

CAHPS 4.0 Health Plan Survey Core Composites (Updated December 2007)

Survey Composites and Items (Questions in this section relate to the last 12 Months)		Response Format
Access: Getting Needed Care In the last 12 months...		Never / Sometimes / Usually / Always
Q17	How often was it easy to get an appointment with specialists?	N / S / U / A
Q21	How often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	N / S / U / A
Access: Getting Care Quickly In the last 12 months...		
Q4	When you needed care right away, how often did you get care as soon as you thought you needed?	N / S / U / A
Q6	Not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	N / S / U / A
How Well Doctors Communicate In the last 12 months...		
Q11	How often did your personal doctor explain things in a way that was easy to understand?	N / S / U / A
Q12	How often did your personal doctor listen carefully to you?	N / S / U / A
Q13	How often did your personal doctor show respect for what you had to say?	N / S / U / A
Q14	How often did your personal doctor spend enough time with you?	N / S / U / A
Health Plan Customer Service In the last 12 months...		
Q23	How often did your health plan's customer service give you the information or help you needed?	N / S / U / A
Q24	How often did your health plan's customer service staff treat you with courtesy and respect?	N / S / U / A
Global Ratings		0 (Worst) to 10 (Best)
Q8	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?	0 - 10
Q15	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	0 - 10
Q19	[We want to know your rating of the specialist you saw most often in the last 12 months.] Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?	0 - 10
Q27	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	0 - 10

CAHPS 3.0 Health Plan Survey Core Composites (Updated March 2004)

Survey Composites and Items (Questions in this section relate to the last 12 Months)		Response Format
Access: Getting Care Quickly In the last 12 months...		Never / Sometimes / Usually / Always
Q14	When you called during regular office hours, how often did you <u>get</u> the help or advice you <u>needed</u> ?	N / S / U / A
Q16	When you <u>needed care right away</u> for an illness, injury, or condition, how often did you get care as soon as you wanted?	N / S / U / A
Q18	Not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?	N / S / U / A
Q25	How often were you taken to the exam room <u>within 15 minutes</u> of your appointment?	N / S / U / A
Access: Getting Needed Care In the last 12 months...		Problem?
Q7	Since you joined your health plan, how much of a problem, if any was it to get a personal doctor or nurse you are happy with?	big / small / none
Q9	How much of a problem, if any, was it to see a specialist that you needed to see?	big / small / none
Q22	How much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?	big / small / none
Q24	How much of a problem, if any, were delays in health care while you waited for approval from your health plan?	big / small / none
Communication with Doctors In the last 12 months...		
Q28	How often did doctors or other health providers <u>listen carefully to you</u> ?	N / S / U / A
Q29	How often did doctors or other health providers <u>explain things</u> in a way you could understand?	N / S / U / A
Q30	How often did doctors or other health providers show <u>respect for what you had to say</u> ?	N / S / U / A
Q31	How often did doctors or other health providers <u>spend enough time</u> with you?	N / S / U / A
Courteous and Helpful Office Staff In the last 12 months...		
Q26	How often did office staff at a doctor's office or clinic treat you with <u>courtesy and respect</u> ?	N / S / U / A
Q27	How often were office staff at a doctor's office or clinic as <u>helpful</u> as you thought they should be?	N / S / U / A
Health Plan Customer Service In the last 12 months...		Problem?
Q34	How much of a problem, if any, was it to find or understand this information?	big / small / none
Q36	How much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?	big / small / none
Q38	How much of a problem, if any, did you have with paperwork for your health plan?	big / small / none

CAHPS Dental Plan Survey Core Composites (Updated February 2009)

Survey Composites and Items		Response Format
Care from Dentists and Staff In the last 12 months...		Never / Sometimes / Usually / Always
Q6	How often did your regular dentist explain things in a way that was easy to understand?	N / S / U / A
Q7	How often did your regular dentist listen carefully to you?	N / S / U / A
Q8	How often did your regular dentist treat you with courtesy and respect?	N / S / U / A
Q9	How often did your regular dentist spend enough time with you?	N / S / U / A
Q11	How often did the dentists or dental staff do everything they could to help you feel as comfortable as possible during your dental work?	N / S / U / A
Q12	How often did the dentists or dental staff explain what they were doing while treating you?	N / S / U / A
Access to Dental Care In the last 12 months...		
Q13	How often were your dental appointments as soon as you wanted?	N / S / U / A
Q14	If you needed to see a dentist right away because of a dental emergency in the last 12 months, did you get to see a dentist as soon as you wanted?	DY / SY / SN / DN I did not have a dental emergency
Q15	If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 12 months, how often did you get an appointment as soon as you wanted?	N / S / U / A I did not try to get an appt.
Q16	How often did you have to spend more than 15 minutes in the waiting room before you saw someone for your appointment?	N / S / U / A
Q17	If you had to spend more than 15 minutes in the waiting room before you saw someone for your appointment, how often did someone tell you why there was a delay or how long the delay would be?	N / S / U / A I never had to spend more than 15 minutes in the waiting room
Dental Plan Costs and Services In the last 12 months...		
Q19	How often did your dental plan cover all of the services you thought were covered?	N / S / U / A
Q20	Did your dental plan cover what you and your family needed to get done?	DY / SY / SN / DN
Q22	How often did the 800 number, written materials or website provide the information you wanted?	N / S / U / A
Q24	Did this information help you find a dentist you were happy with?	DY / SY / SN / DN
Q27	How often did your dental plan's customer service give you the information or help you needed?	N / S / U / A
Q28	How often did your dental plan's customer service staff treat you with courtesy and respect?	N / S / U / A
Global Ratings In the last 12 months...		0 (Worst) to 10 (Best)
Q10	Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your regular dentist?	0 - 10
Q18	Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all of the dental care you personally received in the last 12 months?	0 - 10
Q25	Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?	0 - 10
Q29	Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate your dental plan?	0 - 10

