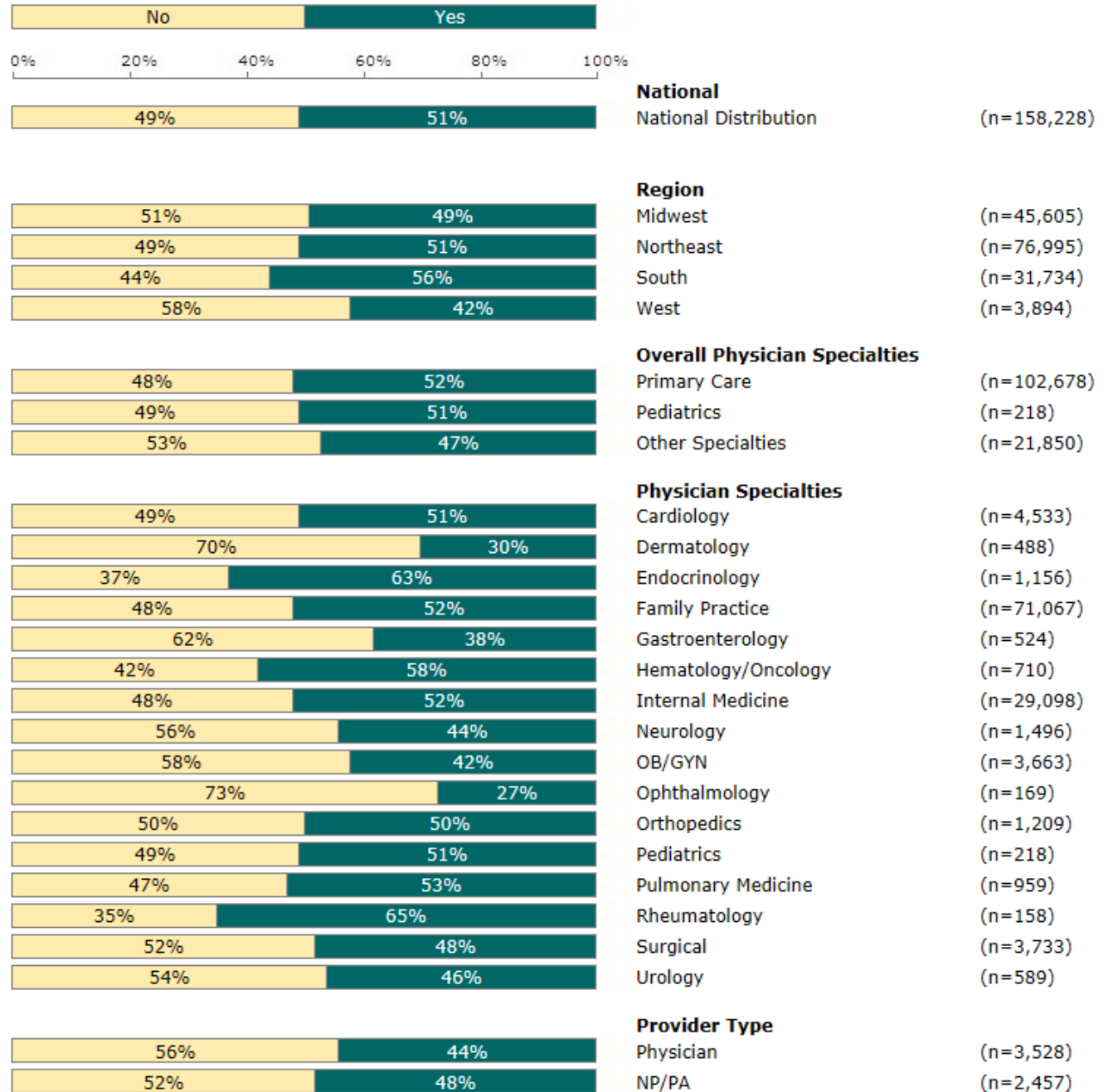
Number of Visits Per Practice

< 100	(n=49,634)
100 - 199	(n=58,421)
200 - 299	(n=41,040)
300 - 499	(n=55,176)
500 - 699	(n=23,350)
> 700	(n=36,458)

12/6-month Adult PCMH 2.0 Supplemental Composites

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

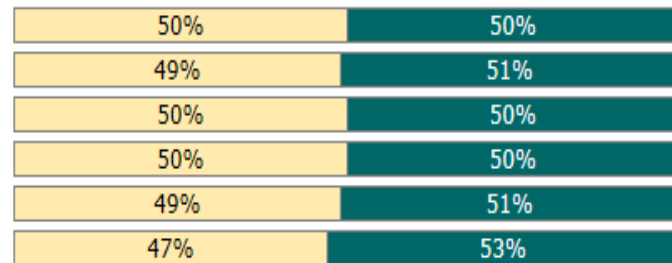
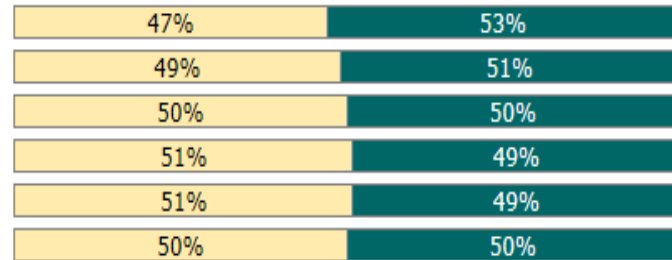
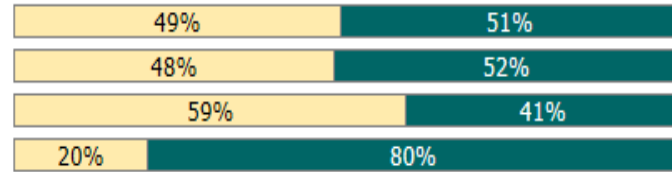
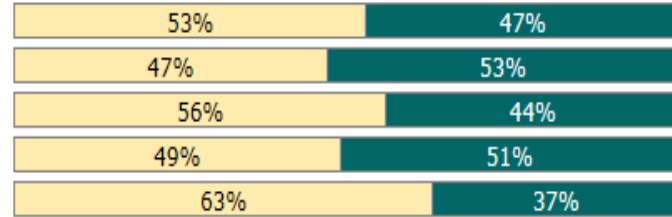
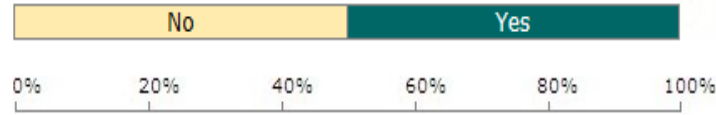
Combines responses from two questions regarding providers support in taking care of your own health.



12/6-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=35,469)
Hospital or Health System	(n=113,604)
University or Academic Medical Center	(n=1,767)
Community Health Center	(n=6,044)
Other	(n=1,344)

Survey Mode

Mail	(n=144,703)
Phone	(n=4,233)
IVR	(n=4,209)
Web/Internet	(n=5,083)

Providers Working Each Week

1	(n=4,638)
2 - 3	(n=25,694)
4 - 9	(n=54,640)
10 - 13	(n=6,601)
14 - 19	(n=6,688)
> 20	(n=7,305)

Number of Visits Per Practice

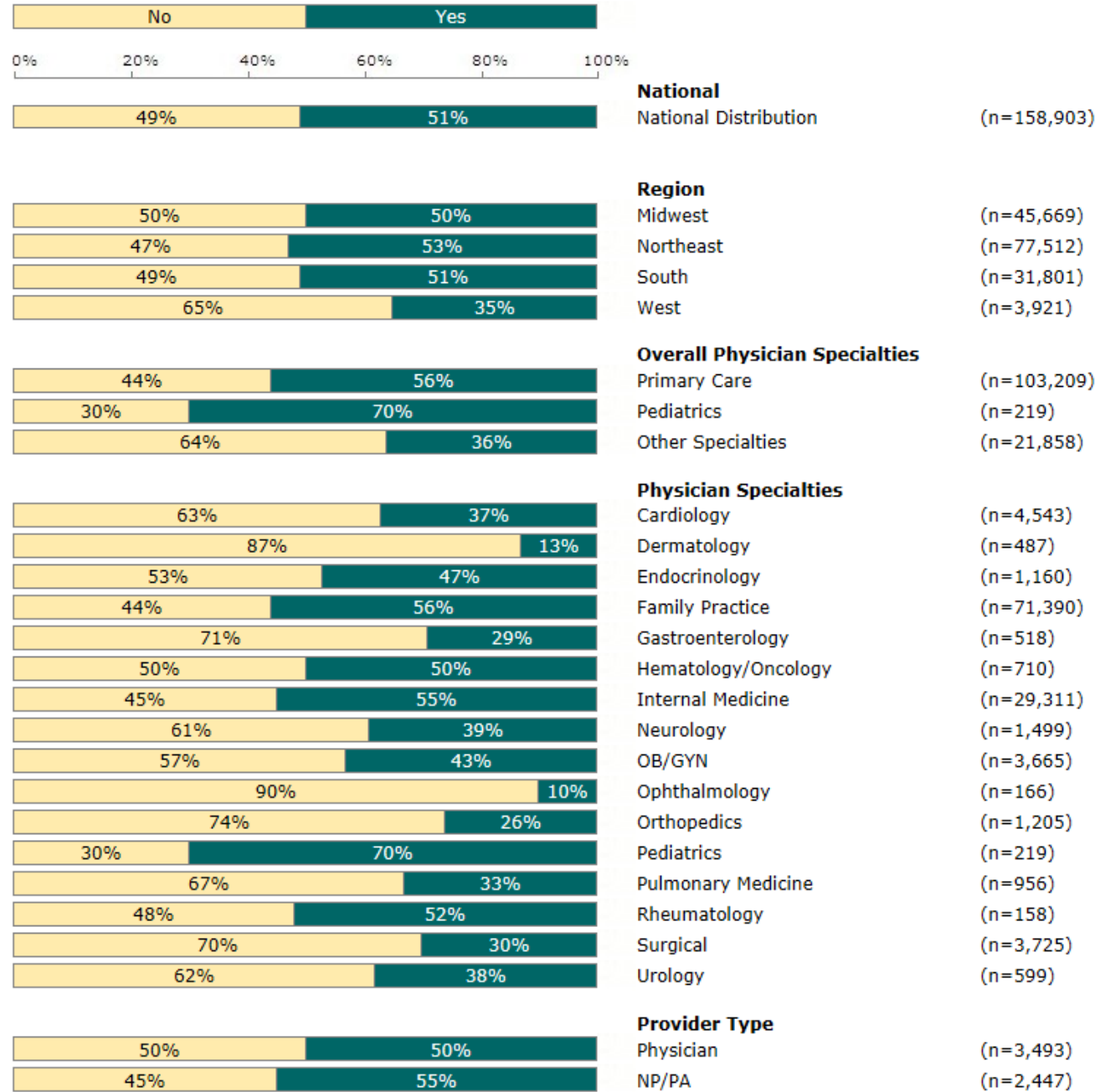
< 100	(n=14,906)
100 - 199	(n=28,004)
200 - 299	(n=17,588)
300 - 499	(n=23,360)
500 - 699	(n=10,523)
> 700	(n=10,517)

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12/6-month Adult PCMH 2.0 Supplemental Composites

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

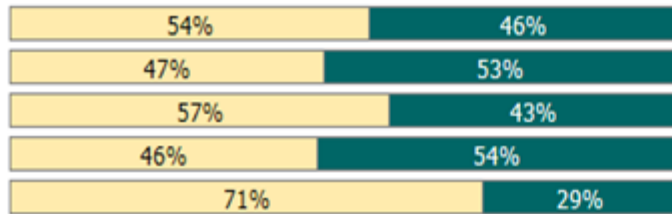
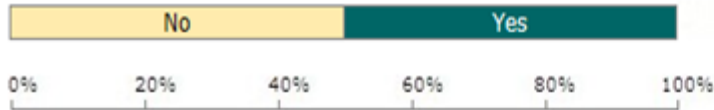
Combines responses from three questions regarding providers pay attention to mental or emotional health.



