settings. These survey instruments are developed and maintained by a tear of prominent research organizations under the auspices of the U.S. Agency for Healthcare Research and Quality (AHRQ). Learn more ahttps://www.cahps.ahrq.gov.

The CAHPS Clinician & Group Survey, endorsed by the National Quality Forum in July 2007, is comprised of several instruments that enable users t assess and report on the experiences of adults and children in primary and

professional organizations, and regional collaborativ provide input on the development and use of a CAHPS survey to assess patient experience with the medical home. Panel members were interviewed in late 2009 and early 2010; an in-person meeting was held in April 2010.

- t 4 U B L F UPONQSWALSholder input is critical to the CAHPS survey development process. NCQA has gathered extensive feedback from stakeholders on the development of a patient experience survey that will be part of the PPC-PCMH program standards.
- t 'P DHVSTPJ/QQQAvalult patients and parents of children receiving care in medical home practices provided input in summer 2010 to:
 - x Con rm the domains of interest identi ed by the Technical Expert Panel and other stakeholders;
 - x Identify additional domains, if any; and
 - x Convey how they describe the care they receive in their medical homes.
- t \$ P H O U F J W&FO HH D O ÆQ B O In Taligust 2010, the CAHPS Team conducted cognitive testing of draft PCMH questionnaires for adults and children in both English and Spanish. e draft PCMH questionnaires will be revised as needed based on the ndings from the cognitive interviews. is testing version will be available in Fall 2010.
- t 'J FUMFET NICOAHwill conduct a eld test of the instrument in late 2010. e CAHPS Team is planning to do further eld testing to inform implementation issues.

The PCMH Survey asks about experiences with providers and staff in the of ce.

Unlike other Clinician & Group Surveys that ask about "this doctor," the CAHPS PCMH Survey asks patients about their experiences interacting with three di erent accountable entities in the practice:

- t ih JQTSPW JBEOFFOSEWJ WDJNJE JVOBENNDÖJOBNEDELFSTU question)
- t i \$ BUSFFB NB NUMINDE F PIQINPIXFP SXLJUZIP VQSS P WUJPE F S give you health care)
- t \$ M PBSOUSEFF D F Q UBJUPI QOTUSTPUMTP EDFFS T

The PCMH Survey asks about experiences over the last 12 months.

e CAHPS PCMH Survey asks about care received in the last 12 months rather than just a single visit. e majority of

Additional CAHPS Survey Resources

Several free resources to support CAHPS surveys are averometre CAHPS User Network, which is sponsored by th U.S. Agency for Healthcare Research and Quality.

CAHPS Clinician & Group Survey and Reporting Kit

e CAHPS Clinician & Group Survey is part of a Survey and Reporting Kit that explains how to prepare and eld a CAHPS questionnaire, analyze the results, and product consumer-friendly reports. Many of the resources in the current Kit can be used for the PCMH Survey. Once the PCMH Survey is nalized, it will also be integrated into the Kit, e Kit includes:

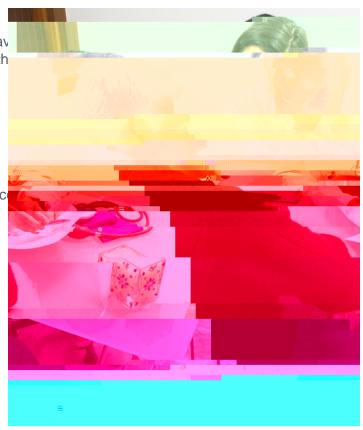
- t 'JOTB/NS JNOFTZUS VNFOUT
- t % BDUPBM M @ 5 PI U P OSPRMMTB V JFEBODF
- t 4 B N ROPMOFV NUFROF WHITE N J OUJ ITTUS IT examples of noti cation and reminder letters
- t "OBMOZSTPJHTSBNT
- t *OTUSG/BYSTJEDOHBNOLZSTPJHTSBNT
- t 3FQPNBDWSFT

e Kit can be downloaded from the CAHPS Web site at https://www.cahps.ahrq.gov/cahpskit/CG/CGChooseQX.a

CAHPS Database

e CAHPS Database is the national repository for data from the CAHPS Health Plan and Clinician & Group Surveys. e CAHPS Clinician & Group portion of the Comparative Database is currently under development. Comparative of for the CAHPS Clinician & Group Survey will be made available as survey sponsors implement the CAHPS Clinician & Group Surveys and submit data to the CAHPS Database Current plans include integrating the PCMH Survey into the CAHPS Database once the survey is nalized and implemented.

More information on the CAHPS Database can be found at https://www.cahps.ahrq.gov/content/ncbd/ncbd_Intro.asp.



To remain up-to-date about the CAHPS
Patient-Centered Medical Home Survey, visit
https://www.cahps.ahrq.gov/content/pr oducts/CG/
PROD_CG_PCMH.asp