

Debbie,

Thank you for your comments on the Agency for Healthcare Research and Quality Agency (AHRQ) Information Proposed Collection Activities of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Clinician and Group Survey Comparative Database requests for comments.

First to address your comment on collecting respondent data using Speech-Enabled IVR (SE-IVR) technology and the Internet for web surveys, the CAHPS Consortium does not recommend other survey modes, such as interactive voice response (IVR) and in-office distribution of surveys, until the potential mode effects are better understood. The CAHPS team is continuing to assess the feasibility of these newer techniques and the possibility of mode adjustments to compensate for differences.

Secondly to address your comment about respondents finding the Mental Health question too personal to answer and less likely to provide a response, the recent data from the CAHPS Database shows for the Mental Health item just an 8% non-response or missing in Adult PCMH survey and 3% non-response for the Adult Visit Survey. This is in line with the 3% non-response on the General Health Status question in these surveys.

Thank you again for providing your comment.

Janice Ricketts
CAHPS Project Manager
Westat