12/6-month Adult PCMH 2.0 Supplemental Composites

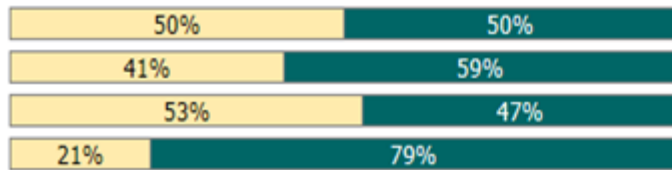
Providers Pay Attention to Your Mental or Emotional Health (PCMH) – (continued)

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



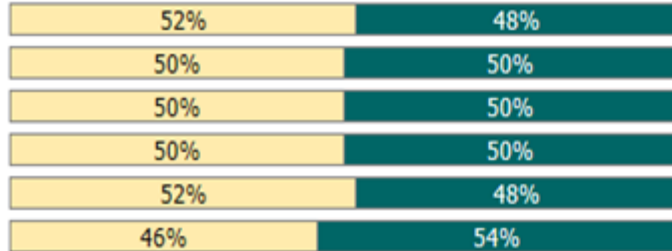
Practice Ownership and Affiliation

Provider and/or Physician	(n=35,612)
Hospital or Health System	(n=114,102)
University or Academic Medical Center	(n=1,767)
Community Health Center	(n=6,076)
Other	(n=1,346)



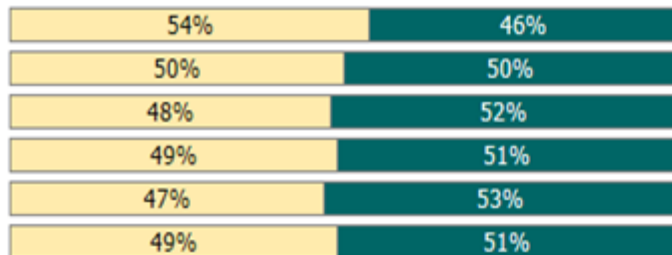
Survey Mode

Mail	(n=145,382)
Phone	(n=4,245)
IVR	(n=4,154)
Web/Internet	(n=5,122)



Providers Working Each Week

1	(n=4,647)
2 - 3	(n=25,776)
4 - 9	(n=54,845)
10 - 13	(n=6,625)
14 - 19	(n=6,699)
> 20	(n=7,308)



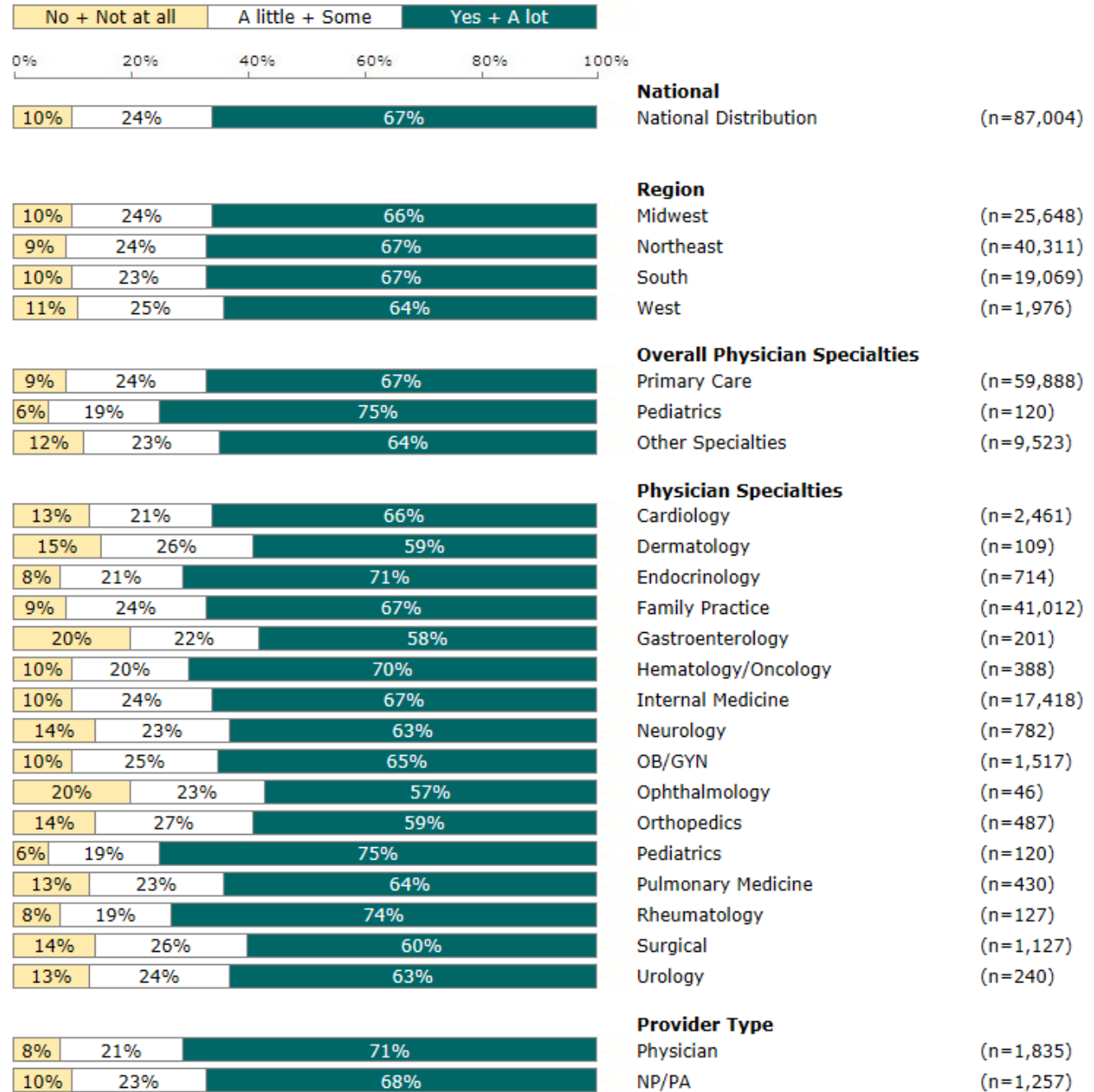
Number of Visits Per Practice

< 100	(n=14,945)
100 - 199	(n=28,122)
200 - 299	(n=17,651)
300 - 499	(n=23,414)
500 - 699	(n=10,571)
> 700	(n=10,533)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Adult PCMH 2.0 Supplemental Composites
Providers Discuss Medication Decisions (PCMH)

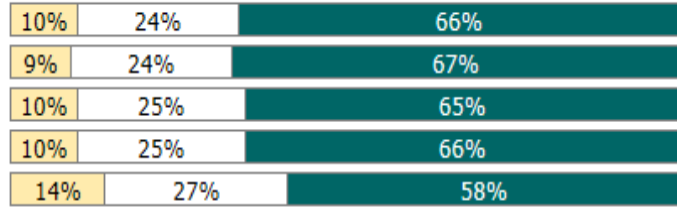
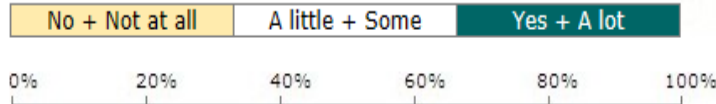
Combines responses from three questions regarding providers discussing medication decisions.



12/6-month Adult PCMH 2.0 Supplemental Composites

Providers Discuss Medication Decisions (PCMH) – (continued)

Combines responses from three questions regarding providers discussing medication decisions.



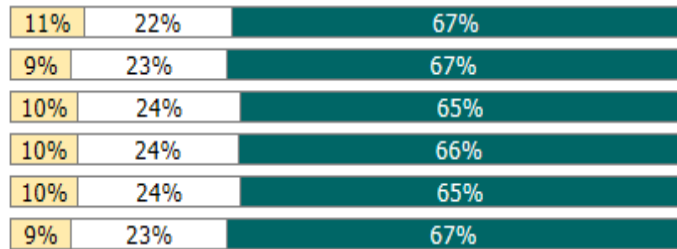
Practice Ownership and Affiliation

Provider and/or Physician	(n=18,763)
Hospital or Health System	(n=63,526)
University or Academic Medical Center	(n=937)
Community Health Center	(n=3,396)
Other	(n=382)



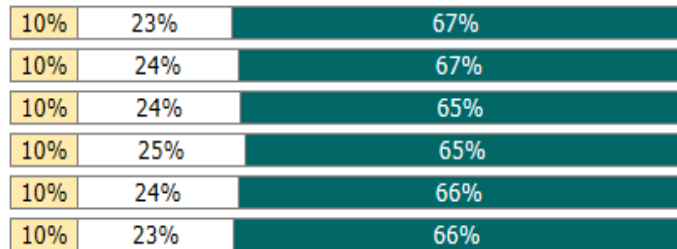
Survey Mode

Mail	(n=78,136)
Phone	(n=2,553)
IVR	(n=1,993)
Web/Internet	(n=4,322)



Providers Working Each Week

1	(n=2,430)
2 - 3	(n=14,002)
4 - 9	(n=29,398)
10 - 13	(n=3,518)
14 - 19	(n=3,650)
> 20	(n=3,996)



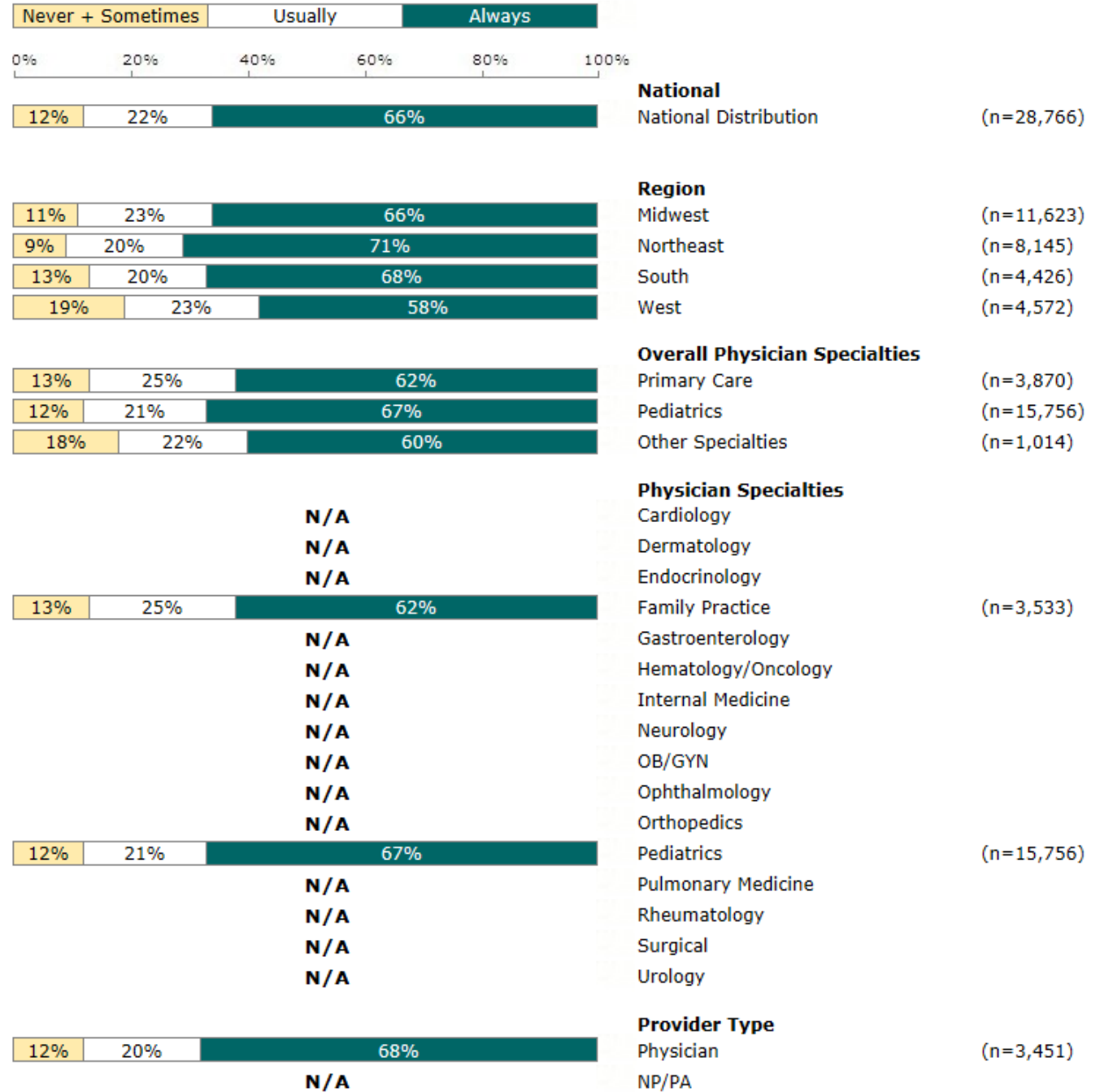
Number of Visits Per Practice

< 100	(n=7,522)
100 - 199	(n=14,864)
200 - 299	(n=9,505)
300 - 499	(n=12,650)
500 - 699	(n=6,061)
> 700	(n=6,108)

12/6-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.

