



What providers need to know about the Clinician and Group CAHPS® Survey

What is the Clinician and Group CAHPS® survey?

The Clinician and Group CAHPS®- *Consumer Assessment of Healthcare Providers and Systems* survey is a standardized tool to assess patient perception of care provided by physicians and medical groups.

When does the survey process begin and who is included?

CG-CAHPS begins in 2014 for groups larger than 100 practitioners. This includes mid-level providers based on the definition of 'eligible provider' as anyone who has assigned their Medicare billing rights to the group's tax ID number. Surveying of all credentialed physicians begins in 2015.

How will the survey be administered?

Survey options include mail, phone and web distribution. The survey must be administered by a CMS approved third party vendor. This process is similar to that of the hospital HCAHPS® survey. At the present time, practices will need 300- 400 completed survey returns annually.

How does the survey impact my practice?

Beginning in 2014, survey data can voluntarily be publicly reported on sites such as Physician Compare so that consumers can easily access survey results to compare results across practices and eventually individual providers. It has not been determined if CMS will mandate public reporting. Additionally, a portion of the Practice's Medicare reimbursement will be withheld and 'earned back' based on survey results of patients' perception of care. Hospital holdbacks are currently at 1% and will increase to 2% by 2017.

What does the survey measure?

There are four areas of focus on the CAHPS® survey:

- Access to care: getting appointments, care and information when needed
- Physician communication: how well the provider communicates with patients
- Office staff: helpful, courteous, and respectful staff
- Global rating: patient's overall assessment of the provider



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Survey results and performance percentile rankings will be based **only** on percent of ‘top box’ responses. For most questions, including physician communication, the following scale applies:

Yes, definitely	Top box response
Yes, somewhat	
No	

For Overall assessment of provider, the following scale is used:

0 – Worst provider possible	
1	
2	
3	
4	
5	
6	
7	
8	
9	Top Box response
10 - Best provider possible	Top Box response

What can I do to prepare myself and practice for the CG-CAHPS® survey?

Start by becoming familiar with the survey questions and sharing them with your office staff. It’s important to know what questions your patients will answer to evaluate the performance of you and your practice.

Next, complete a self-assessment based on the survey questions. Would your own team give a top box rating every single appointment of the day? If not, there is room for improvement.

Identify and prioritize improvement opportunities. Develop a plan to address improvements and continuously monitor progress.

There are a number of ways individual care providers can improve their patients’ perception of care. Begin with a self-assessment based on the questions your patients will answer. Would every patient give you a top box rating every single appointment? If not, review *The USPI Physician’s and Care Provider Guide to Effective Communication* and consider which tactics will most help improve your performance.