CAHPS for MIPS Summary Survey Measures

2017 Actual vs. 2018 Proposed

| SSM Name | Survey Items In SSM - 2017 | Is SSM Used in 2017 Scoring? | Survey Items In SSM - 2018 | Is SSM Used in 2018 Scoring? | Reason for Change |
| --- | --- | --- | --- | --- | --- |
| Getting Timely Care, Appointments and Information | **6.** In the last 6 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? | Yes | **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? | Yes | AHRQ change from “phoned” to “contacted” reflects the various modes of communication |
| **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? | **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? | No change |
| **10.** In the last 6 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? | **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? | AHRQ change from “phoned” to “contacted” reflects the various modes of communication |
| **12.** In the last 6 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? | *Item deleted* | AHRQ change; item does not add sufficient information to access measure as few patients seek answers after office hours. |
| **15.** Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider **within 15 minutes** of your appointment time? | *Item deleted* | AHRQ change; item scale correlation for this item was lower than other items in this access measure. |

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| How Well Your Providers Communicate | **16.** In the last 6 months, how often did this provider explain things in a way that was easy to understand? | Yes | **11.** In the last 6 months, how often did this provider explain things in a way that was easy to understand? | Yes | No change |
| **17.** In the last 6 months, how often did this provider listen carefully to you? | **12.** In the last 6 months, how often did this provider listen carefully to you? | No change |
| **19.** In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns? | *Item deleted* | AHRQ change; revised communication composite improves consistency across CAHPS surveys. |
| **20.** In the last 6 months, how often did this provider seem to know the important information about your medical history? | *Item moved to care coordination* | AHRQ change; care coordination composite added to core CG-CAHPS. |
| **22.** In the last 6 months, how often did this provider show respect for what you had to say? | **14.** In the last 6 months, how often did this provider show respect for what you had to say? | No change |
| **23.** In the last 6 months, how often did this provider spend enough time with you? | **15.** In the last 6 months, how often did this provider spend enough time with you? | No change |
| Care Coordination | **21**. When you visited this provider in the last 6 months, how often did he or she have your medical records? | Yes | *Item deleted* | Yes | Deleted to reflect AHRQ care coordination composite added to core CG-CAHPS. |
| **N/A** | **13.** In the last 6 months, how often did this provider seem to know the important information about your medical history? | Revised to reflect AHRQ care coordination composite added to core CG-CAHPS. |
| **25.** 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? | **17.** 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? | No change |
| **53**. In the last 6 months, how often did you and anyone on your health care team talk about all the prescription medicines you were taking? | **30**. In the last 6 months, how often did you and anyone on your health care team talk about all the prescription medicines you were taking? | No change |

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| Shared Decision Making | **27.** Did you and this provider talk about the reasons you might want to take a medicine? | Yes | *Item deleted* | Yes | Deleted to improve SSM reliability. |
| **28.** Did you and this provider talk about the reasons you might **not** want to take a medicine? | *Item deleted* | Deleted to improve SSM reliability. |
| **29.** When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you? | **19.** When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you? | No change. |
| **36.** Did you and this provider talk about the reasons you might want to have the surgery or procedure? | *Item deleted* | Deleted to improve SSM reliability. |
| **37.** Did you and this provider talk about the reasons you might **not** want to have the surgery or procedure? | *Item deleted* | Deleted to improve SSM reliability. |
| **38.** When you and this provider talked about having surgery or a procedure, did this provider ask what you thought was best for you? | *Item deleted* | Deleted to improve SSM reliability. |
| **39.** In the last 6 months, did you and this provider talk about how much of your personal health information you wanted shared with your family or friends? | **20.** In the last 6 months, did this provider respect your wishes about how much of your personal health information to share with your family or friends? | No change |
| **40.** In the last 6 months, did this provider respect your wishes about how much of your personal health information to share with your family or friends? | *Item deleted* | Deleted to improve SSM reliability. |
| Patient’s Rating of Provider | **41.** 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? | Yes | **21.** 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? | Yes | No change |