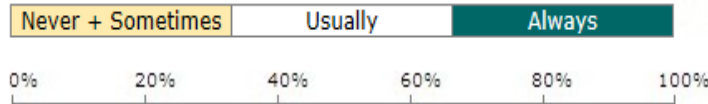


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

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

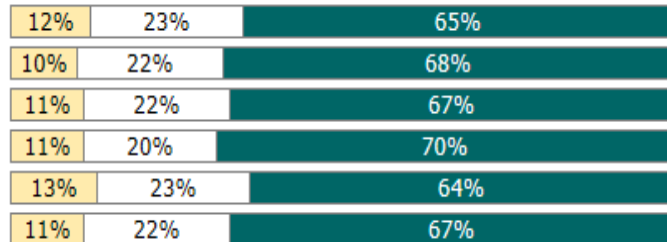
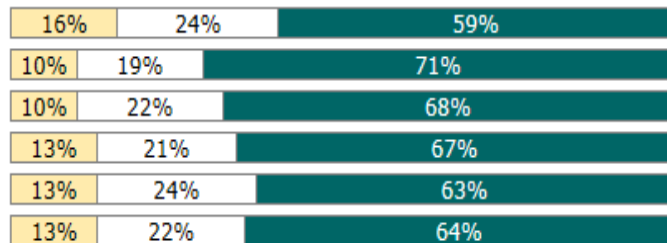
Combines responses from five questions regarding how much of a problem, if any, patients had with various aspects of getting timely care.



N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=7,692)
Hospital or Health System	(n=12,755)
University or Academic Medical Center	(n=3,919)
Community Health Center	(n=1,542)
Other	

Survey Mode

Mail	(n=22,507)
Phone	(n=3,271)
IVR	(n=2,922)
Web/Internet	

Providers Working Each Week

1	(n=603)
2 - 3	(n=3,012)
4 - 9	(n=9,635)
10 - 13	(n=1,791)
14 - 19	(n=1,299)
> 20	(n=4,277)

Number of Visits Per Practice

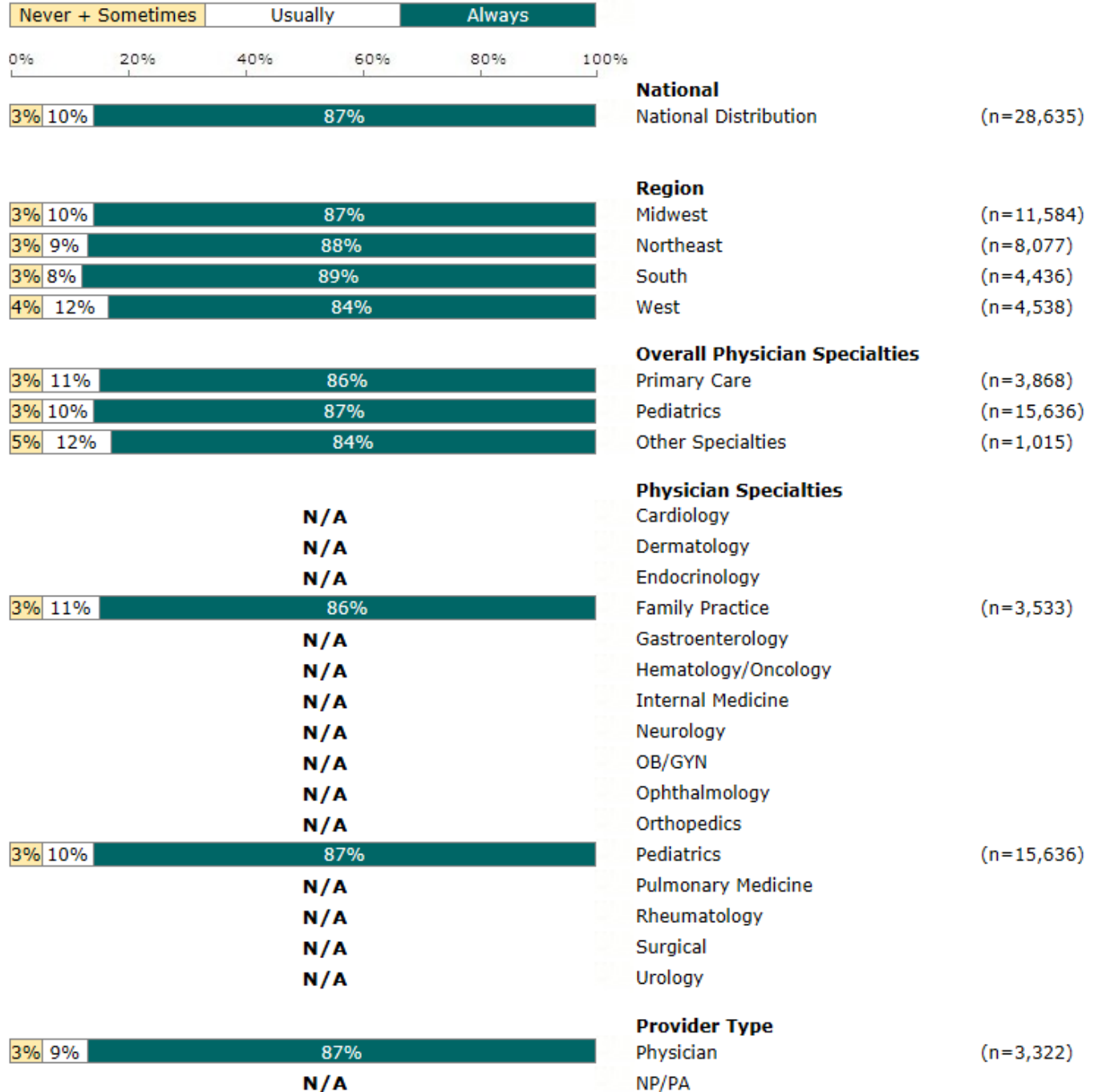
< 100	(n=2,615)
100 - 199	(n=3,901)
200 - 299	(n=2,422)
300 - 499	(n=6,639)
500 - 699	(n=2,827)
> 700	(n=2,408)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

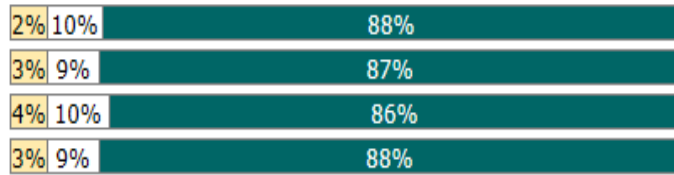
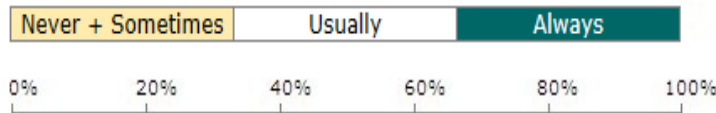
How Well Providers Communicate with Patients

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

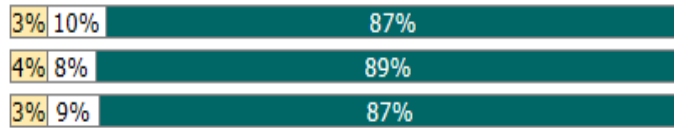


12/6-month Child/PCMH 2.0 Combined Core Results

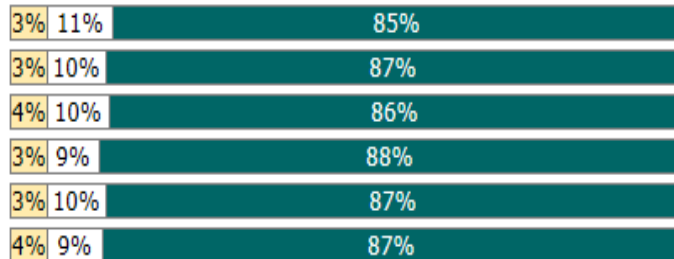
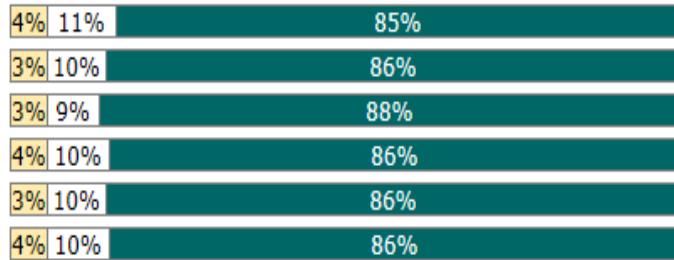
How Well Providers Communicate with Patients – (continued)



N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=7,693)
Hospital or Health System	(n=12,677)
University or Academic Medical Center	(n=3,865)
Community Health Center	(n=1,538)
Other	

Survey Mode

Mail	(n=22,520)
Phone	(n=3,253)
IVR	(n=2,796)
Web/Internet	

Providers Working Each Week

1	(n=603)
2 - 3	(n=3,006)
4 - 9	(n=9,603)
10 - 13	(n=1,769)
14 - 19	(n=1,277)
> 20	(n=4,217)

Number of Visits Per Practice

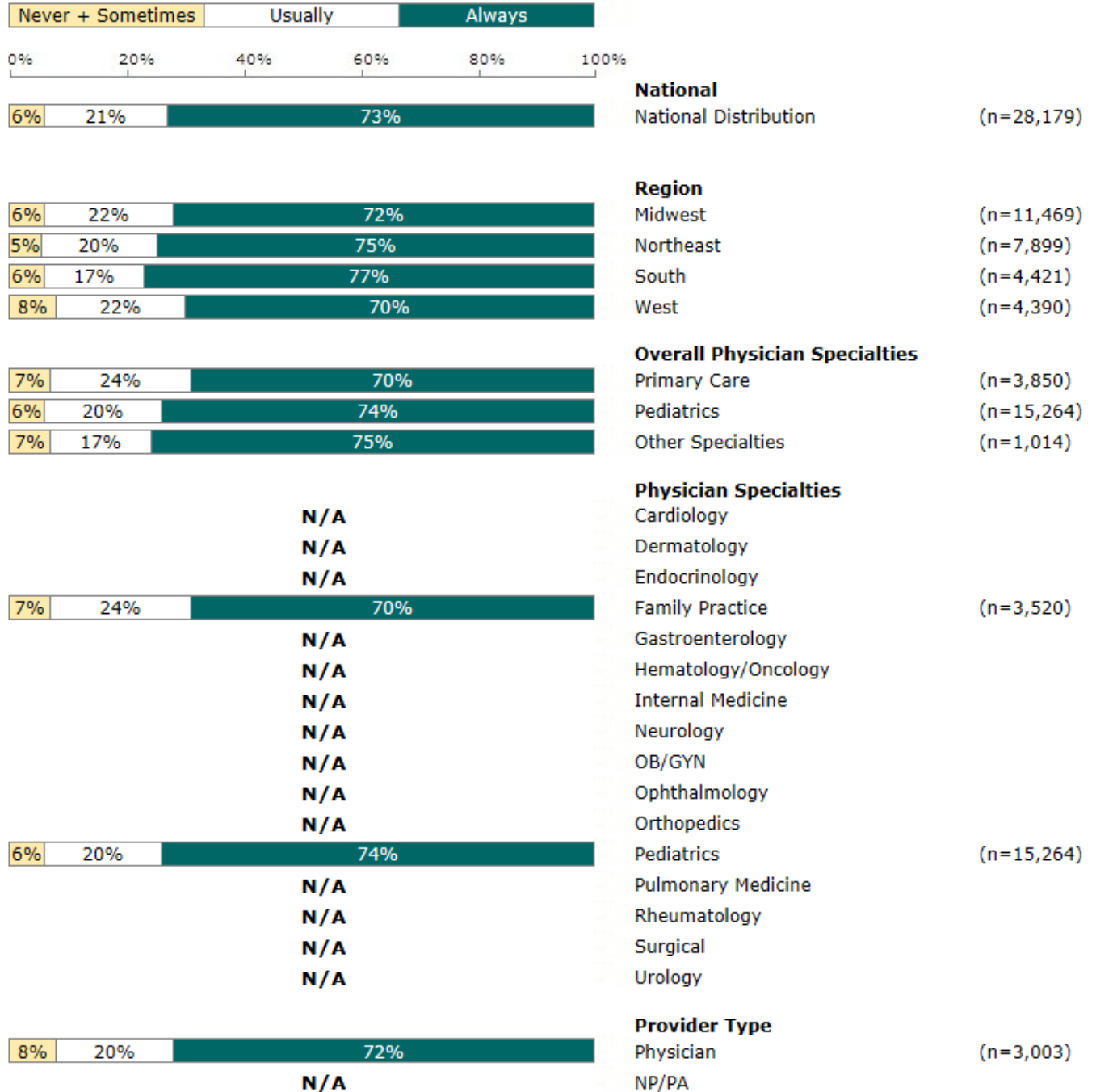
< 100	(n=2,604)
100 - 199	(n=3,898)
200 - 299	(n=2,397)
300 - 499	(n=6,568)
500 - 699	(n=2,813)
> 700	(n=2,390)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-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.

