



THE CAHPS DATABASE

CAHPS Clinician & Group Survey Database

2017 Chartbook



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1. EXECUTIVE SUMMARY

cahps[®] 2017 Clinician & Group Survey Database

EXECUTIVE SUMMARY

How patients from medical practices reported 5 measures of patient experience based on the 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Clinician and Group Database.

366,994

patients responded

from **3,443** medical practice sites



Rating of Provider

80%

of patients **rated their provider 9 or 10**, with 0 being the worst and 10 being the best provider possible.

HIGHEST SCORING MEASURES



Provider Communication

85%

of patients reported that providers always communicated clearly and listened carefully.



Office Staff

79%

of patients reported that office staff were always helpful and respectful.

LOWEST SCORING MEASURES



Access to Care

67%

of patients reported always receiving timely appointments, care and information.



Care Coordination

73%

of patients reported that providers always helped to coordinate their care.

2. INTRODUCTION

This annual Chartbook presents results from the 2017 CAHPS Clinician & Group Survey (CG-CAHPS) Database for the CG-CAHPS Adult Survey 3.0. This is the only version of the CG-CAHPS survey that is included in the 2017 Database.

As shown in Table 1, the 2017 CG-CAHPS Database combines results from the Adult 3.0 Core Survey with the core questions from the Adult 3.0 Survey with Patient-Centered Medical Home (PCMH) Supplemental Items. The results also include the PCMH supplemental composites and items. Data submitted for the Adult Survey 3.0 Combined were collected from January 2017 through March 2018.

Table 1. Composition of the 2017 CG-CAHPS Database

Survey Version	Total	
	Number of Practice Sites	Number of Respondents
Adult 3.0	568	125,973
Adult 3.0 PCMH	2,875	241,021
Total Adult 3.0 Combined	3,443	366,994

Results are presented in the form of bar charts that show the overall distribution of responses. Results are also presented by State, urban/rural classification, and provider specialty. Trend data for available years are also presented.

The summary results presented in this Chartbook are compiled from detailed data displays available in the CG-CAHPS Database [Online Reporting System \(ORS\)](#).

De-identified research files for the CG-CAHPS data presented in this Chartbook, as well as from previous years, are available upon request. Requests may be sent to the CAHPS Database by email CAHPSDatabase@westat.com or questions may be directed to the toll-free help line at 888-808-7108.

3. SELECTED HIGHLIGHTS

Selected highlights of the 2017 results presented in this Chartbook include the following:

- "How Well Providers Communicate with Patients" was the highest scoring composite (85%) and "Getting Timely Appointments, Care, and Information" scored the lowest (67%).
- Pulmonary Medicine and Hematology/Oncology have among the highest scores across specialties for all composite measures.
- Practices with only one provider scored higher on "Getting Timely Appointments, Care, and Information" than practices with 2 or more providers.
- While only three years of data are available for the Adult 3.0 version, there appears to be a slight decline in scores for 4 of the 5 core measures between 2015 and 2017.

4. RESULTS

This section presents the results for the CG-CAHPS Adult 3.0 Combined survey version in the 2017 CG-CAHPS Database. Results are presented in the form of bar charts that graphically show the distribution of responses for the core composites, individual question items, provider rating, and supplemental composites where applicable. Users can compare their own results to the relevant bar charts in order to identify performance strengths as well as opportunities for improvement.