CAHPS Home Health Care Survey Core Composites (Updated May 2009)

Survey Composites and Items		Response Format
Patient Care In the last 2 months of care...		Never / Sometimes / Usually / Always
Q9	How often did home health providers from the agency seem informed and up-to-date about all the care and treatment you got at home?	N / S / U / A I had only one provider
Q16	How often did home health providers from this agency treat you as gently as possible?	N / S / U / A
Q19	How often did home health providers from this agency treat you with courtesy and respect?	N / S / U / A
Q24	Did you have any problems with the care you got through this agency?	Y / N
Communication with Health Care Providers and Agency Staff In the last 2 months of care...		
Q2	When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?	Y / N Do not remember
Q15	How often did home health providers from this agency keep you informed about when they would arrive at your home?	N / S / U / A
Q17	How often did home health providers from this agency explain things in a way that was easy to understand?	N / S / U / A
Q18	How often did home health providers from this agency listen carefully to you?	N / S / U / A
Q22	When you contacted this agency's office did you get the help or advice you needed?	Y / N I did not contact this agency
Q23	When you contacted this agency's office, how long did it take for you to get the help or advice you needed?	Y / N
Specific Care Issues Related to Pain and Medication In the last 2 months of care...		Yes / No
Q3	When you first started getting home health care from this agency, did someone from the agency talk with you about how to set up your home so you can move around safely?	Y / N Do not remember
Q4	When you started getting home health care from this agency, did someone from the agency talk with you about all the prescription and over-the-counter medicines you were taking?	Y / N Do not remember
Q5	When you started getting home health care from this agency, did someone from the agency ask to see all the prescription and over-the-counter medicines you were taking?	Y / N Do not remember
Q10	Did you and a home health provider from this agency talk about pain?	Y / N
Q12	Did home health providers from this agency talk with you about the purpose for taking your new or changed prescription medicines?	Y / N I did not take any new presc. medicines or change any medicines
Q13	Did home health providers from the agency talk with you about when to take these medicines?	Y / N I did not take any new presc. medicines or change any medicines
Q14	Did home health providers from this agency talk with you about the side effects of these medicines?	Y / N I did not take any new presc. medicines or change any medicines
Global Ratings		0 (Worst) to 10 (Best)
Q20	We want to know your rating of your care from this agency's home health providers	0 - 10

CAHPS American Indian Survey Core Composites (Updated September 2007)

