

An Overview of Version 3.0 of the CAHPS Clinician & Group Survey

The CAHPS Clinician & Group Survey (CG-CAHPS) include standardized questionnaires and optional supplemental items to assess the experiences of adults and children with primary or specialty care. This document offers an overview of the CG-CAHPS Adult Survey 3.0 and provides an explanation of the differences between versions 2.0 and 3.0. Version 3.0 of the CG-CAHPS Child Survey will be available later in 2015.

Background on the Evolution of the CG-CAHPS Survey

The Clinician & Group Survey builds on prior work conducted by the CAHPS Consortium and other developers of patient experience surveys. The Agency for Healthcare Research and Quality (AHRQ) first released the CG-CAHPS Survey for adults and children in 2007. Since that time, the survey has been revised and expanded to include multiple versions to meet users' diverse needs.

In January 2015, AHRQ issued a call for public comment on proposed changes to the CG-CAHPS Survey. Those proposed changes reflected input and lessons learned from users and stakeholders, a desire to minimize the burden of survey on patients and providers, and an effort to maximize the reliability of reporting measures. Based on the comments received and subsequent analyses of multiple data sets, the CAHPS Consortium recommended incorporating the changes into version 3.0 of the survey.

How the 3.0 Version Is Different

The major changes to the CG-CAHPS Survey are summarized below. Appendices A-D provide detailed descriptions of the changes to survey items and reporting measures.

- **Use of a 6-month reference time period rather than a 12-month reference period.** This change makes the survey consistent with the implementation of the CG-CAHPS Survey by multiple stakeholders, including CMS's ACO CAHPS Survey and the CAHPS Survey for the Physician Quality Reporting System (PQRS).
- **Modified composite measure for "Access."** The revised three-item composite measure reflects multiple aspects of access that are important to patients and stakeholders.
- **Modified composite measure for "Communication."** The revised four-item composite measure is consistent with the communication measure in the CAHPS Health Plan Survey.
- **New composite measure for "Care Coordination."** The new three-item composite measure is comprised of two existing core items and one new item based on an existing CG-CAHPS supplemental item.
- **Reduced length.** These changes reduce the length of the core Adult Survey from 34 items to 31 items.
- **Modified and reduced Patient-Centered Medical Home (PCMH) Item Set.** Modifications to CG-CAHPS Survey includes changes to the PCMH Item Set, which has also been updated to a 3.0 version. One question has been moved into the core survey,

and several have been moved into the supplemental item set. These changes reduce the length of the Adult PCMH Items Set from 18 items to 6 items. Only the measure of “Self-Management Support” remains unchanged.

- **CG-CAHPS Visit Survey 2.0.** While some organizations continue to field the CG-CAHPS Visit Survey, its use has been declining steadily. In order to promote consistency across versions of the CG-CAHPS Survey, including CMS’s CAHPS surveys, AHRQ is not releasing a 3.0 version of the CG-CAHPS Visit Survey. The 2.0 version will remain available to interested users.
- **Minor changes to item wording.** Item wording was updated to be more consistent with current care practices (e.g., “did you contact” rather than “did you phone”).

Appendix A provides a crosswalk between the topics covered by the core items in versions 2.0 and 3.0 of the CG-CAHPS Adult Survey.

Appendix B provides a crosswalk between the items in versions 2.0 and 3.0 of the CG-CAHPS Adult Survey.

Appendix C lists the reporting measures for version 3.0 of the CG-CAHPS Adult Survey:

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate With Patients
- Providers’ Use of Information to Coordinate Patient Care
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider

Appendix D provides a crosswalk between the items in versions 2.0 and 3.0 of the Patient-Centered Medical Home Item Set.

