

What's Available for the CAHPS® Clinician & Group Survey 3.0

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Documents Available for the CAHPS Clinician & Group Survey

This document is part of a comprehensive set of instructional materials that address implementing the Clinician & Group Survey, analyzing the data, and reporting the results. All documents are available on the Agency for Healthcare Research and Quality's Web site: www.cahps.ahrq.gov. For assistance in accessing these documents, please contact the CAHPS Help Line at 800-492-9261 or cahps1@westat.com.

For descriptions of these documents, refer to: *What's Available for the Clinician & Group Survey 3.0*.

Questionnaires

- *CAHPS Clinician & Group Survey: Overview of the Questionnaires*
- *Clinician & Group Survey 3.0* (Adult and Child, English and Spanish)
- *Clinician & Group Survey 2.0* (Adult and Child, English and Spanish)
 - *12-Month Survey 2.0*
 - *Patient-Centered Medical Home Survey 2.0*
 - *Visit Survey 2.0*

Supplemental Items

- *Supplemental Items for the Adult Survey*
- *Supplemental Items for the Child Survey*
- *About the Health Literacy Item Set for Clinicians & Groups*
- *About the Cultural Competence Item Set*
- *About the Health Information Technology Item Set*
- *About the Patient-Centered Medical Home (PCMH) Item Set*

Survey Administration Guidelines

- *Preparing a Questionnaire Using the CAHPS Clinician & Group Survey*
- *Fielding the CAHPS Clinician & Group Survey*
- *Sample Notification Letters and Emails for the CAHPS Clinician & Group Survey*
- *Sample Telephone Script for the CAHPS Clinician & Group Survey*
- *Translating CAHPS Surveys*

Data Analysis Program and Guidelines

- *CAHPS Analysis Program (SAS)*
- *Preparing and Analyzing Data from the CAHPS Clinician & Group Survey*
- *Instructions for Analyzing Data from CAHPS Surveys*

Reporting Measures and Guidelines

- *Patient Experience Measures from the CAHPS Clinician & Group Survey*

What Materials Are Available?

The following materials are available to support users in implementing the 3.0 version of the CAHPS Clinician & Group Survey:

- The surveys for adults and children
- Supplemental items that you can add to your survey
- Guidance on preparing a survey that meets your needs
- Guidance on administering the survey
- Guidance on preparing the survey data for analysis
- SAS®-based analysis programs and instructions for analyzing survey results
- Guidance on reporting survey results

Questionnaires

The CAHPS Clinician & Group Survey 3.0 asks patients to report on and rate their experiences with a specific primary or specialty care provider and that provider's practice. The Adult Survey is designed for patients who are 18 or older. The Child Survey is meant for parents or guardians of patients who are 17 or younger. Both are available in English and Spanish.

Each questionnaire consists of a standard set of core items that must be administered. As explained below, you can also incorporate optional supplemental items to capture information about patients' experiences in specific areas.

The document called *CAHPS Clinician & Group Survey: Overview of the Questionnaires* reviews the topics covered by the survey and explains the changes made to the 3.0 version.

Supplemental Items

Supplemental items that survey users may add to the questionnaires for adults and children are also available in both English and Spanish. These items cover a variety of topics, such as shared decision making and health promotion and education.

The CAHPS team is in the process of reviewing all supplemental items. As subsets of items are reviewed and finalized, they will be made available for the 3.0 version of the Clinician & Group Survey. In the meantime, survey users are welcome to consider the supplemental items developed for the 2.0 version of the survey. For help in adapting and inserting those items into the 3.0 version of the survey, please contact the CAHPS Help Line at cahps1@westat.com or 800-492-9261.

The extensive list of supplemental items includes several sets of items that were designed to be fielded together to address specific aspects of patients' experiences with care, such as the use of health information technology. You can download

documents that describe the development, content, and use of the item sets; these documents will also be updated when the item sets are finalized:

- *About the Health Literacy Item Set for Clinicians & Groups*
- *About the Cultural Competence Item Set*
- *About the Health Information Technology Item Set*
- *About the Patient-Centered Medical Home (PCMH) Item Set*

Survey Administration Guidelines

A number of documents are available to help guide survey users through the process of administering the survey:

- *Preparing a Questionnaire Using the CAHPS Clinician & Group Survey* explains how to prepare a questionnaire that meets your needs by adding supplemental items to the core items. It also provides guidance on translating and formatting the questionnaire.
- *Fielding the CAHPS Clinician & Group Survey* provides guidelines and protocols for constructing a sample frame, selecting the sample, administering the survey, collecting data, calculating response rates, and determining whether a survey is complete.
- *Translating CAHPS Surveys* provides recommendations for translating CAHPS instruments and selecting translators. The recommendations aim to standardize the translation approach and ensure the quality of translations.
- *Sample Notification Letters and Emails for the CAHPS Clinician & Group Survey* provides instructions for preparing and sending letters and emails about the survey to respondents. It also offers sample letters and emails in English and Spanish that can be adapted as needed.
- *Sample Telephone Script for the CAHPS Clinician & Group Survey* offers a template for administering the survey over the phone in English or Spanish.