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

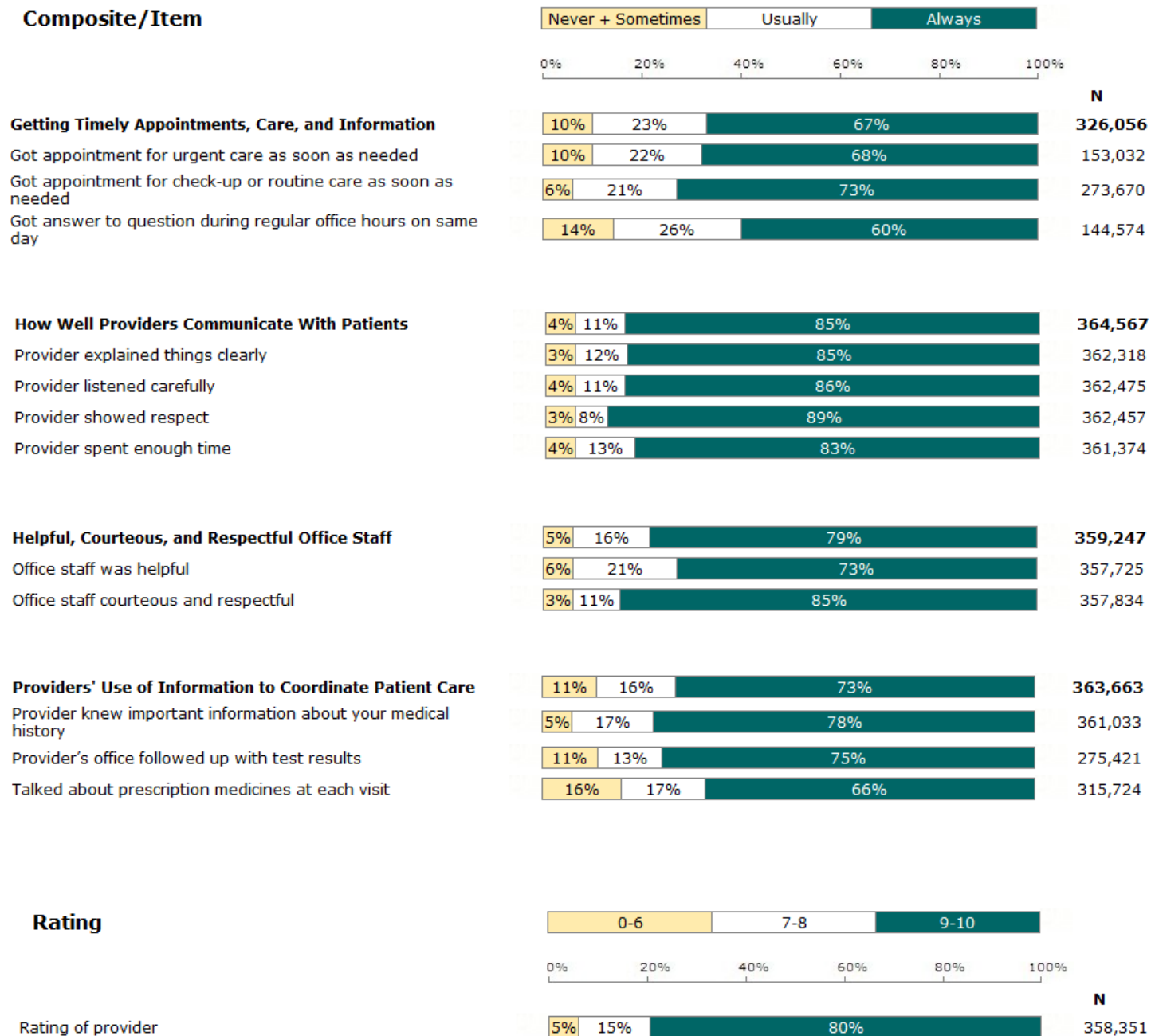
Results also are presented by State, urban/rural classification, and provider specialty. Trend data for available years is also presented.

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

- Getting Timely Appointments, Care, and Information (Access)
- How Well Providers Communicate with Patients (Provider Communication)
- Helpful, Courteous, and Respectful Office Staff (Office Staff)
- Providers' Use of Information to Coordinate Patient Care (Care Coordination)
- Rating of Provider

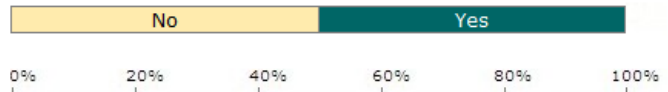
As noted earlier, detailed results are available through the CG-CAHPS Database [Online Reporting System](#).