Appendix A: Topics Covered by the Core Items in the CG-CAHPS Adult Survey 3.0

| Topic | Short Item Title | Adult 3.0 Item # | Short Item Title | Adult 2.0 Item # |
|---------------------------------|--|------------------|---|------------------|
| Confirmation of provider | Patient received care from provider named below | 1 | Patient received care from provider named below | 1 |
| Provider identification | Patient usually sees this provider for care | 2 | Patient usually sees this provider for care | 2 |
| Length of relationship | How long patient has been going to this provider | 3 | How long patient has been going to this provider | 3 |
| Utilization | Number of times patient visited this provider for care in last 6 months | 4 | Number of times patient visited this provider for care in last 12 months | 4 |
| Access to care | Patient got appointment for urgent care as soon as needed | 6 | Patient got appointment for urgent care as soon as needed | 6 |
| | Patient got appointment for non-urgent care as soon as needed | 8 | Patient got appointment for non-urgent care as soon as needed | 8 |
| | Patient got answer to medical question the same day he/she contacted provider's office | 10 | Patient got answer to medical question the same day he/she phoned provider's office | 10 |
| | <i>(Not included)</i> | | Patient got answer to medical question as soon as he/she needed when phoned provider's office after hours | 12 |
| | <i>(Not included)</i> | | Patient saw provider within 15 minutes of appointment time | 13 |
| Provider communication | Provider explained things in a way that was easy to understand | 11 | Provider explained things in a way that was easy to understand | 14 |
| | Provider listened carefully to patient | 12 | Provider listened carefully to patient | 15 |
| | <i>(Not included)</i> | | Provider gave easy to understand information about health questions or concerns | 17 |

| Topic | Short Item Title | Adult 3.0 Item # | Short Item Title | Adult 2.0 Item # |
|--|---|------------------|---|------------------|
| | Provider showed respect for what patient had to say | 14 | Provider showed respect for what patient had to say | 19 |
| | Provider spent enough time with patient | 15 | Provider spent enough time with patient | 20 |
| Care Coordination | Provider knew important information about patient's medical history | 13 | Provider knew important information about patient's medical history | 18 |
| | Someone from provider's office followed up with patient to give results of blood test, x-ray, or other test | 17 | Someone from provider's office followed up with patient to give results of blood test, x-ray, or other test | 22 |
| | Someone from provider's office talked about all prescription medications being taken | 20 | <i>(Not included)</i> | |
| Rating | Rating of provider | 18 | Rating of provider | 23 |
| Clerks and receptionists at provider's office | Clerks and receptionists helpful | 21 | Clerks and receptionists helpful | 24 |
| | Clerks and receptionists courteous and respectful | 22 | Clerks and receptionists courteous and respectful | 25 |
| Health status | Rating of overall health | 23 | Rating of overall health | 26 |
| Mental and emotional health status | Rating of overall mental or emotional health | 24 | Rating of overall mental or emotional health | 27 |
| Demographic items | Age of patient | 25 | Age of patient | 28 |
| | Patient male or female | 26 | Patient male or female | 29 |
| | Highest grade level completed | 27 | Highest grade level completed | 30 |
| | Hispanic or Latino | 28 | Hispanic or Latino | 31 |
| | Race | 29 | Race | 32 |
| Proxy respondent items | Someone helped patient/[respondent] complete survey | 30 | Someone helped patient complete survey | 33 |
| | How that person helped | 31 | How that person helped | 34 |

Appendix B: Crosswalk between Versions 3.0 and 2.0 of the CG-CAHPS Adult Survey

The following table lists the items in both versions and the reasons for changes.

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|---|---|--|
| 1 | 1 | Our records show that you got care from the provider named below in the last 6 months. Is that right? [Yes/No → If No, go to #23] | Our records show that you got care from the provider named below in the last 12 months. Is that right? [Yes/No → If No, go to #26] | Revised survey reference time period improves consistency across CAHPS surveys. Updated skip instruction reflects changes in the numbering of core items. |
| 2 | 2 | Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt? [Yes/No] | Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt? [Yes/No] | No change. |
| 3 | 3 | How long have you been going to this provider? [Less than 6 months/At least 6 months but less than 1 year/ At least 1 year but less than 3 years/ At least 3 years but less than 5 years/ 5 years or more] | How long have you been going to this provider? [Less than 6 months/At least 6 months but less than 1 year/ At least 1 year but less than 3 years/ At least 3 years but less than 5 years/ 5 years or more] | No change. |
| 4 | 4 | In the last 6 months, how many times did you visit this provider to get care for yourself? [None → If None, go to #23/ 1 time/2/3/4/5 to 9/10 or more times] | In the last 12 months, how many times did you visit this provider to get care for yourself? [None → If None, go to #26/ 1 time/2/3/4/5 to 9/10 or more times] | Revised survey reference time period improves consistency across CAHPS surveys. Updated skip instruction reflects changes in the numbering of core items. |

