

CAHPS for MIPS Summary Survey Measures  
2017 (Version 1.0) vs. 2018 (Version 2.0)

NOTE: There may be slight wording changes made to some questions in the 2018 CAHPS for MIPS survey. The final version of the CAHPS for MIPS survey will be posted to the QPP website or CMS website.

SSM Name	Survey Items in SSM – 2017	Is SSM Used in 2017 Scoring?	Survey Items in SSM – 2018 (Note: <u>underlined</u> text indicates new language)	Is SSM Used in 2018 Scoring?	Reason for Change
Getting Timely Care, Appointments and Information	<b>6.</b> In the last 6 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?	Yes	<b>6.</b> In the last 6 months, when you <u>contacted</u> 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?	Yes	AHRQ change from “phoned” to “contacted” reflects the various modes of communication
Getting Timely Care, Appointments and Information	<b>8.</b> 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?	Yes	<b>8.</b> 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?	Yes	No change
Getting Timely Care, Appointments and Information	<b>10.</b> 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?	Yes	<b>10.</b> In the last 6 months, when you <u>contacted</u> this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?	Yes	AHRQ change from “phoned” to “contacted” reflects the various modes of communication
Getting Timely Care, Appointments and Information	<b>12.</b> In the last 6 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?	Yes	<i>Item deleted from CAHPS for MIPS 2018 survey</i>	N/A	AHRQ change; item does not add sufficient information to access measure as few patients seek answers after office hours.
Getting Timely Care, Appointments and Information	<b>15.</b> Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider <b>within 15 minutes</b> of your appointment time?	Yes	<i>Item deleted from CAHPS for MIPS 2018 survey</i>	N/A	AHRQ change; item scale correlation for this item was lower than other items in this access measure.
How Well Your Providers Communicate	<b>16.</b> In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Yes	<b>11.</b> In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Yes	No change

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How Well Your Providers Communicate	<b>17.</b> In the last 6 months, how often did this provider listen carefully to you?	Yes	<b>12.</b> In the last 6 months, how often did this provider listen carefully to you?	Yes	No change
How Well Your Providers Communicate	<b>19.</b> In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	AHRQ change; revised communication composite improves consistency across CAHPS surveys.
How Well Your Providers Communicate	<b>20.</b> In the last 6 months, how often did this provider seem to know the important information about your medical history?	Yes	<i>Item moved to care coordination</i>	Yes	AHRQ change; care coordination composite added to core CG-CAHPS.
How Well Your Providers Communicate	<b>22.</b> In the last 6 months, how often did this provider show respect for what you had to say?	Yes	<b>14.</b> In the last 6 months, how often did this provider show respect for what you had to say?	Yes	No change
How Well Your Providers Communicate	<b>23.</b> In the last 6 months, how often did this provider spend enough time with you?	Yes	<b>15.</b> In the last 6 months, how often did this provider spend enough time with you?	Yes	No change
Care Coordination	<b>21.</b> When you visited this provider in the last 6 months, how often did he or she have your medical records?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to reflect AHRQ care coordination composite added to core CG-CAHPS.
Care Coordination	N/A	Yes	<b>13.</b> In the last 6 months, how often did this provider seem to know the important information about your medical history?	Yes	Revised to reflect AHRQ care coordination composite added to core CG-CAHPS.
Care Coordination	<b>25.</b> 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?	Yes	<b>17.</b> 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?	Yes	No change
Care Coordination	<b>53.</b> 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?	Yes	<b>30.</b> 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?	Yes	No change

SSM Name	Survey Items in SSM – 2017	Is SSM Used in 2017 Scoring?	Survey Items in SSM – 2018 (Note: <u>underlined</u> text indicates new language)	Is SSM Used in 2018 Scoring?	Reason for Change
Shared Decision Making	<b>27.</b> Did you and this provider talk about the reasons you might want to take a medicine?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to improve SSM reliability.
Shared Decision Making	<b>28.</b> Did you and this provider talk about the reasons you might <b>not</b> want to take a medicine?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to improve SSM reliability.
Shared Decision Making	<b>29.</b> When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you?	Yes	<b>19.</b> When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you?	Yes	No change.
Shared Decision Making	<b>36.</b> Did you and this provider talk about the reasons you might want to have the surgery or procedure?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to improve SSM reliability.
Shared Decision Making	<b>37.</b> Did you and this provider talk about the reasons you might <b>not</b> want to have the surgery or procedure?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to improve SSM reliability.
Shared Decision Making	<b>38.</b> When you and this provider talked about having surgery or a procedure, did this provider ask what you thought was best for you?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to improve SSM reliability.
Shared Decision Making	<b>39.</b> 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?	Yes	<b>20.</b> 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?	Yes	No change
Shared Decision Making	<b>40.</b> 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?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to improve SSM reliability.
Patient's Rating of Provider	<b>41.</b> 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	<b>21.</b> 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