Survey Composites and Items		Response Format
Access: Getting Care Quickly In the last 12 months...		Never / Sometimes / Usually / Always
Q4	When you called or went to a [PROVIDER NAME] clinic to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed it?	N / S / U / A
Q5	When you called or went to a [PROVIDER NAME] clinic to get an appointment for care you needed right away, how long did you usually have to wait between trying to get an appointment and actually seeing a doctor or other health professional?	Same day / 1 day / 2-3 days / 4-7 days / 8-14 days / 15 days or longer
Q7	Not counting the times you needed care right away, how often did you get an appointment for your health care [PROVIDER NAME] clinic as soon as you thought you needed it?	N / S / U / A
Q10	[Wait time includes time spent in the waiting room and exam room.] How often did your visit with the person you went to see start within 15 minutes of your appointment?	N / S / U / A
Q11	After you checked in for your appointment at a [PROVIDER NAME] clinic, were you kept informed about how long you would need to wait to for the person you went to see?	Definitely yes / Somewhat yes / Somewhat no / Definitely no
Access: Getting Needed Care In the last 12 months...		
Q9	When you called a [PROVIDER NAME] clinic after regular office hours, how often did you get the medical help or advice you needed?	N / S / U / A
Q30	How often was it easy to get appointments with specialists?	N / S / U / A
Q35	How often was it easy to get the care, tests or treatment you thought you needed?	N / S / U / A
Q54	Was it easy to get prescription medicine you needed through your [PROVIDER NAME] clinic?	Definitely yes / Somewhat yes / Somewhat no / Definitely no
Q55	How often did you get the prescription medicine you needed through your [PROVIDER NAME] clinic?	N / S / U / A
Provider Communication (PDN=primary doctor or nurse) In the last 12 months...		
Q20	Did your PDN encourage you to talk about your health concerns, including those that might be embarrassing?	Y / N
Q36	How often did your PDN explain things in a way that was easy to understand?	N / S / U / A
Q37	How often did your PDN listen carefully to you?	N / S / U / A
Q38	How often did your PDN show respect for what you had to say?	N / S / U / A
Q39	How often did your PDN spend enough time with you?	N / S / U / A
Q41	How often did your PDN explain the purpose of these medicines in a way that was easy to understand?	N / S / U / A
Q43	How often did a PDN explain in a way that was easy to understand what to do if your illness or health condition got worse or came back?	N / S / U / A
Q45	When a health professional sent you for a blood test, x-ray or other test, how often did someone from the health professional's office follow up to give you the test results?	N / S / U / A
Q46	How often did doctors or other health professionals explain test results in a way that was easy to understand?	N / S / U / A
Clerks and Receptionists at Clinic In the last 12 months...		
Q51	How often were clerks and receptionists at your [PROVIDER NAME] clinic as helpful as you thought they should be?	N / S / U / A
Q52	How often did clerks and receptionists at your [PROVIDER NAME] clinic treat you with courtesy and respect?	N / S / U / A
Health Education (PDN = primary doctor or nurse) In the last 12 months...		Yes / No
Q21	Did you and your PDN talk about how to maintain a healthy diet and healthy eating habits?	Y / N
Q22	Did you and your PDN talk about the exercise or physical activity you get?	Y / N
Q25	Were you advised to quit smoking or stop using tobacco by your PDN?	Y / N
Q26	[Medication to help you quit smoking can include nicotine gum, patch, nasal spray, inhaler, or prescription medication.] Did your PDN recommend or discuss medication to help you quit smoking or using tobacco?	Y / N
Q27	Did your PDN recommend or discuss methods or strategies other than medication to help you quit smoking or using tobacco?	Y / N
Perceived Discrimination In the last 12 months...		
Q58	Did you feel that a health professional you saw judged you unfairly or treated you with disrespect because of your tribal affiliation?	Y / N
Q59	[Blood quantum level refers to the level of tribal blood required for membership in an Indian Tribe] Did you feel that a health professional you saw judged you unfairly or treated you with disrespect because of your blood quantum level?	Y / N / Not sure
Global Ratings 0 (Worst) to 10 (Best)		
Q28	Using any number from 0 to 10, where 0 is the worst primary doctor or nurse possible and 10 is the best primary doctor or nurse possible, what number would you use to rate your primary doctor or nurse?	0 – 10
Q56	[For this next question, please think about the [PROVIDER NAME] clinic you visited most often in the last 12 months] Using any number from 0 to 10 where 0 is the worst clinic possible and 10 is the best clinic possible, what number would you use to rate the clinic?	0 – 10



CAHPS®
Pocket Reference Guide
for Adult Ambulatory Surveys

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CAHPS Clinician and Group Survey Core Composites (Updated September 2007)

Survey Composites and Items		Response Format
Access: Getting Appointments and Health Care When Needed In the last 12 months...		Never / Almost never / Sometimes / Usually / Almost always / Always
Q6	When you called this doctor's office to get an appointment for <u>care you needed right away</u> , how often did you get an appointment as soon as you thought you needed it?	N / AN / S / U / AA / A
Q8	When you made an appointment for a <u>check-up or routine care</u> with this doctor, how often did you get an appointment as soon as you thought you needed it?	N / AN / S / U / AA / A
Q10	When you phoned this doctor's office during regular office hours, how often did you get an answer to your medical question that same day?	N / AN / S / U / AA / A
Q12	When you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	N / AN / S / U / AA / A
Q13	[Wait time includes time spent in the waiting room and exam room.] How often did you see this doctor <u>within 15 minutes</u> of your appointment time?	N / AN / S / U / AA / A
How Well Doctors Communicate In the last 12 months...		
Q14	How often did this doctor explain things in a way that was easy to understand?	N / AN / S / U / AA / A
Q15	How often did this doctor listen carefully to you?	N / AN / S / U / AA / A
Q17	How often did this doctor give you easy to understand instructions about taking care of these health problems or concerns?	N / AN / S / U / AA / A
Q18	How often did this doctor seem to know the important information about your medical history?	N / AN / S / U / AA / A
Q19	How often did this doctor show respect for what you had to say?	N / AN / S / U / AA / A
Q20	How often did this doctor spend enough time with you?	N / AN / S / U / AA / A
Courteous and Helpful Office Staff In the last 12 months...		
Q24	How often were clerks and receptionists at this doctor's office as helpful as you thought they should be?	N / AN / S / U / AA / A
Q25	How often did clerks and receptionists at this doctor's office treat you with courtesy and respect?	N / AN / S / U / AA / A
Global Ratings 0 (Worst) to 10 (Best)		
Q23	Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?	0 – 10