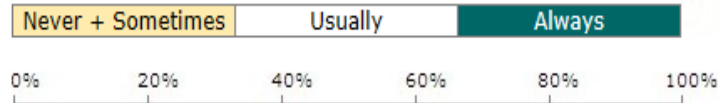


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

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

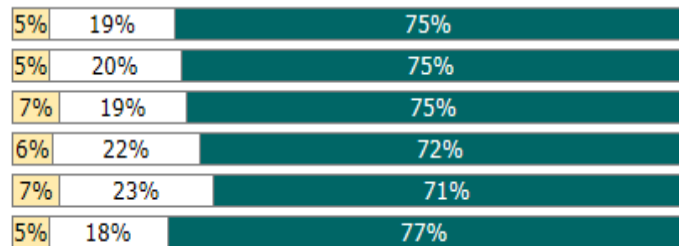
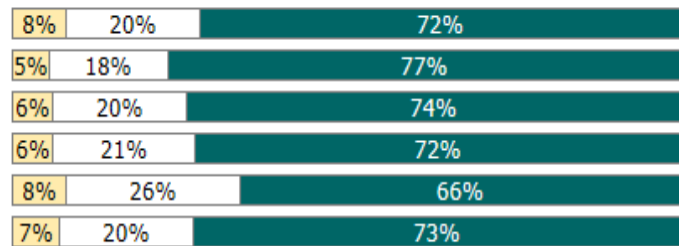
Combines responses from two questions regarding how often staff communicated well with patients.



N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=7,653)
Hospital or Health System	(n=12,444)
University or Academic Medical Center	(n=3,697)
Community Health Center	(n=1,534)
Other	

Survey Mode

Mail	(n=22,417)
Phone	(n=3,209)
IVR	(n=2,488)
Web/Internet	

Providers Working Each Week

1	(n=603)
2 - 3	(n=2,992)
4 - 9	(n=9,436)
10 - 13	(n=1,710)
14 - 19	(n=1,238)
> 20	(n=4,084)

Number of Visits Per Practice

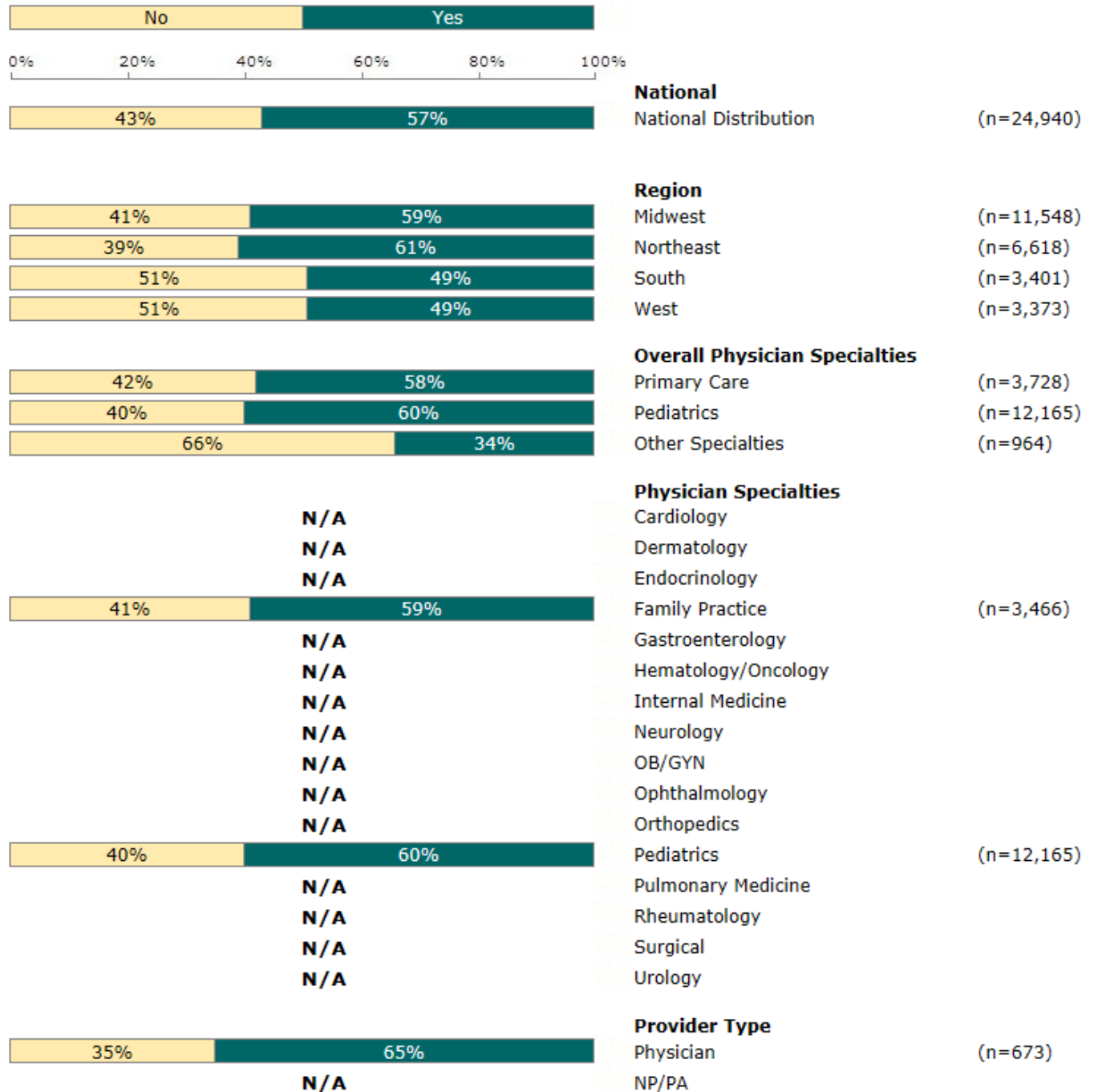
< 100	(n=2,583)
100 - 199	(n=3,869)
200 - 299	(n=2,351)
300 - 499	(n=6,363)
500 - 699	(n=2,746)
> 700	(n=2,348)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

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.

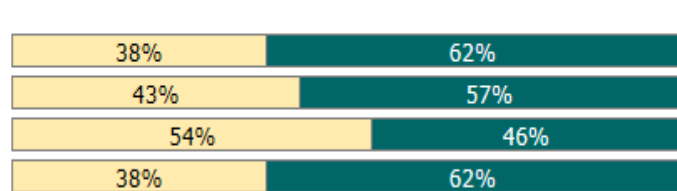
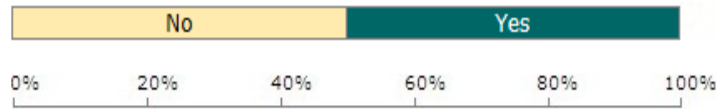


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

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

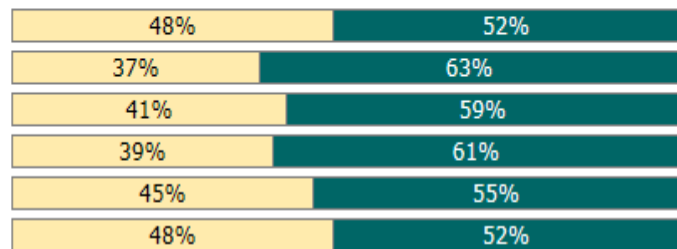
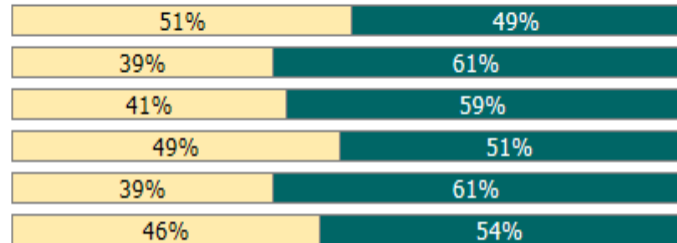
Combines responses from six questions regarding how much attention was paid to the child’s growth and development.



N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=7,684)
Hospital or Health System	(n=10,165)
University or Academic Medical Center	(n=2,679)
Community Health Center	(n=1,540)
Other	

Survey Mode

Mail	(n=22,528)
Phone	(n=2,101)
IVR	(n=254)
Web/Internet	

Providers Working Each Week

1	(n=487)
2 - 3	(n=2,583)
4 - 9	(n=7,861)
10 - 13	(n=1,260)
14 - 19	(n=1,157)
> 20	(n=3,422)

Number of Visits Per Practice

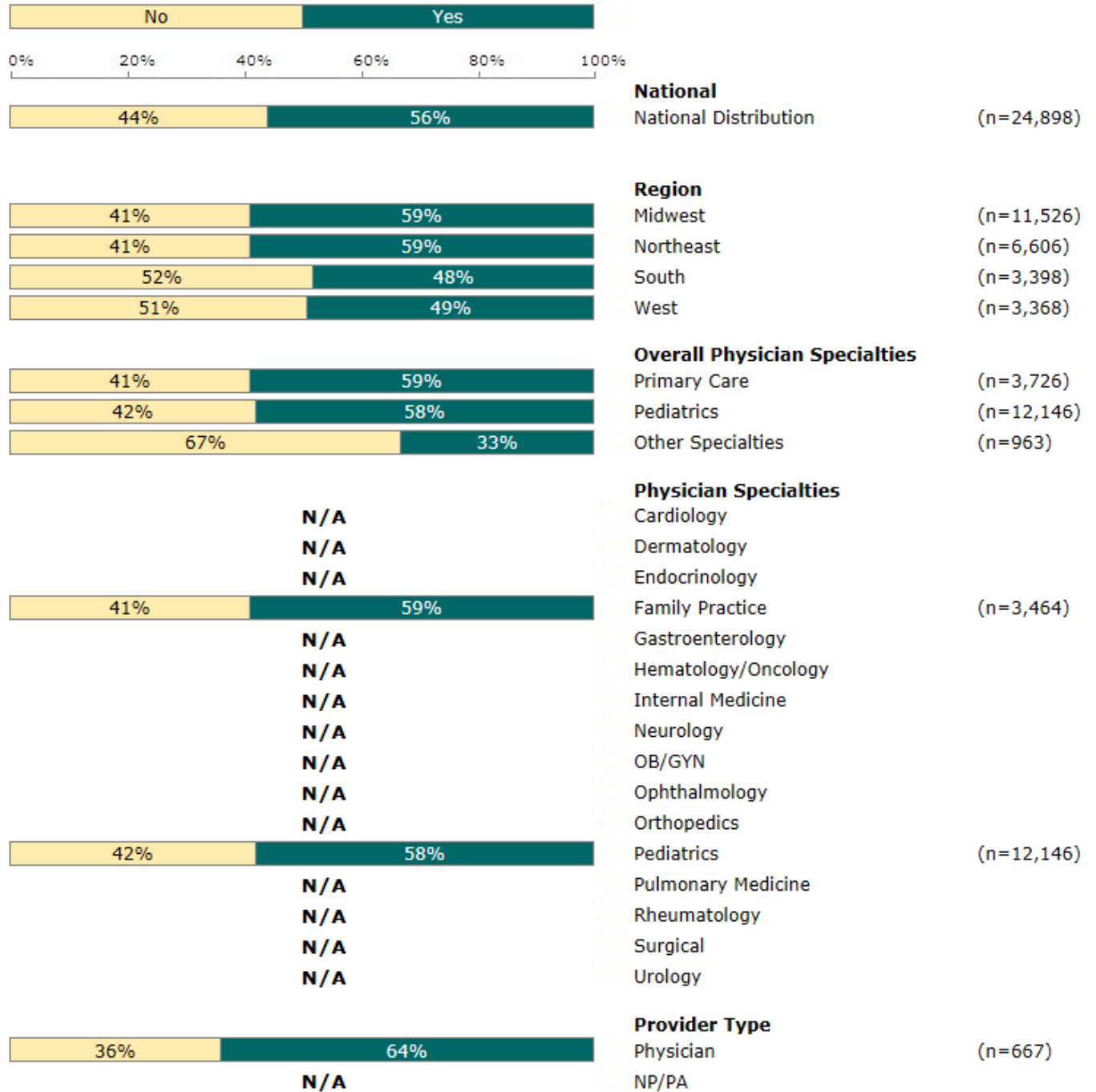
< 100	(n=2,224)
100 - 199	(n=3,630)
200 - 299	(n=1,892)
300 - 499	(n=4,511)
500 - 699	(n=2,333)
> 700	(n=2,374)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

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.

