

DEVELOPMENT & OVERVIEW OF THE CLINICIAN & GROUP VISIT SURVEY 4.0 (BETA)

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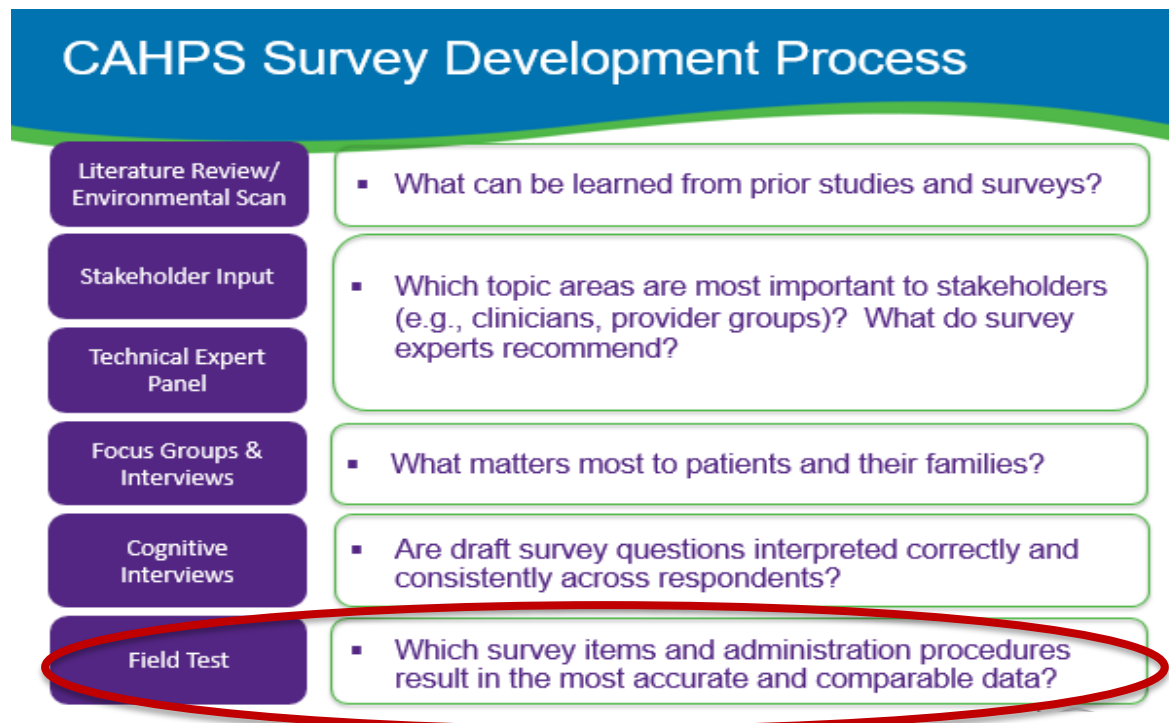
Development of the Clinician & Group Visit Survey 4.0 (beta)



- Literature review – focus on delivery of telehealth
- Expert interviews – providers, payers, government, academic
- Draft survey development
- Cognitive testing & revisions – 4 rounds; English & Spanish