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|--|--|--|
| 5 | 5 | In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury, or condition that needed care right away ? [Yes/No → If No, go to #7] | In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury, or condition that needed care right away ? [Yes/No → If No, go to #7] | Revised survey reference time period improves consistency across CAHPS surveys. Change from "phone" to "contact" accounts for various modes of communication and coordination. |
| 6 | 6 | In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away , how often did you get an appointment as soon as you needed? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away , how often did you get an appointment as soon as you needed? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. Change from "phoned" to "contacted" accounts for various modes of communication and coordination. |
| 7 | 7 | In the last 6 months, did you make any appointments for a check-up or routine care with this provider? [Yes/No → If No, go to #9] | In the last 12 months, did you make any appointments for a check-up or routine care with this provider? [Yes/No → If No, go to #9] | Revised survey reference time period improves consistency across CAHPS surveys. |

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|---|--|--|
| 8 | 8 | In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency with CMS surveys. |
| 9 | 9 | In the last 6 months, did you contact this provider's office with a medical question during regular office hours? [Yes/No → If No, go to #11] | In the last 12 months, did you phone this provider's office with a medical question during regular office hours? [Yes/No → If No, go to #11] | Revised survey reference time period improves consistency across CAHPS surveys. Change from "phone" to "contact" accounts for various modes of communication and coordination. |
| 10 | 10 | In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. Change from "phoned" to "contacted" accounts for various modes of communication and coordination. |

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|---|---|---|
| | 11 | Item moved to supplemental item set | In the last 12 months, did you phone this provider's office with a medical question after regular office hours? [Yes/No → If No, go to #13] | Because few patients seek answers after office hours, this item does not add sufficient information to a measure of access. |
| | 12 | Item moved to supplemental item set | In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed? [Never/ Sometimes/ Usually/ Always] | Because few patients seek answers after office hours, this item does not add sufficient information to a measure of access. |
| | 13 | Item moved to supplemental item set | Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time? [Never/ Sometimes/ Usually/ Always] | The item-scale correlation was lower than the correlations for the other items in the measure of access. |
| 11 | 14 | In the last 6 months, how often did this provider explain things in a way that was easy to understand? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, how often did this provider explain things in a way that was easy to understand? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |
| 12 | 15 | In the last 6 months, how often did this provider listen carefully to you? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, how often did this provider listen carefully to you? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|---|---|---|
| | 16 | Item moved to supplemental item set | In the last 12 months, did you talk with this provider about any health questions or concerns? [Yes/No → If No, go to #18] | Revised communication composite improves consistency across CAHPS surveys. |
| | 17 | Item moved to supplemental item set | In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns? [Never/ Sometimes/ Usually/ Always] | Revised communication composite improves consistency across CAHPS surveys. |
| 13 | 18 | In the last 6 months, how often did this provider seem to know the important information about your medical history? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, how often did this provider seem to know the important information about your medical history? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |
| 14 | 19 | In the last 6 months, how often did this provider show respect for what you had to say? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, how often did this provider show respect for what you had to say? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |
| 15 | 20 | In the last 6 months, how often did this provider spend enough time with you? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, how often did this provider spend enough time with you? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|--|---|--|
| 16 | 21 | In the last 6 months, did this provider order a blood test, x-ray, or other test for you? [Yes/No → If No, go to #18] | In the last 12 months, did this provider order a blood test, x-ray, or other test for you? [Yes/No → If No, go to #23] | Revised survey reference time period improves consistency across CAHPS surveys. Updated skip instruction reflects changes in the numbering of core items. |
| 17 | 22 | In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |
| 18 | 23 | Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider? [0/1/2/3/4/5/6/7/8/9/10] | Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider? [0/1/2/3/4/5/6/7/8/9/10] | No change. |
| 19 | | In the last 6 months, did you take any prescription medicine? [Yes/No → If No, go to #21] | New item for CG-CAHPS 3.0 based on PCMH supplemental item. | Added for inclusion in new care coordination composite measure. |
| 20 | | In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking? [Never/ Sometimes/ Usually/ Always] | New item for CG-CAHPS 3.0 based on PCMH supplemental item. | Added for inclusion in new care coordination composite measure. |