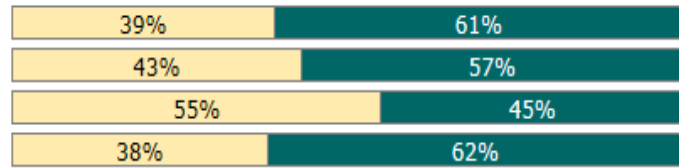
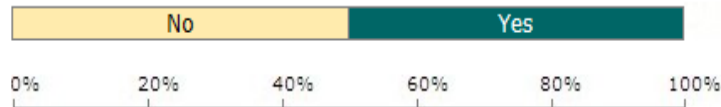


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

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

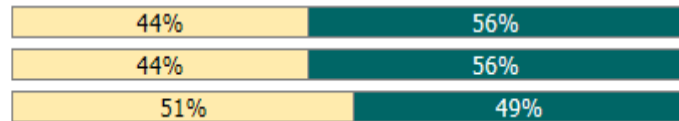
Combines responses from five questions regarding the advice providers offered on keeping the child healthy and safe.



N/A

Practice Ownership and Affiliation

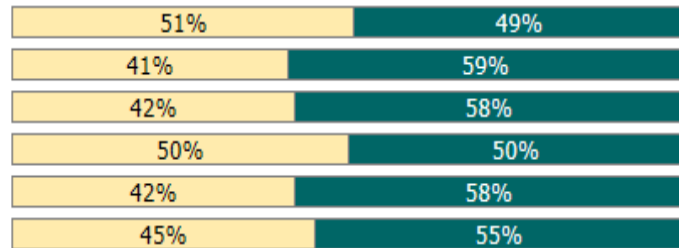
Provider and/or Physician	(n=7,676)
Hospital or Health System	(n=10,147)
University or Academic Medical Center	(n=2,669)
Community Health Center	(n=1,539)
Other	



N/A

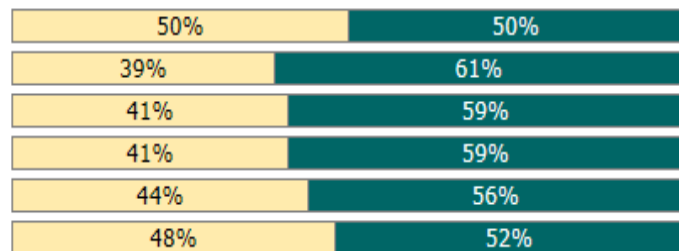
Survey Mode

Mail	(n=22,493)
Phone	(n=2,099)
IVR	(n=249)
Web/Internet	



Providers Working Each Week

1	(n=486)
2 - 3	(n=2,583)
4 - 9	(n=7,851)
10 - 13	(n=1,257)
14 - 19	(n=1,153)
> 20	(n=3,407)



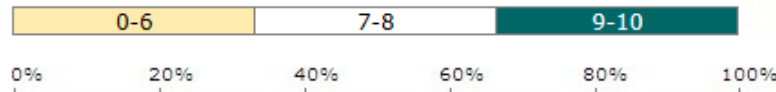
Number of Visits Per Practice

< 100	(n=2,221)
100 - 199	(n=3,627)
200 - 299	(n=1,890)
300 - 499	(n=4,501)
500 - 699	(n=2,324)
> 700	(n=2,369)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

12/6-month Child/PCMH 2.0 Combined Core Results

Patients' Rating of the Provider

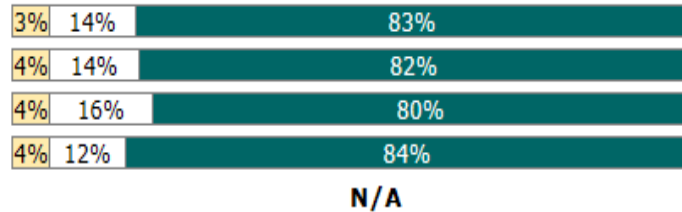
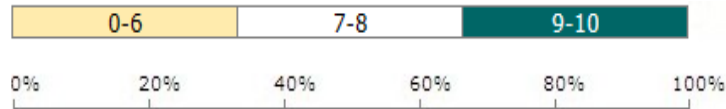


Category	0-6	7-8	9-10	Total (n)
National				
National Distribution	4%	14%	82%	(n=28,085)
Region				
Midwest	4%	14%	82%	(n=11,484)
Northeast	3%	14%	82%	(n=7,862)
South	4%	13%	84%	(n=4,417)
West	4%	16%	80%	(n=4,322)
Overall Physician Specialties				
Primary Care	4%	16%	80%	(n=3,828)
Pediatrics	3%	15%	82%	(n=15,178)
Other Specialties	5%	16%	79%	(n=1,011)
Physician Specialties				
Cardiology	N/A			
Dermatology	N/A			
Endocrinology	N/A			
Family Practice	4%	16%	80%	(n=3,503)
Gastroenterology	N/A			
Hematology/Oncology	N/A			
Internal Medicine	N/A			
Neurology	N/A			
OB/GYN	N/A			
Ophthalmology	N/A			
Orthopedics	N/A			
Pediatrics	3%	15%	82%	(n=15,178)
Pulmonary Medicine	N/A			
Rheumatology	N/A			
Surgical	N/A			
Urology	N/A			
Provider Type				
Physician	3%	18%	79%	(n=2,896)
NP/PA	N/A			

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

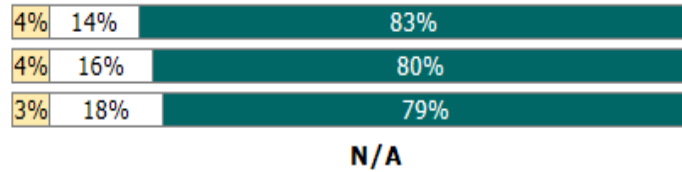
12/6-month Child/PCMH 2.0 Combined Core Results

Patients' Rating of the Provider – (continued)



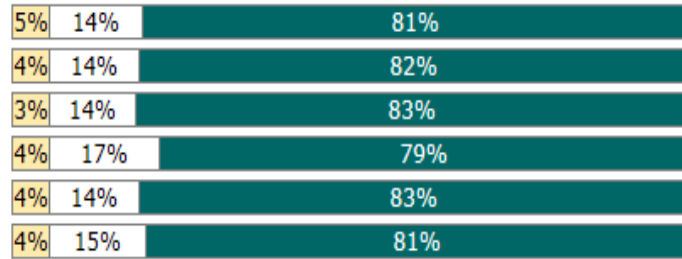
Practice Ownership and Affiliation

Provider and/or Physician	(n=7,651)
Hospital or Health System	(n=12,407)
University or Academic Medical Center	(n=3,644)
Community Health Center	(n=1,532)
Other	



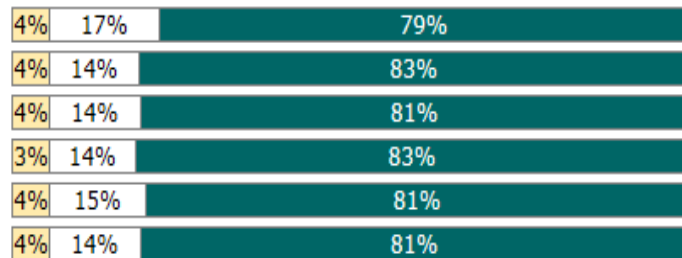
Survey Mode

Mail	(n=22,406)
Phone	(n=3,237)
IVR	(n=2,376)
Web/Internet	



Providers Working Each Week

1	(n=599)
2 - 3	(n=2,977)
4 - 9	(n=9,380)
10 - 13	(n=1,689)
14 - 19	(n=1,241)
> 20	(n=4,077)



Number of Visits Per Practice

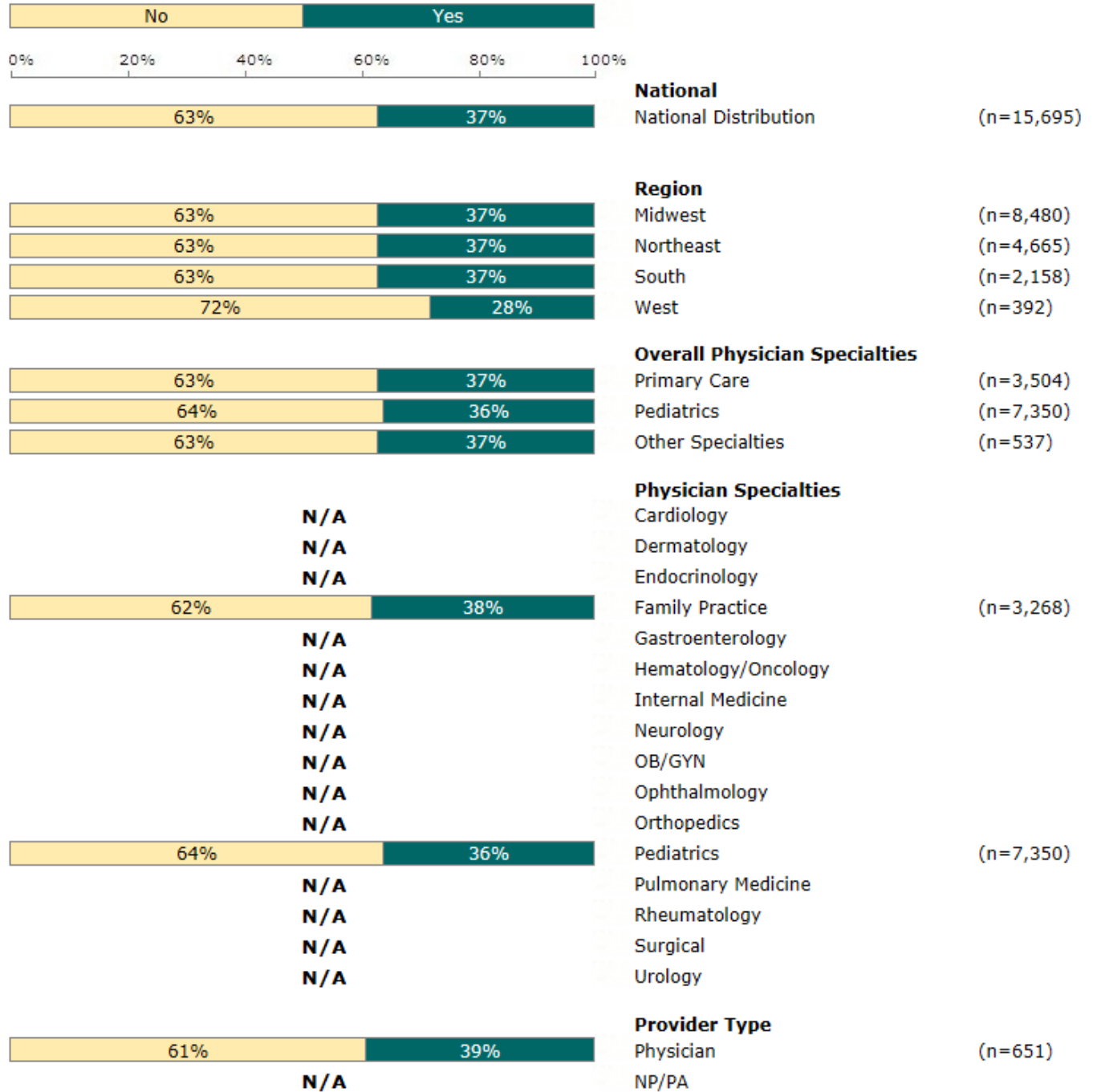
< 100	(n=2,562)
100 - 199	(n=3,869)
200 - 299	(n=2,327)
300 - 499	(n=6,334)
500 - 699	(n=2,711)
> 700	(n=2,360)

12/6-month Child/PCMH 2.0 Supplemental Composite

12/6-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.

