

Appendix F

CAHPS[®] Survey for Accountable Care Organizations (ACOs) Participating in Medicare Initiatives

Summary Survey Measures

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Summary Survey Measures

Summary Survey Measures	Survey Items Included in the Measure
Getting Timely Care, Appointments and Information	Q6. 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?
	Q8. 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?
	Q10. 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?
How Well Your Providers Communicate	Q11. In the last 6 months, how often did this provider explain things in a way that was easy to understand?
	Q12. In the last 6 months, how often did this provider listen carefully to you?
	Q14. In the last 6 months, how often did this provider show respect for what you had to say?
	Q15. In the last 6 months, how often did this provider spend enough time with you?
Patient’s Rating of Provider	Q21. 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?
Access to Specialists	Q26. In the last 6 months, how often was it easy to get appointments with specialists?
Health Promotion and Education	Q27. In the last 6 months, did you and anyone on your health care team talk about a healthy diet and healthy eating habits?
	Q28. In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get?
	Q32. 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?
	Q33. 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?
Shared Decision Making	Q19. When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you?
	Q20. 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?

Summary Survey Measures	Survey Items Included in the Measure
Health Status and Functional Status	Q34. In general, how would you rate your overall health?
	Q35. In general, how would you rate your overall mental or emotional health?
	Q37. Is this a condition or problem that has lasted for at least 3 months?
	Q39. Is this medicine to treat a condition that has lasted for at least 3 months?
	Q40. 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.)?
	Q49. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?
	Q50. Do you have serious difficulty walking or climbing stairs?
	Q51. Do you have difficulty dressing or bathing?
	Q52. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?
Courteous and Helpful Office Staff	Q22. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?
	Q23. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?
Care Coordination	Q13. In the last 6 months, how often did this provider seem to know the important information about your medical history?
	Q17. 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?
	Q30. 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?
Stewardship of Patient Resources	Q31. In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost?