

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	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 <u>contacted</u> 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
Getting Timely Care, Appointments and Information	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?	Yes	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?	Yes	No change
Getting Timely Care, Appointments and Information	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?	Yes	10. 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	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?	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	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?	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	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

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How Well Your Providers Communicate	17. In the last 6 months, how often did this provider listen carefully to you?	Yes	12. In the last 6 months, how often did this provider listen carefully to you?	Yes	No change
How Well Your Providers Communicate	19. 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	20. 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	22. In the last 6 months, how often did this provider show respect for what you had to say?	Yes	14. 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	23. In the last 6 months, how often did this provider spend enough time with you?	Yes	15. In the last 6 months, how often did this provider spend enough time with you?	Yes	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 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	13. 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	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?	Yes	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?	Yes	No change
Care Coordination	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?	Yes	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?	Yes	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 from 2018 CAHPS for MIPS Survey</i>	N/A	Deleted to improve SSM reliability.
Shared Decision Making	28. Did you and this provider talk about the reasons you might not 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	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?	Yes	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?	Yes	No change.
Shared Decision Making	36. 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	37. Did you and this provider talk about the reasons you might not 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	38. 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	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?	Yes	20. 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	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?	Yes	<i>Item deleted from 2018 CAHPS for MIPS Survey</i>	N/A	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
Courteous and Helpful Office Staff	43. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Yes	23. 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	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.
Access to Specialists	47. In the last 6 months, how often did the specialist you saw most 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	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 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	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 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	33. 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	34. 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.

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 from 2018 CAHPS for MIPS Survey</i>	Yes	Deleted to improve SSM reliability.
Health Promotion and Education	49. In the last 6 months, did you and anyone on your health care team talk about a healthy diet and healthy eating habits?	Yes	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?	Yes	Deletion of “prevent illness” item requires addition of health care team definition to this item.
Health Promotion and Education	50. In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get?	Yes	28. 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	51. 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	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?	Yes	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?	Yes	No change
Health Promotion and Education	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?	Yes	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?	Yes	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	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 mental or emotional health?	Yes	35. In general, how would you rate your overall mental or emotional 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).

