

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?		<i>Item deleted</i>		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?		<i>Item deleted</i>		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?		<i>Item deleted</i>		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?		<i>Item moved to care coordination</i>		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	<i>Item deleted</i>	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	<i>Item deleted</i>	Yes	Deleted to improve SSM reliability.
	28. Did you and this provider talk about the reasons you might not want to take a medicine?		<i>Item deleted</i>		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?		<i>Item deleted</i>		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?		<i>Item deleted</i>		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?		<i>Item deleted</i>		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?		<i>Item deleted</i>		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	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?		<i>Item deleted</i>		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	<i>Item deleted</i>	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	<i>Item deleted</i>	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?		<i>Item deleted</i>		
	34. In the last 6 months, did this provider suggest ways to help you remember to take your medicines?		<i>Item deleted</i>		

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.

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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	<i>Item deleted</i>	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?		<i>Item deleted</i>		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

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
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?		