

## 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 #
<b>Confirmation of provider</b>	Patient received care from provider named below	1	Patient received care from provider named below	1
<b>Provider identification</b>	Patient usually sees this provider for care	2	Patient usually sees this provider for care	2
<b>Length of relationship</b>	How long patient has been going to this provider	3	How long patient has been going to this provider	3
<b>Utilization</b>	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
<b>Access to care</b>	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
<b>Provider communication</b>	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
<b>Care Coordination</b>	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>	
<b>Rating</b>	Rating of provider	18	Rating of provider	23
<b>Clerks and receptionists at provider's office</b>	Clerks and receptionists helpful	21	Clerks and receptionists helpful	24
	Clerks and receptionists courteous and respectful	22	Clerks and receptionists courteous and respectful	25
<b>Health status</b>	Rating of overall health	23	Rating of overall health	26
<b>Mental and emotional health status</b>	Rating of overall mental or emotional health	24	Rating of overall mental or emotional health	27
<b>Demographic items</b>	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
<b>Proxy respondent items</b>	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 <b>needed care right away</b> ?  [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 <b>needed care right away</b> ?  [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 <b>care you needed right away</b> , 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 <b>care you needed right away</b> , 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 <b>check-up or routine care</b> with this provider?  [Yes/No → If No, go to #9]	In the last 12 months, did you make any appointments for a <b>check-up or routine care</b> 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 <b>check-up or routine care</b> 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 <b>check-up or routine care</b> 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 <b>after</b> 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 <b>after</b> 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 <b>mental or emotional</b> health? [Excellent/Very Good/Good/Fair/Poor]	In general, how would you rate your overall <b>mental or emotional</b> 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	What is the highest grade or level of school that you have completed?  [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]	What is the highest grade or level of school that you have completed?  [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]	No change.
28	31	Are you of Hispanic or Latino origin or descent?  [Yes, Hispanic or Latino/ No, Not Hispanic or Latino]	Are you of Hispanic or Latino origin or descent?  [Yes, Hispanic or Latino/ No, Not Hispanic or Latino]	No change.
29	32	What is your race? Mark one or more.  [White/ Black or African American/ Asian/ Native Hawaiian or Other Pacific Islander/ American Indian or Alaska Native/ Other]	What is your race? Mark one or more.  [White/ Black or African American/ Asian/ Native Hawaiian or Other Pacific Islander/ American Indian or Alaska Native/ Other]	No change.
30	33	Did someone help you complete this survey?  [Yes / No → Thank you. Please return the completed survey in the postage-paid envelope]	Did someone help you complete this survey?  [Yes / No → Thank you. Please return the completed survey in the postage-paid envelope]	No change.
31	34	How did that person help you? Mark one or more.  [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)]	How did that person help you? Mark one or more.  [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)]	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	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
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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