



THE CAHPS DATABASE

CAHPS Clinician & Group Survey Database

2019 Chartbook



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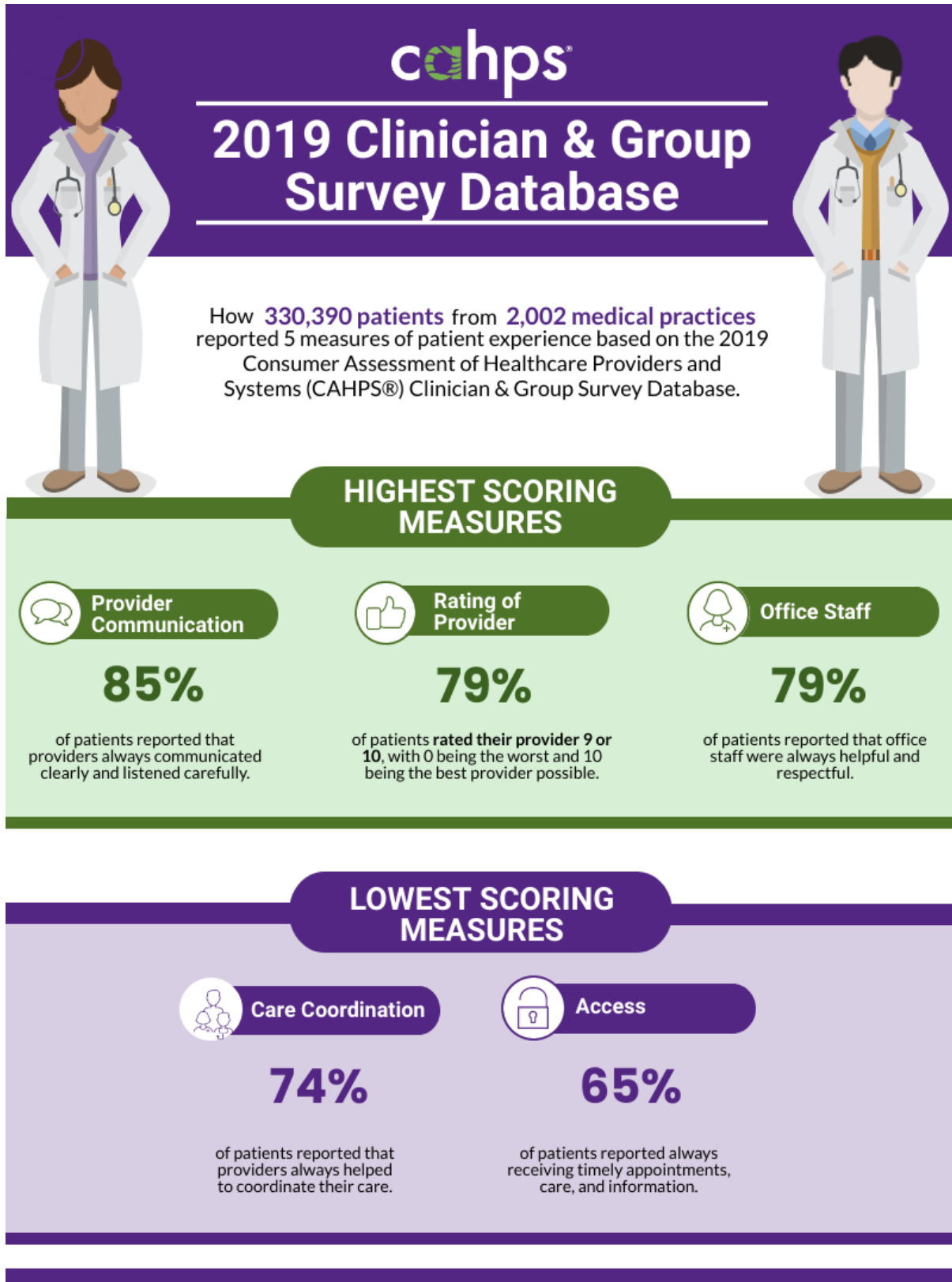
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1. OVERVIEW



2. INTRODUCTION

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician & Group Survey Database receives data voluntarily submitted by survey users that have administered the CAHPS Clinician & Group Survey (CG-CAHPS). This annual Chartbook presents results from the 2019 CAHPS Database for the CG-CAHPS Adult 3.0 Survey.