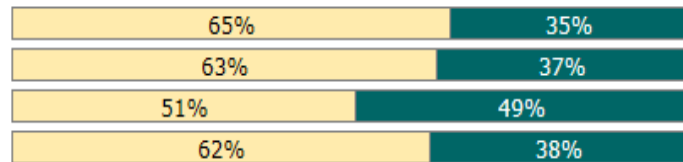
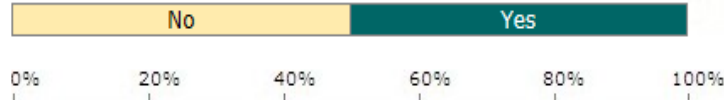


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

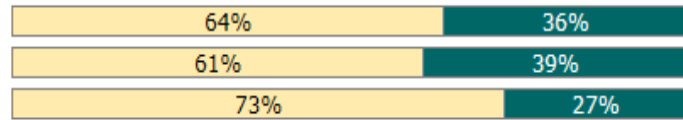
12/6-month Child/PCMH 2.0 Supplemental Composite

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

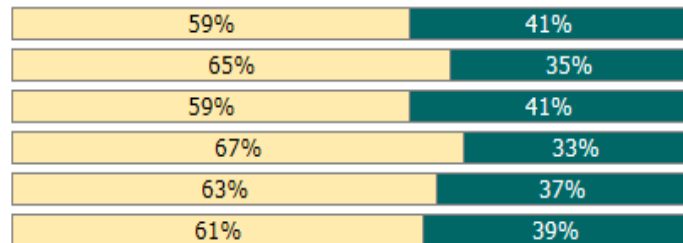
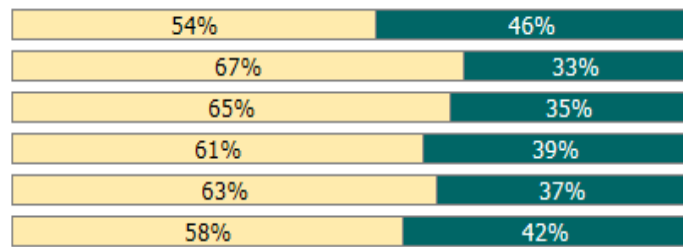
Combines responses from two questions regarding providers support in taking care of your own health.



N/A



N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=7,284)
Hospital or Health System	(n=7,101)
University or Academic Medical Center	(n=581)
Community Health Center	(n=729)
Other	

Survey Mode

Mail	(n=13,550)
Phone	(n=1,910)
IVR	(n=235)
Web/Internet	

Providers Working Each Week

1	(n=477)
2 - 3	(n=2,188)
4 - 9	(n=6,324)
10 - 13	(n=460)
14 - 19	(n=800)
> 20	(n=2,325)

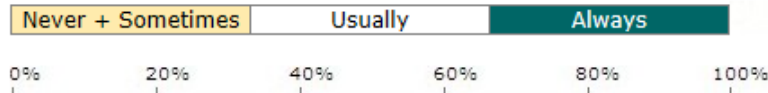
Number of Visits Per Practice

< 100	(n=1,503)
100 - 199	(n=3,139)
200 - 299	(n=1,266)
300 - 499	(n=3,396)
500 - 699	(n=1,189)
> 700	(n=1,869)

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.



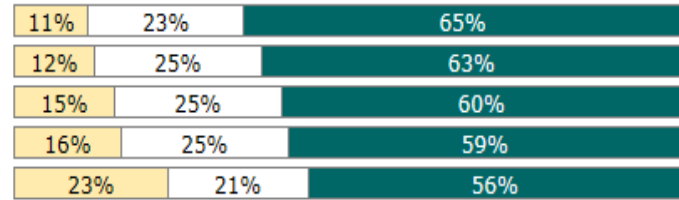
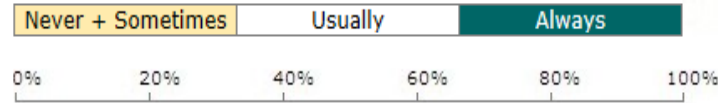
Never + Sometimes	Usually	Always		
12%	24%	63%	National	
			National Distribution	(n=308,474)
Region				
11%	24%	65%	Midwest	(n=107,748)
10%	23%	66%	Northeast	(n=44,577)
13%	24%	63%	South	(n=85,123)
15%	26%	58%	West	(n=71,026)
Overall Physician Specialties				
12%	27%	62%	Primary Care	(n=96,531)
			Pediatrics	
			Other Specialties	(n=92,858)
Physician Specialties				
10%	22%	68%	Cardiology	(n=7,411)
13%	23%	64%	Dermatology	(n=4,004)
13%	24%	63%	Endocrinology	(n=3,060)
12%	27%	61%	Family Practice	(n=70,509)
17%	24%	59%	Gastroenterology	(n=9,319)
9%	22%	69%	Hematology/Oncology	(n=5,154)
10%	26%	64%	Internal Medicine	(n=25,775)
18%	24%	58%	Neurology	(n=5,288)
11%	22%	66%	OB/GYN	(n=8,806)
10%	20%	70%	Ophthalmology	(n=5,986)
12%	21%	66%	Orthopedics	(n=6,899)
			Pediatrics	
			Pulmonary Medicine	(n=3,659)
			Rheumatology	(n=3,077)
			Surgical	(n=16,707)
			Urology	(n=4,967)
Provider Type				
			Physician	
			NP/PA	
			N/A	
			N/A	

2014 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.



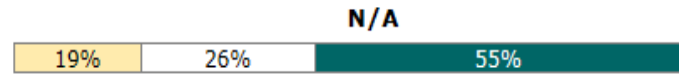
Practice Ownership and Affiliation

Provider and/or Physician	(n=66,585)
Hospital or Health System	(n=199,581)
University or Academic Medical Center	(n=8,960)
Community Health Center	(n=27,981)
Other	(n=5,367)



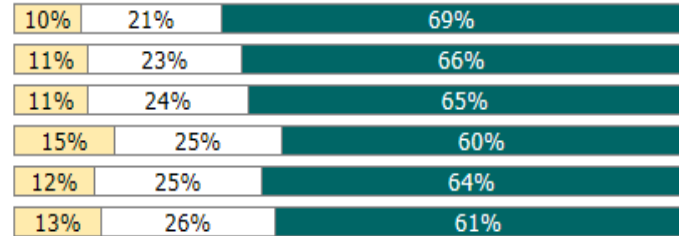
Survey Mode

Mail	(n=299,837)
Phone	(n=4,421)
IVR	
Web/Internet	(n=4,216)



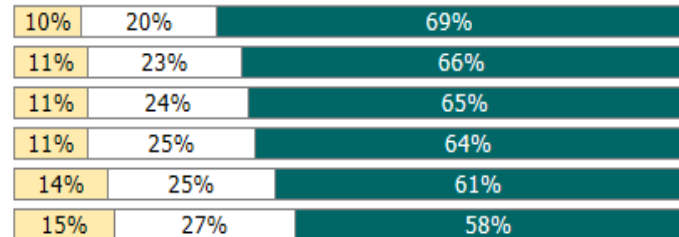
Providers Working Each Week

1	(n=10,814)
2 - 3	(n=41,161)
4 - 9	(n=69,174)
10 - 13	(n=18,856)
14 - 19	(n=13,765)
> 20	(n=34,168)



Number of Visits Per Practice

< 100	(n=27,736)
100 - 199	(n=36,136)
200 - 299	(n=26,123)
300 - 499	(n=42,539)
500 - 699	(n=14,306)
> 700	(n=50,376)