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| Courteous and Helpful Office Staff | **42.** In the last 6 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be? | Yes | **22.** In the last 6 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be? | Yes | No change |
| **43.** In the last 6 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect? | **23.** In the last 6 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect? | No change |
| Access to Specialists | **46**. In the last 6 months, how often was it easy to get appointments with specialists? | Yes | **26**. In the last 6 months, how often was it easy to get appointments with specialists?[[1]](#footnote-1) | No | SSM had low reliability in prior years and revision to skip pattern did not demonstrate substantial improvements to reliability in testing. |
| **47**. In the last 6 months, how often did the **specialist you saw most** seem to know the important information about your medical history? | *Item deleted* | Deleted to focus SSM on key aspect of access to specialty care: ease of getting appointment. |
| Between Visit Communication | **14.** In the last 6 months, did this provider’s office contact you to remind you to **make an appointment** for tests or treatment? | Yes | *Item deleted* | N/A | Removal of this 1-item SSM promotes alignment with 2018 ACO CAHPS survey. |
| Helping You Take Medication as Directed | **31.** In the last 6 months, how often did this provider give you easy to understand instructions about how to take your medicines? | Yes | *Item deleted* | N/A | SSM had low reliability in prior years; removal of SSM promotes alignment with 2018 ACO CAHPS survey. |
| **33.** Was the written information this provider gave you easy to understand? | *Item deleted* |
| **34.** In the last 6 months, did this provider suggest ways to help you remember to take your medicines? | *Item deleted* |

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| Health Promotion and Education | **48.** Your health care team includes all the doctors, nurses and other people you see for health care. In the last 6 months, did you and anyone on your health care team talk about specific things you could do to prevent illness? | Yes | *Item deleted* | Yes | Deleted to improve SSM reliability. |
| **49.** In the last 6 months, did you and anyone on your health care team talk about a healthy diet and healthy eating habits? | **27.** Your health care team includes all the doctors, nurses and other people you see for health care. In the last 6 months, did you and anyone on your health care team talk about a healthy diet and healthy eating habits? | Deletion of “prevent illness” item requires addition of health care team definition to this item. |
| **50.** In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get? | **28.** In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get? | No change |
| **51.** In the last 6 months, did anyone on your health care team talk with you about specific goals for your health? | *Item deleted* | Deleted to improve SSM reliability. |
| **55**. In the last 6 months, did anyone on your health care team ask you if there was a period of time when you felt sad, empty, or depressed? | **32**. In the last 6 months, did anyone on your health care team ask you if there was a period of time when you felt sad, empty, or depressed? | No change |
| **56.** In the last 6 months, did you and anyone on your health care team talk about things in your life that worry you or cause you stress? | **33.** In the last 6 months, did you and anyone on your health care team talk about things in your life that worry you or cause you stress? | No change |
| Stewardship of Patient Resources | **54**. In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost? | Yes | **31**. In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost? | Yes | No change |

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| Health Status and Functional Status | **57.** In general, how would you rate your overall health? | Yes | **34.** In general, how would you rate your overall health? | No | SSM provides a description of group’s population characteristics (more descriptive than measure of patient experience); case-mix adjustment not sufficient to separate how much of SSM score is due to patient experience vs. aspects of underlying health of patients that are outside the control of group; SSM is not a useful measure to compare performance across groups or inform quality improvement; exclusion of SSM from scoring promotes alignment with 2018 ACO CAHPS survey (SSM is pay-for-reporting ACO measure). |
| **58.** In general, how would you rate your overall **mental or emotional** health? | **35.** In general, how would you rate your overall **mental or emotional** health? |
| **60.** Is this a condition or problem that has lasted for at least 3 months? | **37.** Is this a condition or problem that has lasted for at least 3 months? |
| **62.** Is this medicine to treat a condition that has lasted for at least 3 months? | **39.** Is this medicine to treat a condition that has lasted for at least 3 months? |
| **63.** During the last 4 weeks, how much of the time did your physical health interfere with your social activities (like visiting with friends, relatives, etc.)? | **40.** During the last 4 weeks, how much of the time did your physical health interfere with your social activities (like visiting with friends, relatives, etc.)? |
| **72.** Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions? | **49.** Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions? |
| **73.** Do you have serious difficulty walking or climbing stairs? | **50.** Do you have serious difficulty walking or climbing stairs? |
| **74.** Do you have difficulty dressing or bathing? | **51.** Do you have difficulty dressing or bathing? |
| **75.** Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping? | **52.** Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping? |

1. Revision to skip pattern associated with screening question for Access to Specialist items: 2017, respondents who indicate that provider named in Q1 is a specialist skip out of specialist section; 2018, skip removed and following instruction added:If Yes, Please include this provider as you answer these questions about specialists. [↑](#footnote-ref-1)