

# CAHPS Clinician & Group Survey: An Overview

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# How the Clinician & Group Survey Relates to Other A-CAHPS Surveys



**A-CAHPS is a family of surveys to assess consumer experience across a range of *ambulatory care* providers or levels**

- Health plans
- Dental plans
- Behavioral health organizations
- Rural tribal health services
- Group practices or sites of care
- Individual clinician or group practice
- Home health care agencies

# Clinician & Group Survey Bears the Hallmarks of a CAHPS Survey



- **Focus on topics for which consumers are the best or only source of information**
- **Employ a specific reference period**
  - Last 12 months, Most recent visit
- **Don't ask about satisfaction**
- **Ask consumers to report experience**
  - Never/Sometimes/Usually/Always
- **Ask consumers to rate care**
  - 0-10 rating scale

# Clinician & Group Survey Provides a Standardized Measure



- **Promotes comparison**
  - Individual clinicians
  - Sites of care
  - Medical group
- **Supports trending**

# Clinician & Group Survey Starts with Core Measures



## Getting Appointments and Health Care When Needed

Getting appointments for urgent care  
Getting appointments for routine care or check-ups  
Getting an answer to a medical question during regular office hours  
Getting an answer to a medical question after regular office hours  
Wait time for appointment to start

## Courteous and Helpful Office Staff

Clerks and receptionists were helpful  
Clerks and receptionists treat you with courtesy and respect

## How Well Doctors Communicate

Doctor explanations easy to understand  
Doctor listens carefully  
Doctor gives easy to understand instructions  
Doctor knows important information about medical history  
Doctor shows respect for what you have to say  
Doctor spends enough time with you

## How People Rated Doctor

0-10 rating of doctor

# Several Clinician & Group Survey Versions to Meet User Needs



- **Last 12 months**
  - Adult primary care
  - Child primary care
  - Adult specialty care
- **Most recent visit**
  - Adult primary care