As shown in Table 1, the 2019 CG-CAHPS Database combines results from the core survey items in the Adult Survey 3.0 with the core survey items in the Adult Survey 3.0 with Patient-Centered Medical Home (PCMH) Supplemental Items (hereafter referred to as Adult 3.0 Combined). Data submitted were collected from January 2019 through June 2020 and represent patient encounters that occurred between January 1, 2019 and December 31, 2019.

Table 1. Composition of the 2019 CG-CAHPS Database

| Survey Version | Total | |
|---------------------------------|--------------------------|-----------------------|
| | Number of Practice Sites | Number of Respondents |
| Adult 3.0 | 375 | 104,433 |
| Adult 3.0 PCMH | 1,627 | 225,957 |
| Total Adult 3.0 Combined | 2,002 | 330,390 |

The summary results presented in this Chartbook complement data reported in the CG-CAHPS Database [Online Reporting System \(ORS\)](#). The ORS is a Web-based platform that allows users to interact with the results for survey composite measures, rating measures, and individual questions. The CG-CAHPS ORS is updated annually with new data submitted by CG-CAHPS Survey users.

De-identified CG-CAHPS data research files are available upon request according to the CAHPS Database Data Release Policy. To learn more, visit <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>.

Questions or comments regarding this Chartbook or the CG-CAHPS Database may be directed to the CAHPS Database by email CAHPSDatabase@westat.com or questions may be directed to the toll-free help line at 888-808-7108.

Data Limitations

The organizations that contribute data to the CG-CAHPS Database do so voluntarily, and a limited number of practices choose to participate. The organizations contributing data are not representative of all U.S. medical practices, nor are they representative of any of the other comparison categories presented in this report (such as state, urban/rural classification, and provider specialty). Estimates based on these voluntarily submitted data sets of the medical practice and patient populations might be biased as it is not possible to compute estimates of precision from these data. In addition, the number and mix of organizations contributing data vary slightly from year to year, and therefore comparisons over time should be made with these limitations and variations in mind.

3. SELECTED HIGHLIGHTS

Selected highlights of the 2019 results presented in this Chartbook include the following:

- *How Well Providers Communicate with Patients (Provider Communication)* was the highest scoring measure (85%) and *Getting Timely Appointments, Care, and Information (Access)* was the lowest scoring measure (65%). [See *Overview*]
- Practices located in Louisiana, Ohio, and Tennessee consistently scored above average for all measures. [See Table 2]
- Hematology/Oncology was the only specialty to perform at or above average for all five measures. Rheumatology scored at or above average in four of the five measures. [See Table 4]
- Practices with only one provider scored higher on all measures than practices with more than one provider. [See Table 5]
- There is a small decline in scores for four of the five measures between 2015 and 2019. The *Care Coordination* composite measure had a slight increase in scoring between 2017 and 2019. Between 2017-2019, the *Provider Communication* and *Office Staff* composite measures have been stable. [See Figure 1, page 10]

4. RESULTS

This section presents the results for the CG-CAHPS Adult Survey 3.0 with and without PCMH supplemental items from the 2019 CG-CAHPS Database (referred to as the Adult Survey 3.0 Combined). Results are presented in the form of bar charts that graphically show the distribution of responses for the four composite measures (groupings of topically related survey items), individual question items, provider rating, and the PCMH supplemental composite measure (see Chart 1). Appendix A lists the composite measures, individual items, and ratings for the Adult Survey 3.0 with and without PCMH supplemental items. 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 composite measures using 4-point response scales (i.e., *always*, *usually*, *sometimes*, and *never*), the left-most segment combines the two lowest response categories (i.e., *sometimes* and *never*).

Results are also presented by State, urban/rural classification, provider specialty, and by number of providers working each week (as an indicator of practice size). Trend data for available years are also presented.

