



# 2018 Clinician & Group Survey Database



How **313,706 patients** from **2,024 medical practices** reported 6 measures of patient experience based on the 2018 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Clinician & Group Survey Database.

## HIGHEST SCORING MEASURES



**Provider Communication**

**85%**

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



**Rating of Provider**

**80%**

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



**Office Staff**

**79%**

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

## LOWEST SCORING MEASURES



**Care Coordination**

**73%**

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



**Access to Care**

**66%**

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



**Self-Management Support**

**55%**

of patients reported that providers always talked about their health goals and difficulties with self-care (PCMH supplemental measure)

To view the full 2018 Chartbook:

<https://cahpsdatabase.ahrq.gov/files/2018CAHPSClinicianGroupChartbook.pdf>

For more information on the CAHPS Clinician & Group Survey Database:

<https://cahpsdatabase.ahrq.gov/CGSurveyGuidance.aspx>