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|--|---|---|
| 21 | 24 | In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |
| 22 | 25 | In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect? [Never/ Sometimes/ Usually/ Always] | In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect? [Never/ Sometimes/ Usually/ Always] | Revised survey reference time period improves consistency across CAHPS surveys. |
| 23 | 26 | In general, how would you rate your overall health? [Excellent/Very Good/Good/Fair/Poor] | In general, how would you rate your overall health? [Excellent/Very Good/Good/Fair/Poor] | No change. |
| 24 | 27 | In general, how would you rate your overall mental or emotional health? [Excellent/Very Good/Good/Fair/Poor] | In general, how would you rate your overall mental or emotional health? [Excellent/Very Good/Good/Fair/Poor] | No change. |
| 25 | 28 | What is your age? [18 to 24/ 25 to 34/ 35 to 44/ 45 to 54/ 55 to 64/ 65 to 74/ 75 or older] | What is your age? [18 to 24/ 25 to 34/ 35 to 44/ 45 to 54/ 55 to 64/ 65 to 74/ 75 or older] | No change. |
| 26 | 29 | Are you male or female? [Male/Female] | Are you male or female? [Male/Female] | No change. |

| Adult 3.0 Item # | Adult 2.0 Item # | Adult 3.0 Question Wording | Adult 2.0 Question Wording | Reason for Change |
|------------------|------------------|---|---|-------------------|
| 27 | 30 | <p>What is the highest grade or level of school that you have completed?</p> <p>[8th grade or less/ Some high school, but did not graduate/ High school graduate or GED/ Some college or 2-year degree/ 4-year college graduate/ More than 4-year college degree]</p> | <p>What is the highest grade or level of school that you have completed?</p> <p>[8th grade or less/ Some high school, but did not graduate/ High school graduate or GED/ Some college or 2-year degree/ 4-year college graduate/ More than 4-year college degree]</p> | No change. |
| 28 | 31 | <p>Are you of Hispanic or Latino origin or descent?</p> <p>[Yes, Hispanic or Latino/ No, Not Hispanic or Latino]</p> | <p>Are you of Hispanic or Latino origin or descent?</p> <p>[Yes, Hispanic or Latino/ No, Not Hispanic or Latino]</p> | No change. |
| 29 | 32 | <p>What is your race? Mark one or more.</p> <p>[White/ Black or African American/ Asian/ Native Hawaiian or Other Pacific Islander/ American Indian or Alaska Native/ Other]</p> | <p>What is your race? Mark one or more.</p> <p>[White/ Black or African American/ Asian/ Native Hawaiian or Other Pacific Islander/ American Indian or Alaska Native/ Other]</p> | No change. |
| 30 | 33 | <p>Did someone help you complete this survey?</p> <p>[Yes / No → Thank you. Please return the completed survey in the postage-paid envelope]</p> | <p>Did someone help you complete this survey?</p> <p>[Yes / No → Thank you. Please return the completed survey in the postage-paid envelope]</p> | No change. |
| 31 | 34 | <p>How did that person help you? Mark one or more.</p> <p>[Read the questions to me/ Wrote down the answers I gave/ Answered the questions for me/ Translated the questions into my language/ Helped in some other way (Please print)]</p> | <p>How did that person help you? Mark one or more.</p> <p>[Read the questions to me/ Wrote down the answers I gave/ Answered the questions for me/ Translated the questions into my language/ Helped in some other way (Please print)]</p> | No change. |

Appendix C: Measures for the CG-CAHPS Adult Survey 3.0

Getting Timely Appointments, Care, and Information

The survey asked patients how often they got appointments for care as soon as needed and timely answers to questions when they called the office.

| | | |
|-----|---|---|
| Q6 | Patient got appointment for urgent care as soon as needed | Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always |
| Q8 | Patient got appointment for non-urgent care as soon as needed | |
| Q10 | Patient got answer to medical question the same day he/she phoned provider's office | |

Note: This composite measure of “Access” no longer includes two items that were in the 2.0 version of the survey: “Got answers to medical questions after office hours” and “Wait time for appointment to start.” Both items were moved into the supplemental item set.

How Well Providers Communicate with Patients

The survey asked patients how often their providers explained things clearly, listened carefully, showed respect, and spent enough time with the patient.

| | | |
|-----|--|---|
| Q11 | Provider explained things in a way that was easy to understand | Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always |
| Q12 | Provider listened carefully to patient | |
| Q14 | Provider showed respect for what patient had to say | |
| Q15 | Provider spent enough time with patient | |

Note: This composite measure of “Communication” no longer includes two items that were in the 2.0 version of the survey. The item “Gives easy to understand instructions” was moved into the supplemental item set. The item “Knows important information about medical history” remains in the core survey but is now included in the “Care Coordination” measure (see below).

Providers’ Use of Information to Coordinate Patient Care

The survey asked patients how often their providers knew their medical history, followed up to give results of tests, and asked about prescription medications being taken.

| | | |
|-----|---|---|
| Q13 | Provider knew important information about patient's medical history | Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always |
| Q17 | Someone from provider's office followed up with patient to give results of blood test, x-ray, or other test | |
| Q20 | Someone from provider's office talked about all prescription medications being taken | |

Note: “Care Coordination” is a new measure for version 3.0 of the CG-CAHPS Survey.