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

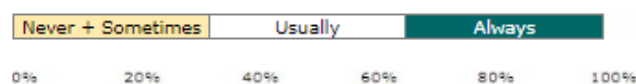
- Getting Timely Appointments, Care, and Information (Access)
- How Well Providers Communicate with Patients (Provider Communication)
- Helpful, Courteous, and Respectful Office Staff (Office Staff)
- Providers' Use of Information to Coordinate Patient Care (Care Coordination)
- Rating of Provider

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

Chart 1. Adult Survey 3.0 Combined Results

Adult Survey 3.0 Combined

Composite Measure/Individual Item



| Composite Measure/Individual Item | Never + Sometimes | Usually | Always | N |
|--|-------------------|---------|--------|----------------|
| Getting Timely Appointments, Care, and Information | 11% | 24% | 65% | 290,186 |
| Got appointment for urgent care as soon as needed | 12% | 22% | 66% | 131,345 |
| Got appointment for check-up or routine care as soon as needed | 7% | 22% | 71% | 243,362 |
| Got answer to question during regular office hours on same day | 15% | 27% | 58% | 130,425 |

How Well Providers Communicate With Patients

| How Well Providers Communicate With Patients | Never + Sometimes | Usually | Always | N |
|---|-------------------|---------|--------|----------------|
| How Well Providers Communicate With Patients | 4% | 11% | 85% | 325,216 |
| Provider explained things clearly | 4% | 12% | 84% | 323,435 |
| Provider listened carefully | 4% | 10% | 85% | 323,191 |
| Provider showed respect | 3% | 8% | 89% | 322,860 |
| Provider spent enough time | 5% | 13% | 83% | 321,928 |

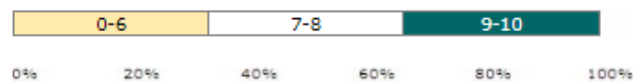
Helpful, Courteous, and Respectful Office Staff

| Helpful, Courteous, and Respectful Office Staff | Never + Sometimes | Usually | Always | N |
|--|-------------------|---------|--------|----------------|
| Helpful, Courteous, and Respectful Office Staff | 5% | 16% | 79% | 321,701 |
| Office staff was helpful | 7% | 21% | 72% | 320,372 |
| Office staff courteous and respectful | 3% | 12% | 85% | 320,120 |

Providers' Use of Information to Coordinate Patient Care

| Providers' Use of Information to Coordinate Patient Care | Never + Sometimes | Usually | Always | N |
|---|-------------------|---------|--------|----------------|
| Providers' Use of Information to Coordinate Patient Care | 11% | 15% | 74% | 324,474 |
| Provider knew important information about your medical history | 6% | 16% | 78% | 321,832 |
| Provider's office followed up with test results | 11% | 13% | 76% | 242,894 |
| Talked about prescription medicines at each visit | 16% | 16% | 68% | 279,795 |

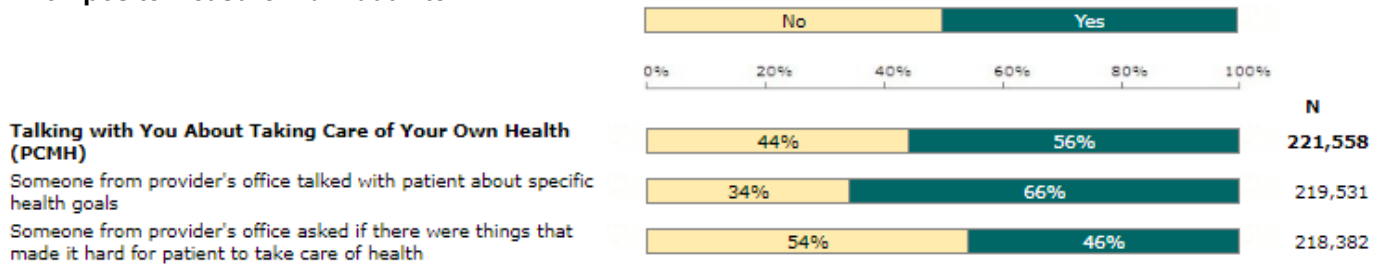
Rating



| Rating | 0-6 | 7-8 | 9-10 | N |
|--------------------|-----|-----|------|---------|
| Rating of provider | 6% | 15% | 79% | 319,178 |

Adult Survey 3.0 Combined (continued)

