



settings. These survey instruments are developed and maintained by a team of prominent research organizations under the auspices of the U.S. Agency for Healthcare Research and Quality (AHRQ). Learn more at <https://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 to assess and report on the experiences of adults and children in primary and

professional organizations, and regional collaborative, 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.

4 UBLFIPONBFLS Stakeholder 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.

'PDHSPJCCAMU patients and parents of children receiving care in medical home practices provided input in summer 2010 to:

- x Confirm the domains of interest identified 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.

\$PHOUBJWFOHIBOZQBON August 2010, the CAHPS Team conducted cognitive testing of draft PCMH questionnaires for adults and children in both English and Spanish. The draft PCMH questionnaires will be revised as needed based on the findings from the cognitive interviews. This testing version will be available in Fall 2010.

'JFUFETNCQAH will conduct a field test of the instrument in late 2010. The CAHPS Team is planning to do further field testing to inform implementation issues.

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

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

1. The primary care provider (PCP) (the doctor or nurse practitioner who is your main point of contact for most of your health care needs)

2. The office staff (the people who work in the office and help you with your health care)

3. The medical group (the group of doctors and other health care professionals who work together to provide care for you)

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

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

Additional CAHPS Survey Resources

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

CAHPS Clinician & Group Survey and Reporting Kit

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

- Notification and reminder letters
- Examples of notification and reminder letters
- Sample letters
- Sample letters
- Sample letters

The Kit can be downloaded from the CAHPS Web site at <https://www.cahps.ahrq.gov/cahpskit/CG/CGChooseQX.asp>

CAHPS Database

The CAHPS Database is the national repository for data from the CAHPS Health Plan and Clinician & Group Surveys. The CAHPS Clinician & Group portion of the Comparative Database is currently under development. Comparative data 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 finalized 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/products/CG/PROD_CG_PCMH.asp