Adult Survey 3.0 Combined



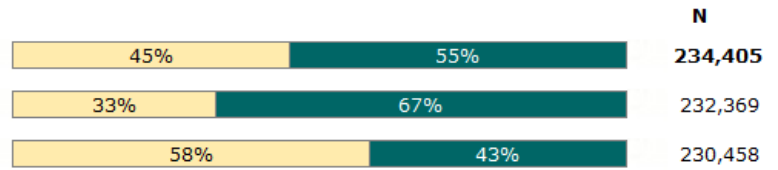
Adult Survey 3.0 Combined (continued)

Composite/Item

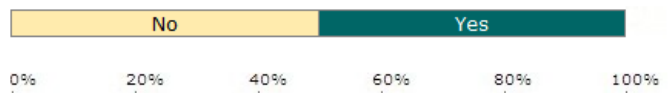


Talking with You About Taking Care of Your Own Health (PCMH)

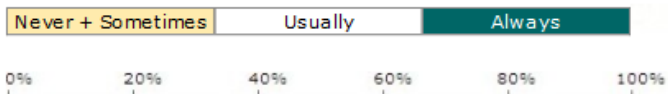
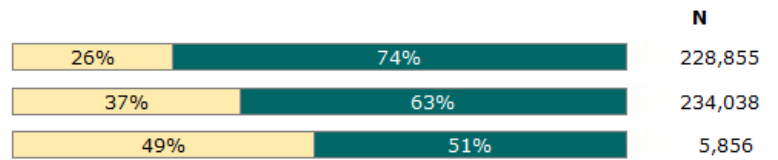
Someone from provider's office talked with patient about specific health goals
 Someone from provider's asked if there were things that made it hard for patient to take care of health



Individual Items



Got information about what to do if care is needed on evenings, weekends, or holidays
 Patient saw a specialist for a particular health problem
 Someone from provider's office talked about worrying/stressful aspects of patient's life



Provider seemed informed and up-to-date about care from specialist



Table 2. Comparison of Adult Survey 3.0 Combined Top-Box Scores by State*

State	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	366,994	67%	85%	79%	73%	80%
Arkansas	14,134	68%	83%	78%	74%	78%
California	67,251	63%	84%	78%	67%	77%
Colorado	15,881	60%	82%	75%	71%	76%
Hawaii	9,314	70%	85%	80%	72%	80%
Kentucky	1,145	76%	90%	88%	81%	85%
Maine	4,401	67%	88%	85%	74%	82%
Massachusetts	18,940	70%	89%	82%	76%	84%
Michigan	37,933	65%	84%	77%	72%	78%
Minnesota	4,843	68%	86%	84%	72%	79%
Montana	5,250	64%	85%	80%	77%	80%
New Jersey	31,942	69%	86%	77%	74%	80%
New York	12,761	70%	86%	77%	74%	80%
Ohio	6,783	75%	94%	83%	83%	90%
Oklahoma	13,144	66%	84%	80%	74%	79%
Oregon	13,733	61%	82%	79%	71%	75%
Pennsylvania	16,842	69%	87%	78%	75%	82%
Rhode Island	2,671	75%	87%	81%	75%	84%
South Carolina	5,839	72%	89%	84%	74%	86%
Tennessee	5,422	71%	85%	82%	77%	80%

* States with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Table 3. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Urban/Rural Classification*

Urban/Rural Classification	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	366,994	67%	85%	79%	73%	80%
Urban	90,931	69%	89%	84%	75%	84%
Micropolitan	4,394	67%	88%	85%	73%	82%
Small and Isolated Rural	1,631	74%	90%	87%	75%	84%

*Urban/rural classifications based on Rural-Urban Commuting Area Codes, U. S. Department of Agriculture Economic Research Service & Federal Office of Rural Health Policy (2013).

Table 4. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Specialty*

Specialty	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	366,994	67%	85%	79%	73%	80%
Allergy/Immunology	766	63%	84%	81%	70%	75%
Cardiology	5,017	69%	87%	83%	74%	84%
Dermatology	3,806	67%	85%	82%	69%	75%
Endocrinology	2,897	67%	88%	81%	75%	81%
Family Practice	24,241	63%	87%	78%	71%	79%
Gastroenterology	2,818	61%	84%	78%	67%	76%
Hematology/Oncology	3,829	76%	88%	87%	75%	86%
Internal Medicine	19,613	64%	87%	78%	72%	80%
Neurology	3,880	58%	84%	77%	67%	77%
OB/GYN	7,551	65%	86%	76%	68%	79%
Ophthalmology	4,438	70%	83%	80%	67%	80%
Orthopedics	3,133	68%	84%	82%	70%	81%
Podiatry	557	80%	90%	81%	70%	84%
Pulmonary Medicine	1,932	72%	92%	87%	76%	88%
Radiology	802	62%	82%	75%	66%	75%
Rheumatology	3,430	64%	84%	79%	67%	78%
Surgery	7,958	73%	87%	84%	71%	84%
Urology	1,350	68%	86%	82%	70%	82%

* Specialties with fewer than five practices and/or fewer than 300 completed surveys are not shown.