Composite Measure/Individual Item



Individual PCMH Items

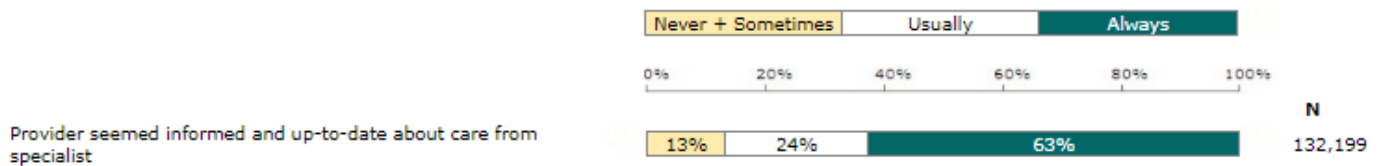
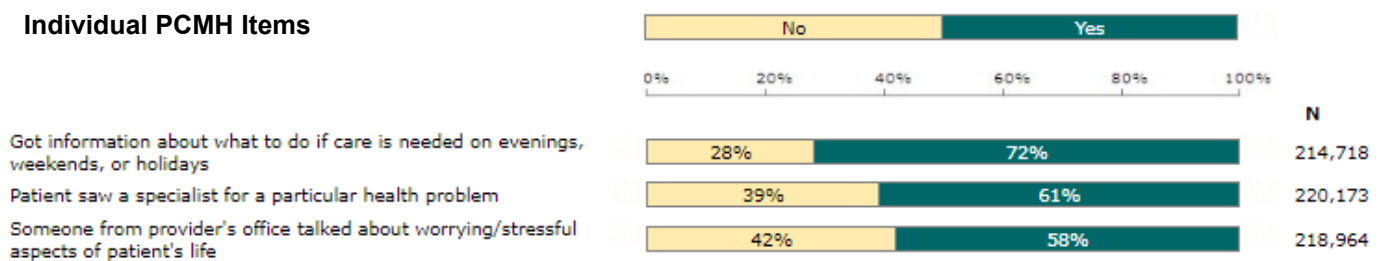


Table 2. Comparison of Adult Survey 3.0 Combined Top-Box Scores by State*

| State | Number of Respondents | Access | Provider Communication | Office Staff | Care Coordination | Rating of Provider |
|-------------------------|-----------------------|------------|------------------------|--------------|-------------------|--------------------|
| CAHPS DB Overall | 330,390 | 65% | 85% | 79% | 74% | 79% |
| Arkansas | 8,796 | 70% | 85% | 78% | 75% | 80% |
| California | 60,308 | 61% | 84% | 79% | 67% | 77% |
| Colorado | 24,720 | 59% | 82% | 74% | 72% | 75% |
| Hawaii | 10,047 | 67% | 83% | 78% | 73% | 79% |
| Kansas | 5,444 | 65% | 86% | 79% | 78% | 82% |
| Louisiana | 2,141 | 74% | 90% | 83% | 84% | 88% |
| Michigan | 25,850 | 66% | 85% | 77% | 74% | 80% |
| Minnesota | 3,015 | 65% | 86% | 84% | 76% | 81% |
| Missouri | 6,066 | 59% | 82% | 75% | 74% | 77% |
| Montana | 5,788 | 61% | 85% | 78% | 77% | 81% |
| Nebraska | 1,899 | 70% | 85% | 75% | 76% | 81% |
| New Jersey | 18,516 | 69% | 86% | 77% | 75% | 80% |
| New York | 24,934 | 69% | 84% | 76% | 73% | 75% |
| North Dakota | 3,849 | 61% | 83% | 79% | 75% | 77% |
| Ohio | 38,260 | 71% | 88% | 80% | 79% | 84% |
| Oklahoma | 13,452 | 64% | 84% | 78% | 75% | 78% |
| Oregon | 22,735 | 60% | 83% | 79% | 72% | 75% |
| Pennsylvania | 11,680 | 67% | 87% | 76% | 75% | 82% |
| Tennessee | 5,735 | 70% | 86% | 81% | 77% | 81% |

* States with fewer than five practices and/or fewer than 300 completed surveys are not shown. Practices that did not provide state information are not shown. Top-box scores display the percent of respondents reporting the most positive response for a composite measure or rating item.

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 | 330,390 | 65% | 85% | 79% | 74% | 79% |
| Urban | 253,518 | 66% | 86% | 79% | 75% | 80% |
| Micropolitan | 16,742 | 65% | 85% | 79% | 75% | 79% |
| Small and Isolated Rural | 8,664 | 68% | 84% | 78% | 73% | 78% |

* Urban/rural classifications are based on Rural-Urban Commuting Area Codes, U. S. Department of Agriculture Economic Research Service & Federal Office of Rural Health Policy (2013). ZIP code was self-reported at the practice-site level. Practices that did not provide a ZIP code are not shown.

