



PATIENT EXPERIENCE OF CARE SURVEY SPECIFICATIONS
Revised 10/21/2011

Category	
Survey Tool	CAHPS® Clinician and Group Survey (CG-CAHPS): All physician clinics with patient populations meeting the thresholds specified below must use the CG-CAHPS visit-specific survey consistent with the requirements below.
Survey Version	CG-CAHPS Visit-Specific questionnaire must be conducted with patients 18 and older.
Patient Population Surveyed	All patients ages 18 and older with face-to-face office visits should be included.
Languages	Survey is only required to be used among English-speaking patients. Providers who are able to identify patient languages and are able to survey in multiple languages may conduct the survey in languages other than English.
Sample Frame	A random selection of all patients ages 18 and older with a face-to-face visit at the clinic during the timeframe will be selected for surveying. The sample will be drawn regardless of physician specialty, reason for visit, or duration of patient/physician relationship.
Timeframe	A clinic will be required to sample patients with visits between September 1, 2012 - November 30, 2012. Survey will be required every other year. (i.e. next timeframe will be 2014)
Sampled Unit	Physician clinic site (Data that rolls up to the clinic site is necessary for public reporting, however clinics choosing to oversample at the department, specialty, or individual provider level may choose to do so.)
Reported Unit	Physician clinic site (Data that rolls up to the clinic site is necessary for public reporting, however clinics choosing to oversample at the department, specialty, or individual provider level may choose to do so.)
Sample Size	Clinics should survey a sample of at least 715 patients with the goal of achieving 250 completed surveys (assuming a 35% response rate).
Clinics Included	Clinics with more than 715 unique eligible adult patients with face-to-face visits in the three-month period from September 1, 2011 – November 30, 2011 are required to use this survey.
Excluded Specialties	Psychiatry, Adolescent/Pediatric Medicine
Use of a CMS-approved vendor	Physician clinics are required to use a vendor approved by CMS to administer the HCAHPS tool. ¹

¹ CMS does not certify vendors to administer CG-CAHPS for physician clinics. For purposes of fulfilling state requirements under Chapter 4654, physician clinics must use a vendor certified by CMS to administer HCAHPS or MA and PDP CAHPS.



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Method of Surveying	Physician clinics should select a random sample of patients to survey using a CMS-approved vendor.
Mode of Survey Administration	Modes of survey administration currently approved by the CAHPS Consortium for the CG-CAHPS visit-specific survey, which presently include mail, telephone, and on-line survey completion (not distribution). Should additional modes of administration be approved by the CAHPS Consortium, those additional modes may also be used.