Helpful, Courteous, and Respectful Office Staff

The survey asked patients how often office staff were helpful and treated them with courtesy and respect.

| | | |
|-----|---|---|
| Q21 | Clerks and receptionists helpful | Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always |
| Q22 | Clerks and receptionists courteous and respectful | |

Note: No changes to version 3.0 of the CG-CAHPS “Office Staff” measure.

Patients’ Rating of the Provider (or Doctor)

The survey asked patients to rate their provider on a scale of 0 to 10, with 0 being the worst and 10 being the best.

| | | |
|-----|--------------------|--|
| Q18 | Rating of provider | Response Options <ul style="list-style-type: none"> ● 0-10 |
|-----|--------------------|--|

Note: No changes to version 3.0 of the CG-CAHPS “Rating” measure.

Appendix D: Crosswalk between Versions 3.0 and 2.0 of the Adult Patient-Centered Medical Home (PCMH) Item Set

The following table lists the items and the reasons for changes.

| Adult 3.0 Item # | Adult 2.0 Item # | Short Item Title 3.0 | Short Item Title 2.0 | Notes |
|------------------|------------------|---|---|---|
| N/A | PCMH1 | N/A | Number of days wait for urgent care appointment | Moved to general set of CG-CAHPS supplemental items |
| PCMH1 | PCMH2 | Patient got information about what to do if care is needed on evenings, weekends, or holidays | Patient got information about what to do if care is needed on evenings, weekends, or holidays | No change to item |
| N/A | PCMH3 | N/A | Patient needed care during evenings, weekends, or holidays | Moved to general set of CG-CAHPS supplemental items |
| N/A | PCMH4 | N/A | Patient able to get needed care on evenings, weekends, or holidays | Moved to general set of CG-CAHPS supplemental items |
| N/A | PCMH5 | N/A | Patient got reminders from provider's office between visits | Moved to general set of CG-CAHPS supplemental items |
| N/A | PCMH6 | N/A | Patient started or stopped a medicine | Moved to general set of CG-CAHPS supplemental items |
| N/A | PCMH7 | N/A | Provider talked to patient about reasons patient might want to take a medicine | Moved to general set of CG-CAHPS supplemental items |

| Adult 3.0 Item # | Adult 2.0 Item # | Short Item Title 3.0 | Short Item Title 2.0 | Notes |
|------------------|------------------|---|---|---|
| N/A | PCMH8 | N/A | Provider talked to patient about reasons patient might not want to take a medicine | Moved to general set of CG-CAHPS supplemental items |
| N/A | PCMH9 | N/A | Provider asked what patient thought was best | Moved to general set of CG-CAHPS supplemental items |
| PCMH2 | PCMH10 | Patient saw a specialist for a particular health problem | Patient saw a specialist for a particular health problem | No change to item |
| PCMH3 | PCMH11 | Provider seemed informed and up-to-date about care from specialists | Provider seemed informed and up-to-date about care from specialists | No change to item |
| PCMH4 | PCMH12 | Anyone in provider's office talked with patient about specific health goals | Anyone in provider's office talked with patient about specific health goals | No change to item |
| PCMH5 | PCMH13 | Anyone in provider's office asked if there were things that made it hard for patient to take care of health | Anyone in provider's office asked if there were things that made it hard for patient to take care of health | No change to item |
| N/A | PCMH14 | N/A | Patient took prescription medicine | Moved to core survey |
| N/A | PCMH15 | N/A | Anyone in provider's office talked with patient about all prescriptions | Moved to core survey |
| N/A | PCMH16 | N/A | Anyone in provider's office asked if patient had felt sad, empty, or depressed | Moved to general set of CG-CAHPS supplemental items |
| PCMH6 | PCMH17 | Anyone in provider's office talked about worrying/stressful aspects of patient's life | Anyone in provider's office talked about worrying/stressful aspects of patient's life | No change to item |

| Adult 3.0 Item # | Adult 2.0 Item # | Short Item Title 3.0 | Short Item Title 2.0 | Notes |
|------------------------|------------------------|----------------------|---|---|
| N/A | PCMH18 | N/A | Anyone in provider's office talked with patient about personal problem, family problem, alcohol use, drug use, or a mental or emotional illness | Moved to general set of CG-CAHPS supplemental items |