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 | 330,390 | 65% | 85% | 79% | 74% | 79% |
| Allergy/Immunology | 379 | 60% | 83% | 80% | 68% | 74% |
| Cardiology | 2,505 | 64% | 85% | 81% | 71% | 80% |
| Dermatology | 2,643 | 60% | 83% | 80% | 67% | 74% |
| Endocrinology | 1,541 | 60% | 84% | 78% | 72% | 77% |
| Family Practice | 16,120 | 59% | 85% | 78% | 70% | 77% |
| Gastroenterology | 1,674 | 58% | 80% | 74% | 65% | 73% |
| Hematology/Oncology | 2,583 | 72% | 88% | 87% | 75% | 86% |
| Internal Medicine | 12,265 | 61% | 85% | 77% | 71% | 77% |
| Neurology | 1,705 | 58% | 83% | 76% | 66% | 74% |
| OB/GYN | 4,296 | 59% | 84% | 76% | 67% | 76% |
| Ophthalmology | 3,480 | 66% | 81% | 78% | 66% | 78% |
| Orthopedics | 598 | 58% | 82% | 82% | 66% | 80% |
| Podiatry | 1,528 | 68% | 85% | 80% | 63% | 78% |
| Pulmonary Medicine | 1,226 | 63% | 88% | 83% | 73% | 79% |
| Rheumatology | 1,367 | 63% | 87% | 80% | 74% | 80% |
| Surgery | 6,342 | 65% | 83% | 79% | 66% | 63% |
| Urology | 1,329 | 64% | 82% | 78% | 66% | 77% |

* 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 | 330,390 | 65% | 85% | 79% | 74% | 79% |
| 1 provider | 20,680 | 76% | 86% | 82% | 76% | 81% |
| 2 - 3 providers | 53,882 | 69% | 86% | 79% | 76% | 80% |
| 4 - 9 providers | 117,192 | 65% | 85% | 77% | 75% | 80% |
| 10 - 13 providers | 23,638 | 62% | 84% | 77% | 73% | 74% |
| 14 - 19 providers | 11,495 | 61% | 85% | 79% | 74% | 79% |
| More than 20 providers | 21,334 | 62% | 86% | 81% | 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: 2015-2019