The usefulness of a CAHPS Clinician & Group Survey as a tool for comparing and assessing providers, clinics/sites, and group practices depends on your fidelity to the guidelines presented in these documents. In order to compare your results to those of other survey users and to report comparative information based on the data from the survey, it is critical that you follow the guidelines as closely as possible. If you must deviate from these guidelines, please first consult with the CAHPS User Network by e-mail (cahps1@westat.com) or telephone (1-800-492-9261).

Data Analysis Programs and Guidelines

To support consistent analyses across CAHPS surveys, all users have access to a set of 10 SAS files that comprise the CAHPS Analysis Program, also known as the

CAHPS macro. This macro allows you to analyze and statistically adjust the survey data in order to make valid comparisons among different providers.

The CAHPS Consortium updates the macro occasionally to address issues raised by users. Before you use the macro to analyze survey results, please check the CAHPS site (<https://www.cahps.ahrq.gov>) or contact the CAHPS User Network (cahps1@westat.com or 1-800-492-9261) to confirm that you have the most recent version.

The following documents can help you use the macro:

- ***Preparing and Analyzing Data from the CAHPS Clinician & Group Survey*** provides guidance on how to prepare the survey data for analysis, which includes applying criteria for inclusion, cleaning the data, and recoding data. This document also offers an example of how to adapt the macro for a CAHPS Clinician & Group Survey.
- ***Instructions for Analyzing Data from CAHPS Surveys*** contains instructions on using the CAHPS macro to analyze the survey data for reporting purposes. It explains how the analytic programs work and how CAHPS survey sponsors and vendors can use the programs to interpret the results of their survey.

Submitting Survey Results to the CAHPS Clinician & Group Database

Users of the CAHPS Clinician & Group Survey can submit their results without charge to the CAHPS Database to get comparisons of their scores to State, regional, and national benchmarks. It is especially important for those wishing to participate in the CAHPS Clinician & Group Database to follow the technical guidelines provided in these documents; the CAHPS Database will accept submissions only from users that followed official CAHPS administration protocols.

- For information about the CAHPS Database, visit <https://cahpsdatabase.ahrq.gov>.
- For information about submitting your results to the CAHPS Clinician & Group Database, visit <https://cahpsdatabase.ahrq.gov/CGDSS/login.aspx>.

Reporting Measures and Guidelines

Patient Experience Measures from the CAHPS Clinician & Group Survey lists the measures for analysis and reporting purposes. Like other CAHPS surveys, the CAHPS Clinician & Group Survey uses two types of measures:

- Composite measures, which summarize performance on two or more related survey items
- Global ratings, which ask respondents to rate some aspect of their care on a scale of 0 to 10

Tables in the appendix show which items are included in each of the composite measures.

What's New?

The documents available for the Clinician & Group Survey 3.0 are very similar to the ones available for the 2.0 version of the survey. Key differences are within the survey itself.

Changes to the survey include the following:

- One instrument, in contrast to the three instruments available for the 2.0 version.
- Use of a 6-month reference time period rather than a 12-month reference period.
- New and modified composite measures:
 - New composite measure for “Care Coordination.”
 - Modified composite measure for “Access.”
 - Modified composite measure for “Communication.”
- A modified Patient-Centered Medical Home Item Set.
- Shift of development and prevention items from the core Child Survey to the Patient-Centered Medical Home Item Set.
- Overall reduced length.

For more information about the changes to the Adult and Child Surveys, refer to *CAHPS Clinician & Group Survey: Overview of the Questionnaires*.

For More Information

The CAHPS Web site offers descriptive information on the history, development, status, and use of the CAHPS Clinician & Group Survey, including the supplemental item sets: <https://cahps.ahrq.gov/surveys-guidance/cg/index.html>. Visitors also have access to –

- comparative data for this survey,
- frequently asked questions (FAQs),
- relevant presentations (such as Webcasts and podcasts), and
- guidance related to improving patients’ experiences with care and reporting survey results to consumers.