SSM Name	Survey Items in SSM – 2017	Is SSM Used in 2017 Scoring?	Survey Items in SSM – 2018 (Note: <u>underlined</u> text indicates new language)	Is SSM Used in 2018 Scoring?	Reason for Change
Courteous and Helpful Office Staff	<b>42.</b> 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	<b>22.</b> 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
Courteous and Helpful Office Staff	<b>43.</b> In the last 6 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?	Yes	<b>23.</b> In the last 6 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?	Yes	No change
Access to Specialists	<b>46.</b> In the last 6 months, how often was it easy to get appointments with specialists?	Yes	<b>26.</b> In the last 6 months, how often was it easy to get appointments with specialists? <sup>1</sup>	No	SSM had low reliability in prior years and revision to skip pattern did not demonstrate substantial improvements to reliability in testing.
Access to Specialists	<b>47.</b> In the last 6 months, how often did the <b>specialist you saw most</b> seem to know the important information about your medical history?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	No	Deleted to focus SSM on key aspect of access to specialty care: ease of getting appointment.
Between Visit Communication	<b>14.</b> In the last 6 months, did this provider’s office contact you to remind you to <b>make an appointment</b> for tests or treatment?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	Removal of this 1-item SSM promotes alignment with 2018 ACO CAHPS survey.
Helping You Take Medication as Directed	<b>31.</b> 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 from 2018 CAHPS for MIPS Survey</i>	N/A	SSM had low reliability in prior years; removal of SSM promotes alignment with 2018 ACO CAHPS survey.
Helping You Take Medication as Directed	<b>33.</b> Was the written information this provider gave you easy to understand?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	SSM had low reliability in prior years; removal of SSM promotes alignment with 2018 ACO CAHPS survey.
Helping You Take Medication as Directed	<b>34.</b> In the last 6 months, did this provider suggest ways to help you remember to take your medicines?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	SSM had low reliability in prior years; removal of SSM promotes alignment with 2018 ACO CAHPS survey.

<sup>1</sup> 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	<b>48.</b> 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 from 2018 CAHPS for MIPS Survey</i>	Yes	Deleted to improve SSM reliability.
Health Promotion and Education	<b>49.</b> In the last 6 months, did you and anyone on your health care team talk about a healthy diet and healthy eating habits?	Yes	<b>27.</b> 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?	Yes	Deletion of “prevent illness” item requires addition of health care team definition to this item.
Health Promotion and Education	<b>50.</b> In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get?	Yes	<b>28.</b> In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get?	Yes	No change
Health Promotion and Education	<b>51.</b> In the last 6 months, did anyone on your health care team talk with you about specific goals for your health?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	Yes	Deleted to improve SSM reliability.
Health Promotion and Education	<b>55.</b> 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?	Yes	<b>32.</b> 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?	Yes	No change
Health Promotion and Education	<b>56.</b> 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?	Yes	<b>33.</b> 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?	Yes	No change
Stewardship of Patient Resources	<b>54.</b> In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost?	Yes	<b>31.</b> 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	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	58. In general, how would you rate your overall <b>mental or emotional</b> health?	Yes	35. In general, how would you rate your overall <b>mental or emotional</b> health?	No	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	60. Is this a condition or problem that has lasted for at least 3 months?	Yes	37. Is this a condition or problem that has lasted for at least 3 months?	No	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	62. Is this medicine to treat a condition that has lasted for at least 3 months?	Yes	39. Is this medicine to treat a condition that has lasted for at least 3 months?	No	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	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.)?	Yes	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.)?	No	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	72. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	Yes	49. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	No	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	73. Do you have serious difficulty walking or climbing stairs?	Yes	50. Do you have serious difficulty walking or climbing stairs?	No	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	74. Do you have difficulty dressing or bathing?	Yes	51. Do you have difficulty dressing or bathing?	No	Unclear how much group contributes to score as compared to other factors *
Health Status and Functional Status	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?	Yes	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?	No	Unclear how much group contributes to score as compared to other factors *

\* 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).