Table 5. Comparison of Adult Survey 3.0 Combined Top-Box Scores by Number of Providers Working*

Number of Providers Working per Week	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
CAHPS DB Overall	366,994	67%	85%	79%	73%	80%
1 provider	46,157	75%	86%	82%	75%	81%
2 - 3 providers	80,592	69%	86%	79%	75%	81%
4 - 9 providers	106,970	65%	85%	77%	74%	80%
10 - 13 providers	22,308	64%	85%	79%	73%	80%
14 - 19 providers	14,034	64%	86%	80%	74%	81%
More than 20 providers	31,566	65%	88%	82%	73%	81%

* The number of providers working per week was self-reported at the practice-site level. Practices that did not self-report are not shown.

Figure 1. Adult Survey 3.0 Combined Top Box Scores: 2015-2017

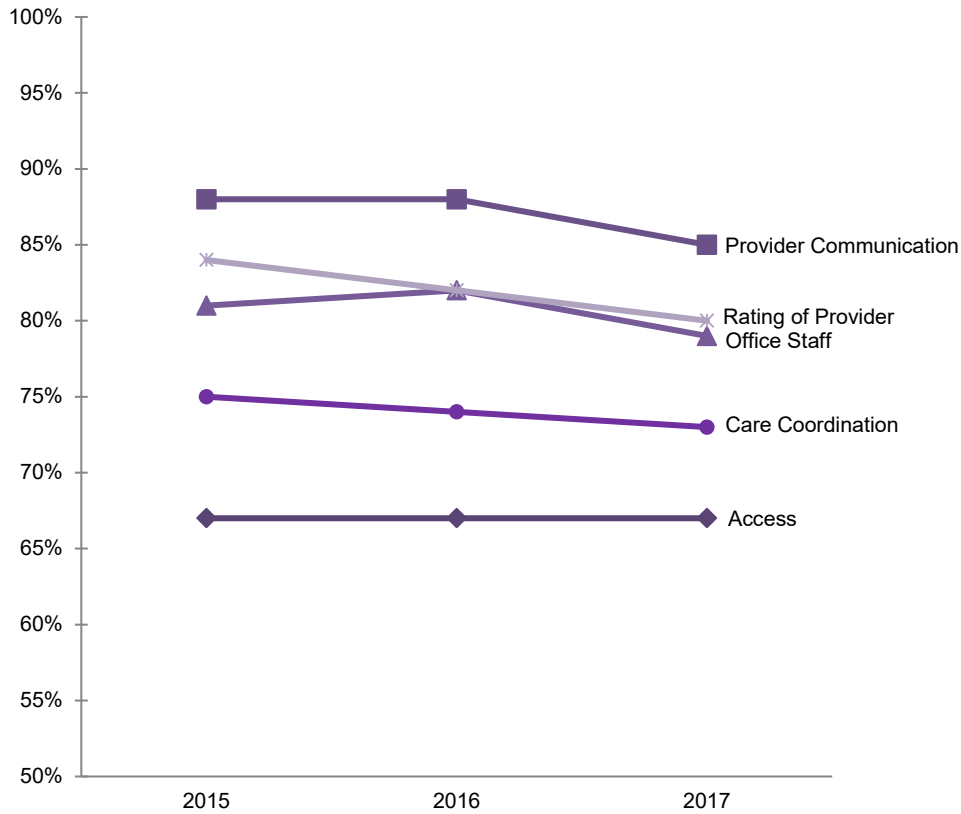


Table 6. Adult Survey 3.0 Combined Top Box Scores: 2015-2017

Year	Number of Practice Sites	Number of Respondents	Access	Provider Communication	Office Staff	Care Coordination	Rating of Provider
2015	157	24,937	67%	88%	81%	75%	84%
2016	656	137,416	67%	88%	82%	74%	82%
2017	3,443	366,994	67%	85%	79%	73%	80%

APPENDIX A. CHARACTERISTICS OF THE 2017 CG-CAHPS DATABASE

When reviewing the CAHPS Clinician & Group (CG-CAHPS) Survey results, it is helpful as context to understand the types of practice sites that make up the comparative results for all versions of the survey. The CAHPS Database asked each submitter to provide information about their practices (i.e., “practice site characteristics”) along with their survey responses. It is important to note that participating practice sites voluntarily submit data to the CAHPS Database and therefore do not constitute a representative sample of all medical practices in the United States. However, users can compare their results to similar organizations using the reported practice site characteristics.

