Patient Experience: Review of the Performance Measures by the Performance Measurement Committee of the American College of Physicians

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Recommendation
ACP supports NQF 0005: “CG CAHPS Clinician and Group Surveys-Adult, Child.”

Rationale
ACP supports this measure because the information collected from the CG CAHPS survey provides important feedback to clinicians and healthcare institutions and it enhances the provider selection process for consumers. Although we support this measure, the attribution factor is difficult as many visits involve several providers.

Measure Specifications

<table>
<thead>
<tr>
<th>NQF 0005: CG CAHPS Clinician and Group Surveys-Adult, Child</th>
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<tr>
<td><strong>Status:</strong> NQF Endorsed, Last Updated Jan 07, 2015 (Hospital Value Based Purchasing Program)</td>
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<td><strong>Measure Steward:</strong> Agency for Healthcare Research and Quality</td>
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| **Description:** The Consumer Assessment of Healthcare Providers and Systems Clinician & Group Survey (CG-CAHPS) is a standardized survey instrument that asks patients to report on their experiences with primary or specialty care received from providers and their staff in ambulatory care settings over the preceding 12 months. The survey includes standardized questionnaires for adults and children. All questionnaires can be used in both primary care and specialty care settings. The adult survey is administered to patients aged 18 and over. The child survey is administered to the parents or guardians of pediatric patients under the age of 18. Patients who have had at least one visit during the past 12-months are eligible to be surveyed.

CG-CAHPS Survey Version 1.0 was endorsed by NQF in July 2007 (NQF #0005). The development of the survey is through the CAHPS consortium and sponsored by the Agency for Healthcare Research and Quality. The survey is part of the CAHPS family of patient experience surveys and is available in the public domain at https://cahps.ahrq.gov/surveys-guidance/cg/about/index.html.

The Adult CG-CAHPS Survey includes one global rating item and 39 items in which 13 items can be organized into three composite measures and one global item for the following categories of care or services provided in the medical office:
1. Getting Timely Appointments, Care, and Information (5 items)
2. How Well Providers Communicate With Patients (6 items)
3. Helpful, Courteous, and Respectful Office Staff (2 items)
4. Overall Rating of Provider (1 item)

The Child CG-CAHPS Survey includes one global rating item and 54 items in which 24 items can be organized into five composite measures and one global item for the following categories of care or services provided in the medical office:
services provided in the medical office:
1. Getting Timely Appointments, Care, and Information (5 items)
2. How Well Providers Communicate With Patients (6 items)
3. Helpful, Courteous, and Respectful Office Staff (2 items)
4. Overall Rating of Provider (1 item)
5. Provider’s Attention to Child’s Growth and Development (6 items)
6. Provider’s Advice on Keeping Your Child Safe and Healthy (5 items)

**Numerator Statement:**
We recommend that CG-CAHPS Survey items and composites be calculated using a top-box scoring method. The top box score refers to the percentage of patients whose responses indicated that they “always” received the desired care or service for a given measure. The top box numerator for the Overall Rating of Provider is the number of respondents who answered 9 or 10 for the item, with 10 indicating “Best provider possible”.

**Denominator Statement:**
The measure’s denominator is the number of survey respondents. The target populations for the surveys are patients who have had at least one visit to the selected provider in the target 12-month time frame. This time frame is also known as the look back period. The sampling frame is a person-level list and not a visit-level list.

**Exclusions:**
The following are excluded when constructing the sampling frame:
- Patients that had another member of their household already sampled.
- Patients who are institutionalized (put in the care of a specialized institution) or deceased.

**Type of Measure:**
Patient Reported Outcome

**Level of Analysis:**
Clinician: Group/Practice, Clinician: Individual

**Care Setting:**
Ambulatory Care: Clinician Office/Clinic

**Data Source:**
Patient Reported Data/Survey
Financial Statement: Financial support for the Performance Measurement Committee comes exclusively from the ACP operating budget.

Conflicts of Interest: Any financial and nonfinancial conflicts of interest of the group members were declared, discussed, and resolved. A record of conflicts of interest is kept for each PMC meeting and conference call and can be viewed at: 
http://www.acponline.org/running_practice/performance_measurement/pmc/conflicts_pmc.htm

APPROVED BY THE ACP BOARD OF REGENTS ON: 
November 7, 2015

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