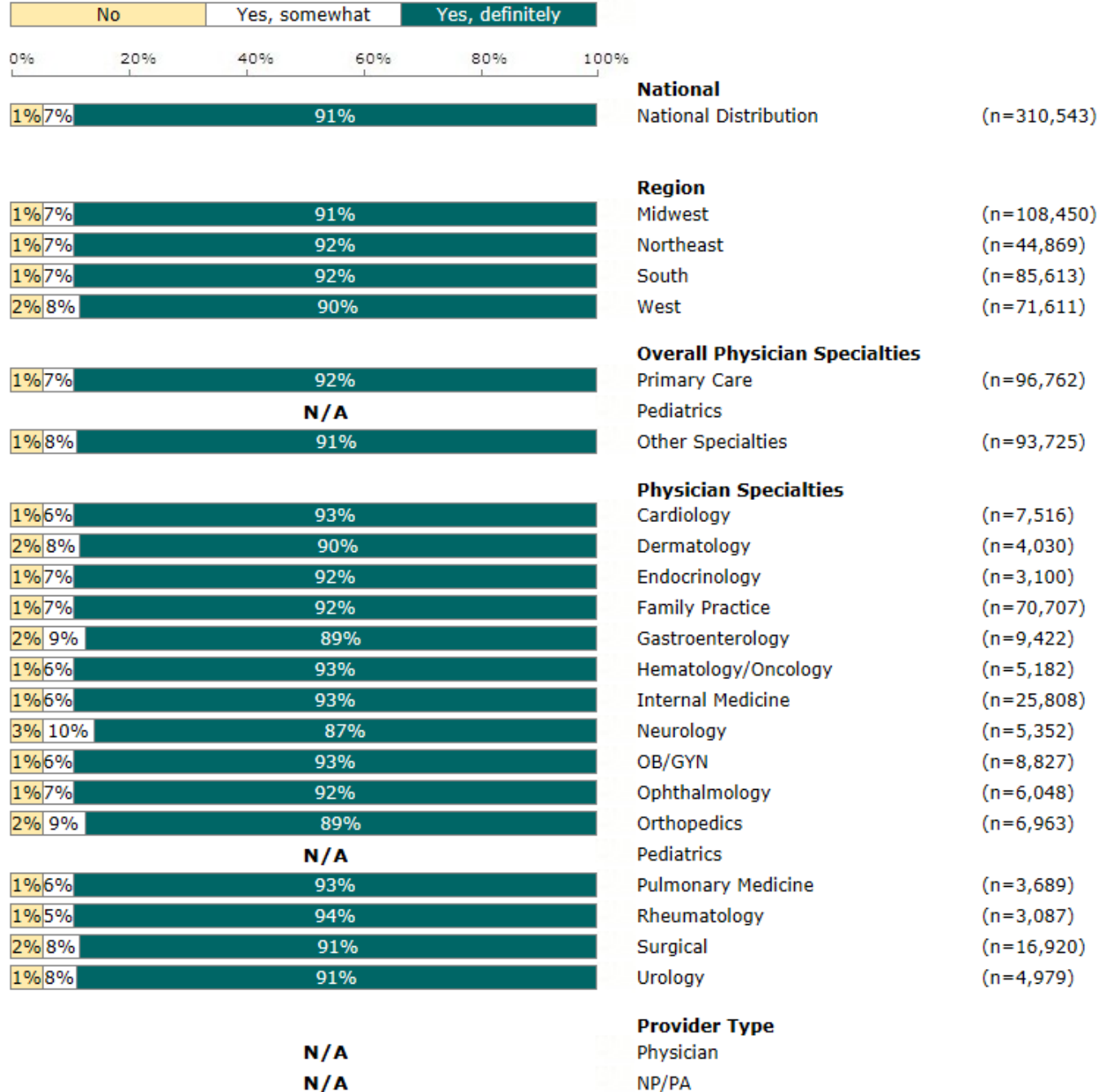


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

How Well Providers Communicate with Patients

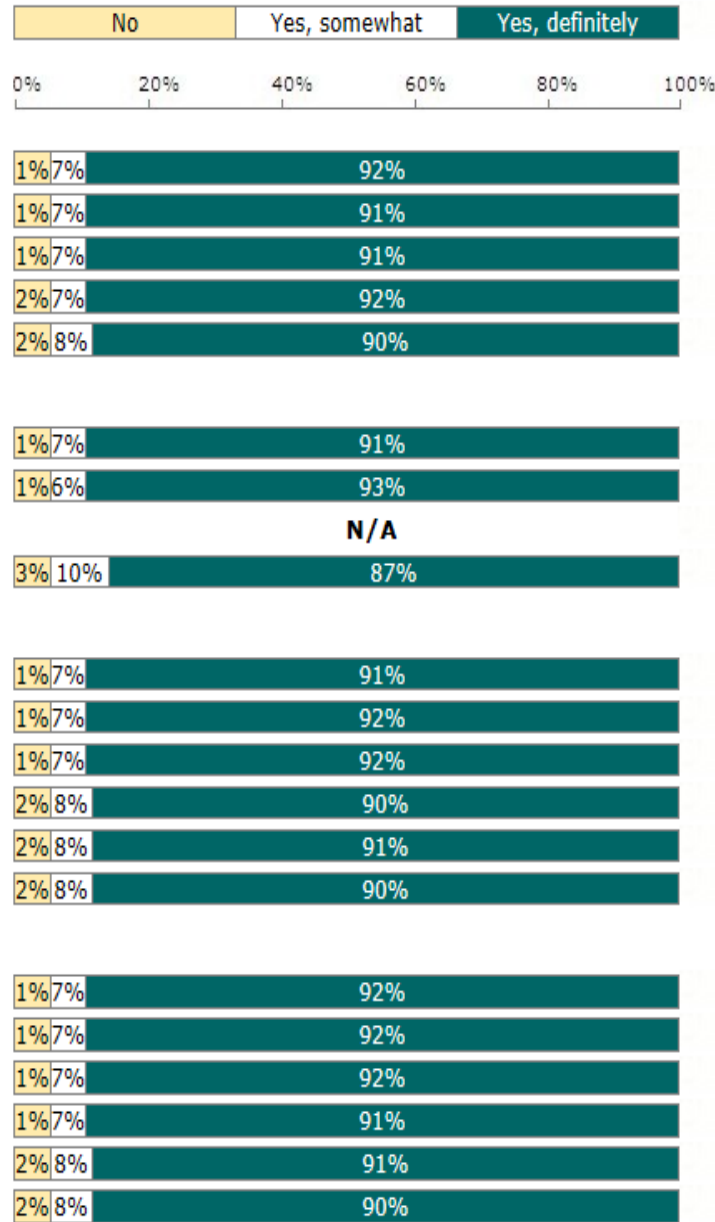
Combines responses from six questions regarding how often providers communicated well with patients.



Visit Adult 2.0

How Well Providers Communicate with Patients – (continued)

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



Practice Ownership and Affiliation

Provider and/or Physician	(n=67,118)
Hospital or Health System	(n=200,875)
University or Academic Medical Center	(n=9,032)
Community Health Center	(n=28,086)
Other	(n=5,432)

Survey Mode

Mail	(n=301,868)
Phone	(n=4,446)
IVR	
Web/Internet	(n=4,229)

Providers Working Each Week

1	(n=10,870)
2 - 3	(n=41,449)
4 - 9	(n=69,720)
10 - 13	(n=19,037)
14 - 19	(n=13,896)
> 20	(n=34,628)

Number of Visits Per Practice

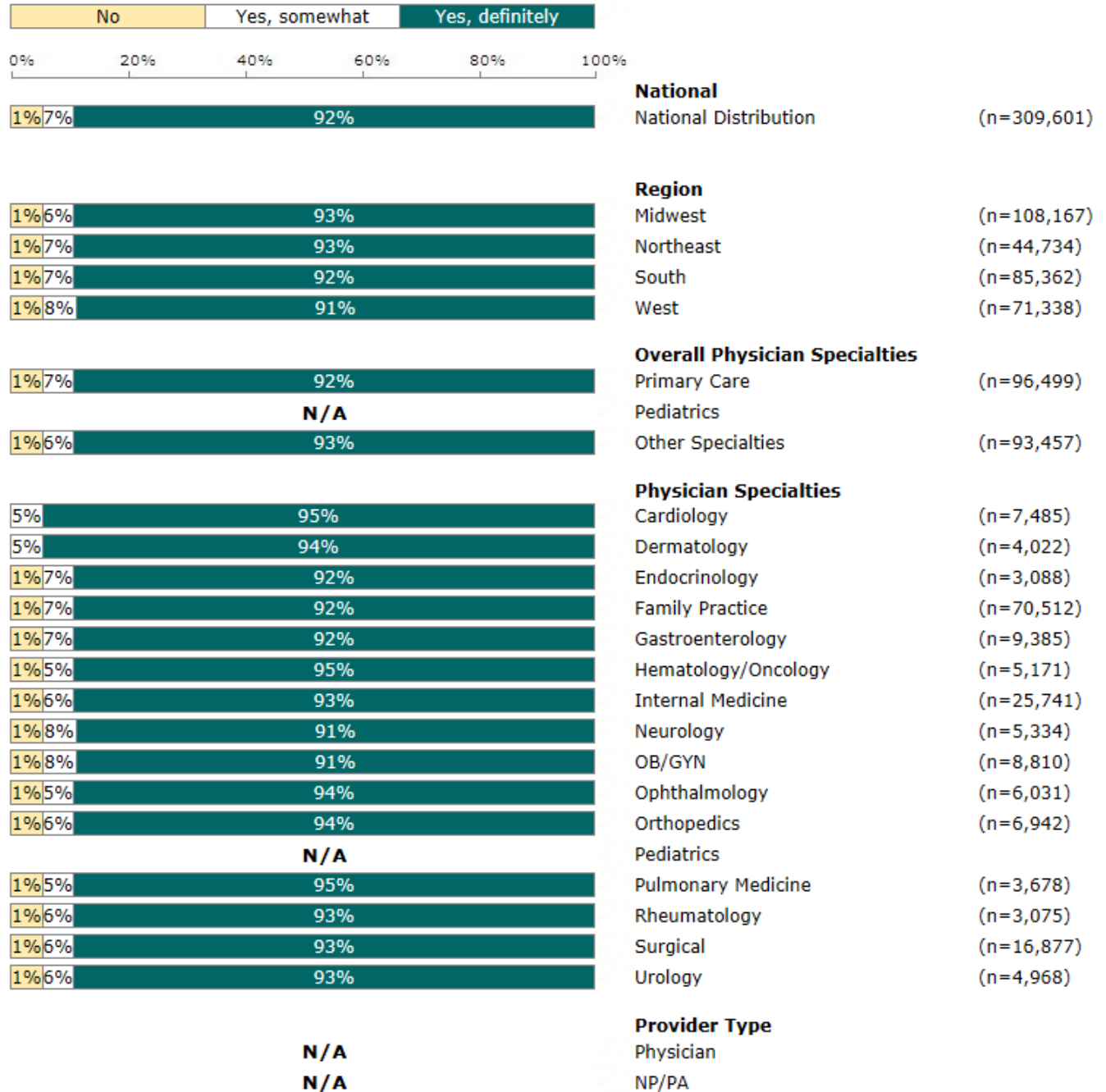
< 100	(n=28,032)
100 - 199	(n=36,396)
200 - 299	(n=26,315)
300 - 499	(n=42,828)
500 - 699	(n=14,444)
> 700	(n=50,995)

2014 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.

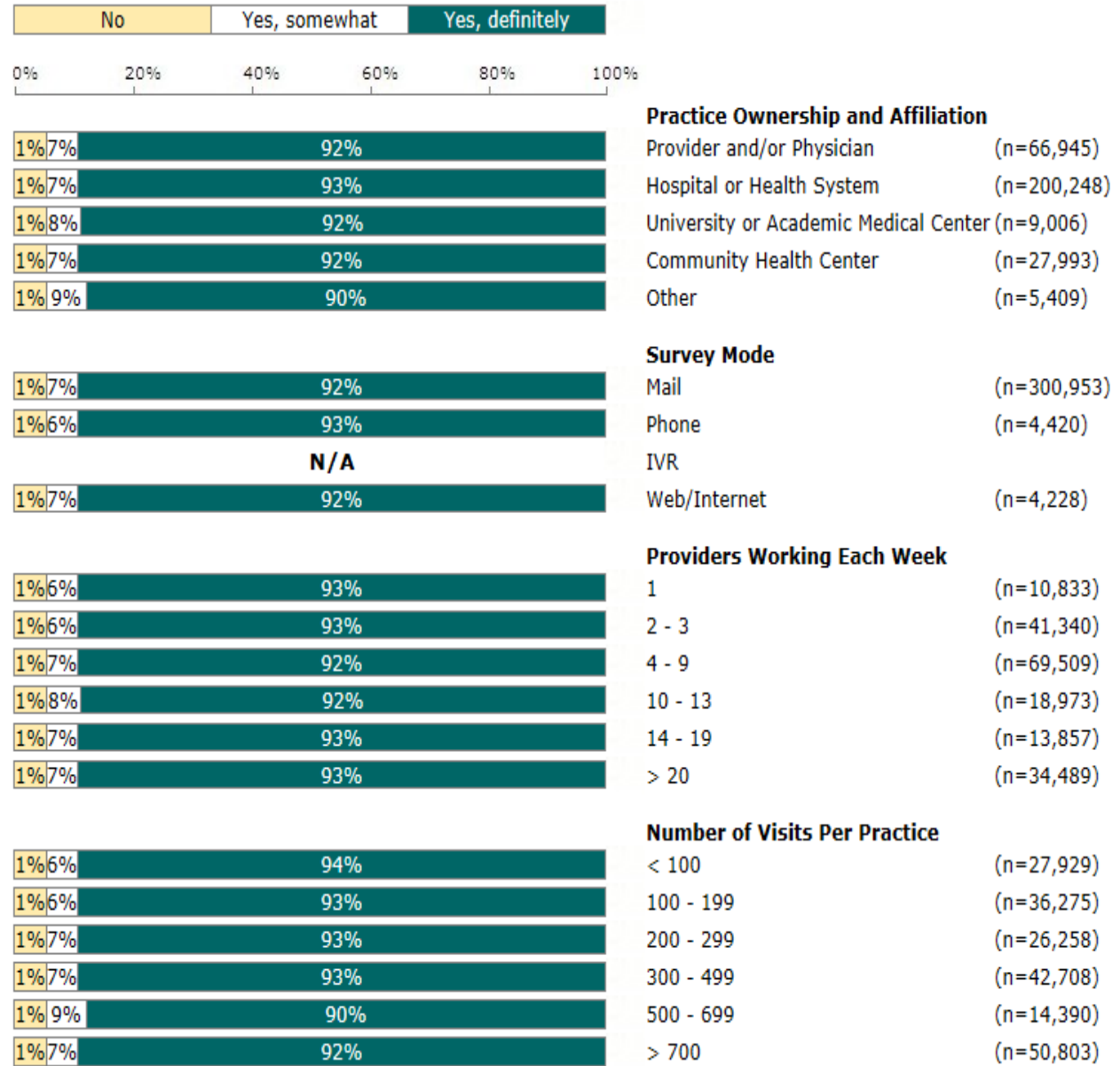


2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

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

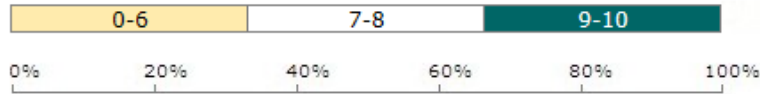
Combines responses from two questions regarding how often staff communicated well with patients.