Practice Site Characteristics

The distribution by of practice sites and survey respondents by region and number of providers working per week is shown in Table A-1. To determine a practice site’s region, practice sites were assigned to one of the four U.S. Census Bureau’s regions, based on the practice sites’ self-reported State and ZIP code information¹. The largest concentration of practice sites that submitted data to the CAHPS Database are from the Northeast.

As a proxy measure for practice size, the number of providers (e.g., doctors of medicine, doctors of osteopathic medicine, physician assistants, nurse practitioners, etc.) working per week is shown in Table A-1. This information was self-reported at the practice-site level. The majority of practice sites that submitted their data to the CAHPS Database have either 4 to 9 providers or 2-3 providers working during a typical week.

Table A-1. Number of Practice Sites and Respondents by Region and Number of Providers Working per Week

Practice Site Characteristic	Number of Practice Sites	Number of Respondents
Region	3,443	366,994
Midwest	511	49,583
Northeast	965	87,557
South	502	65,449
West	807	111,429
Number of Providers Working per Week	3,443	366,994
1 provider	544	46,157
2 - 3 providers	994	80,592
4 - 9 providers	1,302	106,970
10 - 13 providers	196	22,308
14 - 19 providers	114	14,034
More than 20 providers	127	31,566

¹ States are categorized into U.S. Census Bureau-defined regions as follows:
 Northeast: CT, MA, ME, NH, NJ, NY, PA, PR, RI, VT
 Midwest: IA, IL, IN, KS, MI, MN, MO, NE, ND, OH, SD, WI
 West: AK, AZ, CA, CO, GU, HI, ID, MT, NM, NV, OR, UT, WA, WY
 South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV

Survey Completion Mode

Survey completion mode is reported at the respondent level. As shown in Table A-2, the vast majority of the surveys submitted to the CAHPS Database were completed by mail, followed by IVR and Web/Internet survey modes, respectively.

Table A-2. Distribution of Practice Sites and Survey Respondents by Survey Completion Mode

Survey Completion Mode	Number of Practice Sites	Number of Respondents
Mail	3,024	287,396
Phone	437	13,906
IVR	259	47,444
Web/Internet	400	18,248

APPENDIX B. LISTING OF COMPOSITES, RATINGS, AND INDIVIDUAL ITEMS

The following table presents the question wording and response options for the composites, ratings, and individual items included in the Adult 3.0 with and without PCMH item versions of the CAHPS Clinician & Group Survey. Question numbers are shown for both the core version as well as the version with PCMH items included (core Q#/core plus PCMH Q#).

Adult Survey 3.0 Combined

Getting Timely Appointments, Care, and Information (Access)		
Q6	In the last 6 months, when you contacted 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 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/Q11	In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
How Well Providers Communicate With Patients (Provider Communication)		
Q11/Q12	In the last 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
Q12/Q13	In the last 6 months, how often did this provider listen carefully to you?	
Q14/Q15	In the last 6 months, how often did this provider show respect for what you had to say?	
Q15/Q16	In the last 6 months, how often did this provider spend enough time with you?	
Providers' Use of Information to Coordinate Patient Care (Care Coordination)		
Q13/Q14	In the last 6 months, how often did this provider seem to know the important information about your medical history?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q17/Q18	In the last 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?	
Q20/Q26	In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q21/Q27	In the last 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
Q22/Q28	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Rating of Provider		
Q18/Q19	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

Adult Survey 3.0 Combined (cont.)

Talking with You About Taking Care of Your Own Health (PCMH)		
Q22 PCMH4	In the last 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
Q23 PCMH5	In the last 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?	
Other Individual PCMH Items		
Access to Care		
PCMH1	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Coordination of Care		
PCMH2	Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you see a specialist for a particular health problem?	Response Options <ul style="list-style-type: none"> ● Yes ● No
PCMH3	In the last 6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Comprehensiveness		
PCMH6	In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Response Options <ul style="list-style-type: none"> ● Yes ● No