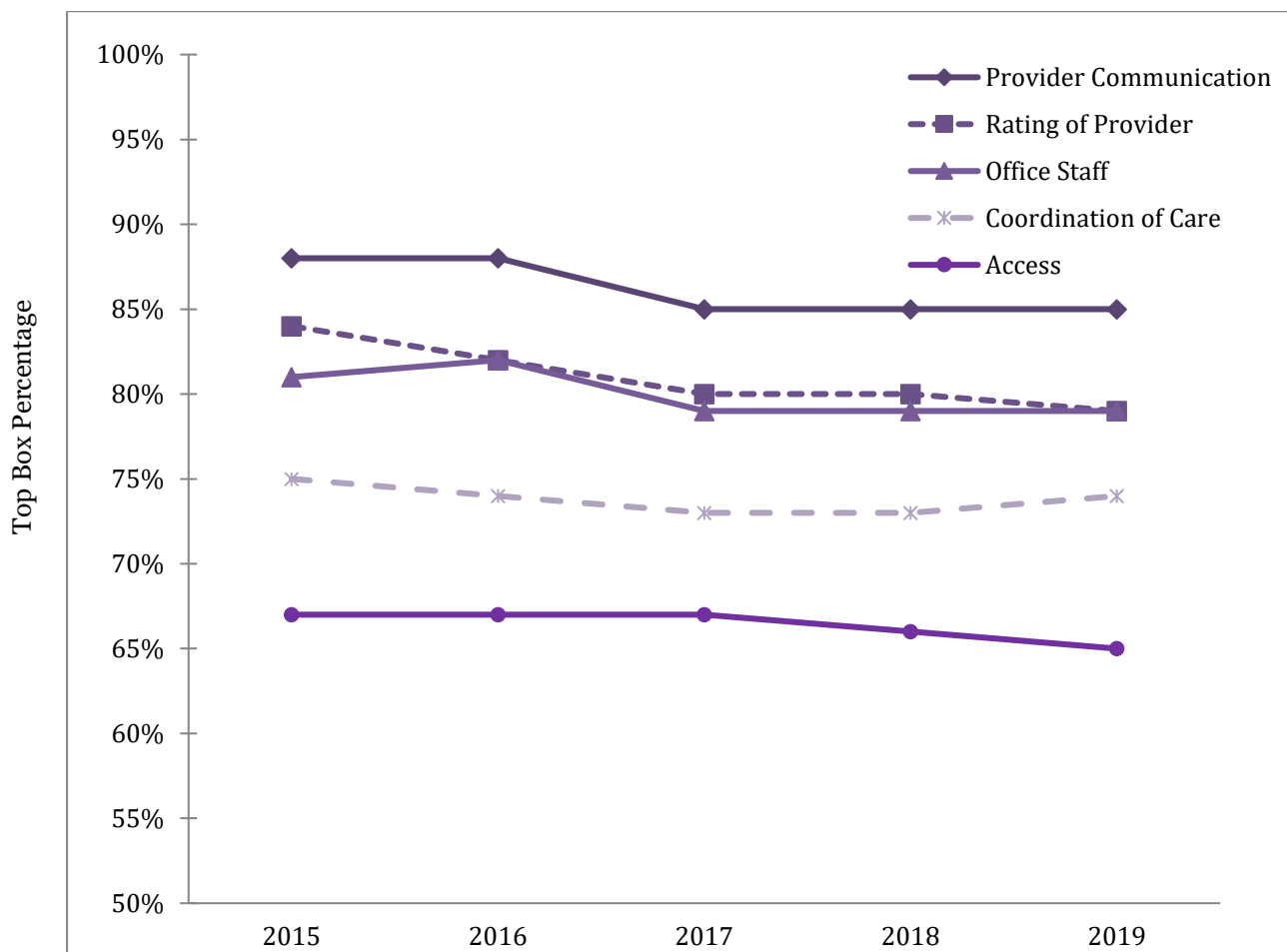


Table 6. Adult Survey 3.0 Combined Top Box Scores: 2015-2019

| 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% |
| 2018 | 2,024 | 313,706 | 66% | 85% | 79% | 73% | 80% |
| 2019 | 2,002 | 330,390 | 65% | 85% | 79% | 74% | 79% |

APPENDIX A. CHARACTERISTICS OF THE 2019 CG-CAHPS DATABASE

When reviewing the CAHPS Clinician & Group Survey (CG-CAHPS) results, it is helpful as context to understand the types of practice sites that make up the comparative results. The CAHPS Database asked each submitter to provide information about their practices (i.e., *practice site characteristics*) along with their survey responses. Users can compare their results to similar organizations using the reported practice site characteristics.

Practice Site Characteristics

The distribution of practice sites and survey respondents by number of providers working per week is shown in Table A-1.

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 Providers Working per Week

| Number of Providers Working per Week | Practice Sites | Number of Respondents |
|--------------------------------------|----------------|-----------------------|
| 1 provider | 214 | 20,680 |
| 2 - 3 providers | 477 | 53,882 |
| 4 - 9 providers | 805 | 117,192 |
| 10 - 13 providers | 151 | 23,638 |
| 14 - 19 providers | 73 | 11,495 |
| More than 20 providers | 102 | 21,334 |

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 or by phone.

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 | 1,775 | 252,525 |
| Phone | 1,928 | 45,572 |
| IVR | 170 | 15,314 |
| Web/Internet | 387 | 16,921 |

APPENDIX B. LISTING OF COMPOSITE MEASURES, RATINGS, AND INDIVIDUAL ITEMS

The following tables present the question wording and response options for the composite measures, ratings, and individual question items included in the Adult 3.0 measures and PCMH items version of the CAHPS Clinician & Group Survey.

Adult Survey 3.0 Measures

| Getting Timely Appointments, Care, and Information (Access) | |
|---|---|
| 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 |
| 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? | |
| 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) | |
| 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 |
| In the last 6 months, how often did this provider listen carefully to you? | |
| In the last 6 months, how often did this provider show respect for what you had to say? | |
| 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) | |
| 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 |
| 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? | |
| 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) | |
| 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 |
| 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 | |
| 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 PCMH Supplemental Items

| Talking with You About Taking Care of Your Own Health (PCMH) | |
|---|---|
| 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 |
| 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? | |
| Individual PCMH Items | |
| Access to Care | |
| 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 | |
| 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 |
| 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 | |
| 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 |