2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Patients' Rating of the Provider

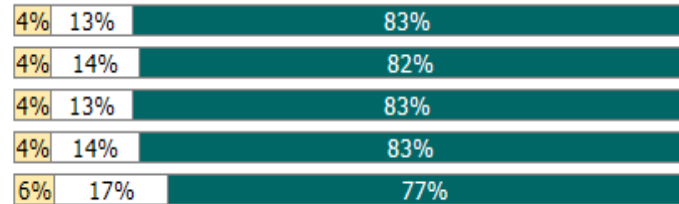
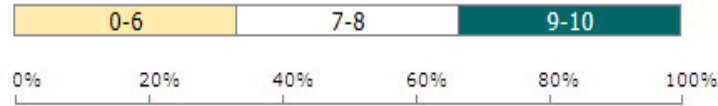


Rating Category	0-6	7-8	9-10	Category	Count
4%	14%	82%		National National Distribution	(n=306,226)
4%	13%	83%		Region Midwest	(n=107,012)
4%	14%	82%		Northeast	(n=44,299)
4%	13%	83%		South	(n=84,455)
5%	16%	80%		West	(n=70,460)
4%	14%	82%		Overall Physician Specialties Primary Care	(n=95,516)
				Pediatrics	
4%	13%	83%		Other Specialties	(n=92,462)
				Physician Specialties Cardiology	(n=7,379)
3%	12%	85%		Dermatology	(n=3,970)
4%	14%	82%		Endocrinology	(n=3,056)
4%	14%	82%		Family Practice	(n=69,794)
6%	15%	78%		Gastroenterology	(n=9,304)
3%	10%	87%		Hematology/Oncology	(n=5,143)
3%	13%	83%		Internal Medicine	(n=25,478)
7%	16%	77%		Neurology	(n=5,261)
3%	12%	85%		OB/GYN	(n=8,744)
3%	12%	86%		Ophthalmology	(n=5,937)
4%	14%	82%		Orthopedics	(n=6,871)
				Pediatrics	
4%	11%	85%		Pulmonary Medicine	(n=3,644)
3%	10%	87%		Rheumatology	(n=3,056)
4%	12%	84%		Surgical	(n=16,702)
4%	13%	83%		Urology	(n=4,906)
				Provider Type Physician	
				NP/PA	
				N/A	
				N/A	

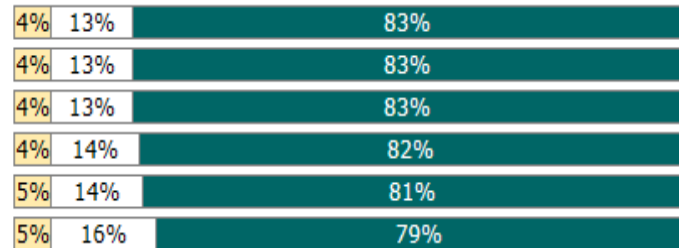
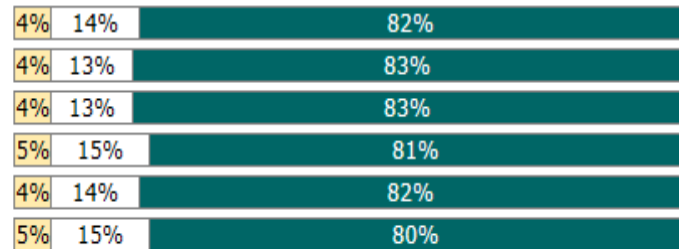
2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Patients' Rating of the Provider – (continued)



N/A



Practice Ownership and Affiliation

Provider and/or Physician	(n=66,281)
Hospital or Health System	(n=198,038)
University or Academic Medical Center	(n=8,917)
Community Health Center	(n=27,623)
Other	(n=5,367)

Survey Mode

Mail	(n=297,623)
Phone	(n=4,410)
IVR	
Web/Internet	(n=4,193)

Providers Working Each Week

1	(n=10,732)
2 - 3	(n=40,870)
4 - 9	(n=68,869)
10 - 13	(n=18,753)
14 - 19	(n=13,690)
> 20	(n=34,117)

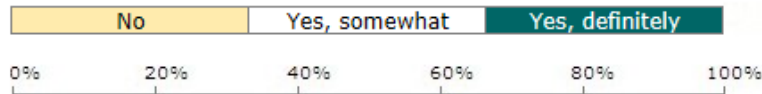
Number of Visits Per Practice

< 100	(n=27,683)
100 - 199	(n=35,897)
200 - 299	(n=25,956)
300 - 499	(n=42,260)
500 - 699	(n=14,258)
> 700	(n=50,223)

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

Visit Adult 2.0

Willingness to Recommend the Provider's Office

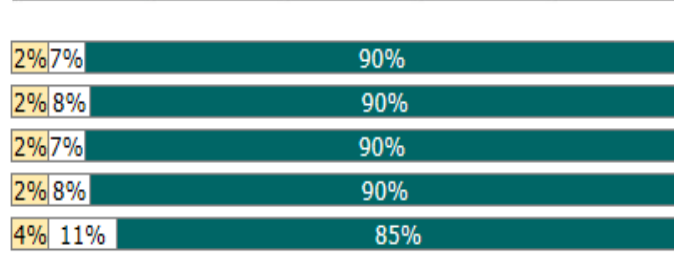
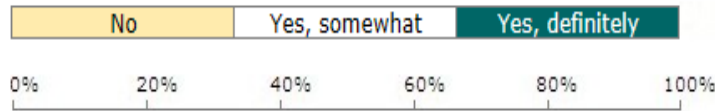


Response	Yes, somewhat	Yes, definitely	Category	Count
2%	8%	90%	National National Distribution	(n=305,814)
Region				
2%	8%	90%	Midwest	(n=106,987)
2%	8%	90%	Northeast	(n=44,377)
2%	7%	90%	South	(n=84,187)
3%	9%	88%	West	(n=70,263)
Overall Physician Specialties				
2%	8%	90%	Primary Care	(n=95,352)
N/A				
2%	7%	91%	Pediatrics	(n=92,507)
Physician Specialties				
1%	6%	92%	Cardiology	(n=7,397)
3%	7%	90%	Dermatology	(n=3,976)
2%	7%	90%	Endocrinology	(n=3,049)
2%	8%	90%	Family Practice	(n=69,714)
4%	9%	87%	Gastroenterology	(n=9,318)
1%	6%	93%	Hematology/Oncology	(n=5,119)
2%	8%	90%	Internal Medicine	(n=25,391)
4%	10%	86%	Neurology	(n=5,282)
2%	6%	92%	OB/GYN	(n=8,762)
2%	6%	92%	Ophthalmology	(n=5,939)
3%	8%	89%	Orthopedics	(n=6,891)
N/A				
2%	6%	92%	Pediatrics	(n=3,633)
2%	5%	93%	Pulmonary Medicine	(n=3,050)
2%	7%	91%	Rheumatology	(n=16,703)
2%	8%	90%	Surgical	(n=4,903)
Provider Type				
N/A				
N/A				
Physician				
NP/PA				

2014 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices

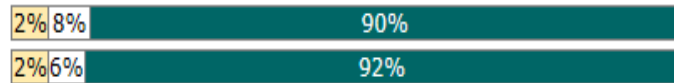
Visit Adult 2.0

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



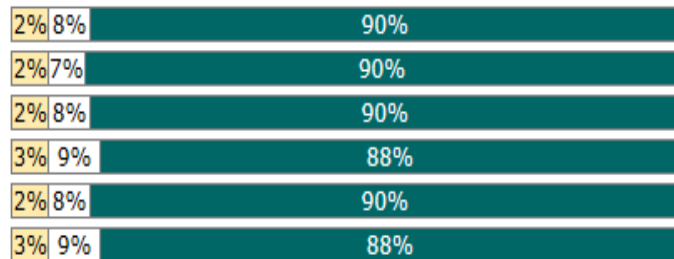
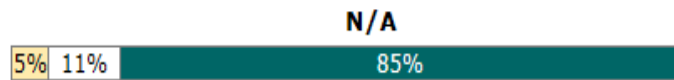
Practice Ownership and Affiliation

Provider and/or Physician	(n=66,278)
Hospital or Health System	(n=197,668)
University or Academic Medical Center	(n=8,907)
Community Health Center	(n=27,600)
Other	(n=5,361)



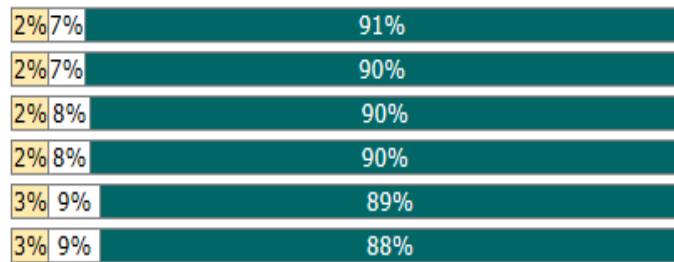
Survey Mode

Mail	(n=297,190)
Phone	(n=4,404)
IVR	
Web/Internet	(n=4,220)



Providers Working Each Week

1	(n=10,695)
2 - 3	(n=40,808)
4 - 9	(n=68,775)
10 - 13	(n=18,774)
14 - 19	(n=13,729)
> 20	(n=33,971)



Number of Visits Per Practice

< 100	(n=27,631)
100 - 199	(n=35,842)
200 - 299	(n=25,981)
300 - 499	(n=42,195)
500 - 699	(n=14,217)
> 700	(n=50,067)

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 2014 released in June 2015. To date the CG-CAHPS Database includes five sets of annual data (for the years 2010, 2011, 2012, 2013 and 2014) representing over 8 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 Clinician & Group Survey and Health Plan 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. Table C-1 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
Orthopedics	Orthopedics

Table C-2. Physician Specialty Categories and Included Specialties (continued)

Category	Physician Specialties
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. Comparison of CG-CAHPS 12-Month and 6-Month Versions

A study comparing differences in results between samples of patients in 4 community health centers randomly selected to receive either the 12-month or 6-month version of CG-CAHPS showed only small differences in response rates, self-reported health status, visit history, and survey scores. Key findings include:

- There were slightly fewer patients eligible to receive a survey when a 6-month sampling frame was used compared to a 12-month sampling frame.
- Patients selected using the 12-month sampling frame reported slightly better physical and mental health and were more likely to have made a health care visit and had more tests than patients selected using a 6-month sampling frame.
- Response rates were just over one percentage point lower for patients who received the 6-month version of the survey.
- Patients responding to the 6-month version of the survey responded with slightly but uniformly higher top box and mean scores than patients responding to the 12-month version.

Based on these findings, the CAHPS Consortium has determined that the advantages of combining the 12-month and 6-month survey results for reporting in the CAHPS Database (to achieve fewer, larger consolidated data sets for comparison) outweigh any concerns related to comparability of results. However, users of the 6-month version of the CG-CAHPS Survey should be aware of the slightly higher scores that might be obtained with this survey when comparing their results to the combined benchmarks reported by the CAHPS Database. For further information on the comparison study conducted by the CAHPS Consortium contact the CAHPS User Network at cahps1@westat.com or 1-800-492-9261.

Appendix E. 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 E-1. 12/6-Month Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 months, how often did this provider listen carefully to you?	
Q17	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q18	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q19	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q20	In the last 12/6 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q24	In the last 12/6 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 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

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

Follow-up on Test Results		
Q22	In the last 12/6 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 E-2. 12/6-Month PCMH Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 months, how often did this provider listen carefully to you?	
Q22	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q23	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q24	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q25	In the last 12/6 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12/6 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 12/6 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 12/6 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 E-2. 12/6-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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 E-3. 12/6-Month Child Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q13	In the last 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 months, how often did this provider listen carefully to you?	
Q24	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q25	In the last 12/6 months, how often did this provider seem to know the important information about your child's medical history?	
Q26	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q27	In the last 12/6 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12/6 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 12/6 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 12/6 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 E-3. 12/6-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 12/6 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 12/6 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 12/6 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q34	In the last 12/6 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q37	In the last 12/6 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 12/6 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 12/6 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 12/6 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q38	In the last 12/6 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 12/6 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 12/6 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 E-4. 12/6-Month PCMH Child Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q13	In the last 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 12/6 months, how often did this provider listen carefully to you?	
Q29	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q30	In the last 12/6 months, how often did this provider seem to know the important information about your child's medical history?	
Q31	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q32	In the last 12/6 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q53	In the last 12/6 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 12/6 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 12/6 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 E-4. 12/6-Month PCMH Child Questionnaire 2.0 (continued)

Provider's Attention to Your Child's Growth and Development		
Q38	In the last 12/6 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 12/6 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 12/6 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q41	In the last 12/6 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q44	In the last 12/6 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 12/6 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 12/6 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 12/6 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q45	In the last 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 E-5. Visit Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12/6 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 12/6 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 12/6 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 12/6 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 12/6 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 E-5. Visit Adult Questionnaire 2.0 (continued)

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