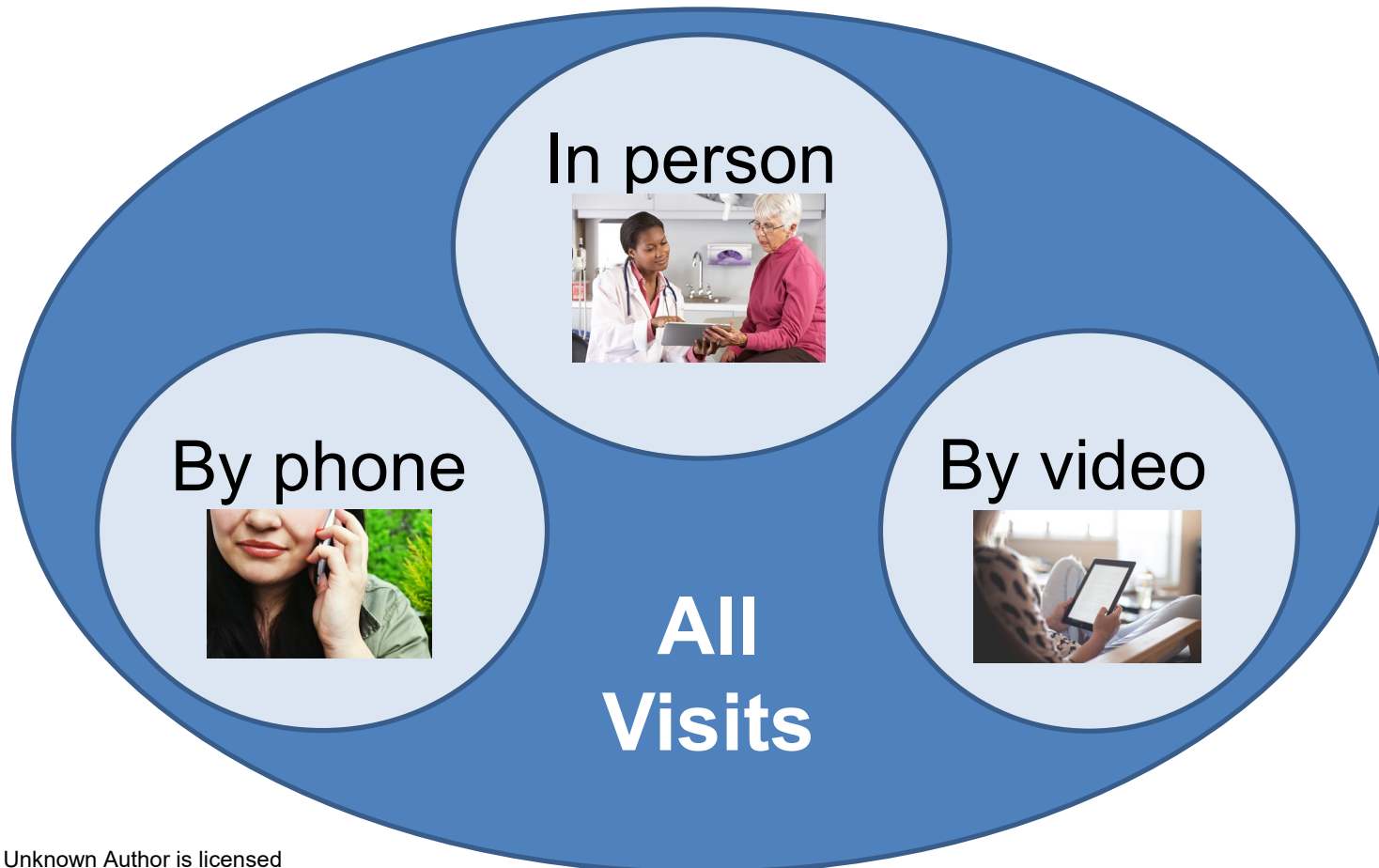
Continued Development

- “Beta” means that the instrument has not yet been field tested by the CAHPS Consortium and is not a trademarked survey.



Clinician & Group Visit Survey 4.0 (beta): Visit mode

- Applies to all visit types.



Clinician & Group Visit Survey 4.0 (beta): Reference



- Patient experience with named provider
- Assess only “most recent visit”

CAHPS Clinician & Group Visit Adult Survey 4.0 (beta)

Your Provider

1. Visits with a health care provider can be **in person, by phone, or by video**. Our records show that you had a recent visit with the provider named below.

Name of provider label goes here

Is that right?

¹ Yes

² No → **If No, go to #25 on page 3**

Please think of this provider as you answer the survey.

Clinician & Group Visit Survey 4.0 (beta): Domains (proposed)



- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate With Patients
- Providers' Use of Information to Coordinate Patient Care
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Visit

Comparing the 4.0 (beta) & 3.0 versions

Topic	Visit Survey 4.0 (beta)	Clinician & Group Survey 3.0
Development / Testing	Pending field test	Complete
CAHPS Trademark	Pending	Yes
Surveys Versions	Adult	Adult, Child
Survey Languages	Spanish & English	Spanish & English
CAHPS Supplemental items	Not yet available	Available online
CAHPS Narrative items	Under development	Beta items online
User Support documents	Limited documents available online	Available online
Recommended uses	Quality improvement; internal uses	Public reporting; quality improvement; internal uses

Comparing the 4.0 (beta) & 3.0 versions

Topic	Visit Survey 4.0 (beta)	Clinician & Group Survey 3.0
Reference period	Most recent visit	Last 6 months
Number of items (not including “About You”)	24	22
Questions about types of visit & efficacy of visit technology	Yes	No
Access composite measure	Proposed: 2 items	3 items
Communication composite measure	Proposed: 4 items	4 items
Care coordination composite measure	Proposed: 2 items	3 items
Office staff composite measure	Proposed: 2 items	2 items
Rating item	Overall rating of the most recent visit	Overall rating of this provider
Patient characteristics	9 items	9 items

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- Surveys
- User guidance
- Description of development
- Comparison of Clinician & Group Survey versions
- Webcast slides / replay (coming soon)