Measures in the CAHPS Patient-Centered Medical Home (PCMH) Survey

Composite Measures in the Adult Survey

Getting Appointments and Health Care When Needed (core composite)
- Getting appointments for urgent care
- Getting appointments for routine care
- Getting an answer to a medical question during regular office hours
- Getting an answer to a medical question after regular office hours
- Wait time for appointment to start

How Well Providers (Doctors) Communicate (core composite)
- Provider explanations easy to understand
- Provider listens carefully
- Provider gives easy to understand information
- Provider knows important information about medical history
- Provider shows respect for what you have to say
- Provider spends enough time with you

Courteous and Helpful Office Staff (core composite)
- Clerks and receptionists were helpful
- Clerks and receptionists treat you with courtesy and respect

Providers support you in taking care of your own health (PCMH composite; adult and child)
- Provider worked with you to set specific goals for your health
- Provider asked you if there were things that make it hard for you to take care of your health

Providers Pay Attention to Your Mental or Emotional Health (PCMH composite; adult only)
- Talked about personal or family problem/alcohol or drug use
- Talked about worry or stress in your life
- Talked about feeling sad or depressed

Providers Discuss Medication Decisions (PCMH composite; adult only)
- Provider talked about reasons to take a medicine
- Provider talked about reasons not to take a medicine
- Provider asked what you thought was best for you regarding medicine

Composite Measures in the Child Survey

Getting Appointments and Health Care When Needed (core composite)
- Getting appointments for urgent care
• Getting appointments for routine care
• Getting an answer to a medical question during regular office hours
• Getting an answer to a medical question after regular office hours
• Wait time for appointment to start

How Well Providers (Doctors) Communicate (core composite)
• Provider explanations easy to understand
• Provider listens carefully
• Provider gives easy to understand information
• Provider knows important information about medical history
• Provider shows respect for what you have to say
• Provider spends enough time with you

Courteous and Helpful Office Staff (core composite)
• Clerks and receptionists were helpful
• Clerks and receptionists treat you with courtesy and respect

Provider’s (Doctor’s) Attention to Your Child’s Growth and Development (core composite; child only)
• Respondent and provider talked about child’s learning ability
• Respondent and provider talked about age-appropriate behaviors
• Respondent and provider talked about child’s physical development
• Respondent and provider talked about child’s moods and emotions
• Respondent and provider talked about how much time child spends on a computer and in front of TV
• Respondent and provider talked about how child gets along with others

Provider’s (Doctor’s) Advice on Keeping Your Child Safe and Healthy (core composite; child only)
• Respondent and provider talked about injury prevention
• Provider gave information on injury prevention
• Respondent and provider talked about child’s eating habits
• Respondent and provider talked about child’s physical activity
• Respondent and provider talked about any problems in the household that might affect child

Providers support you in taking care of your own health (PCMH composite; adult and child)
• Provider worked with you to set specific goals for your health
• Provider asked you if there were things that make it hard for you to take care of your health

Rating Measure

Global Rating of Provider (core item; adult and child)
• 0-10 rating
Stand-Alone Items (cannot be combined into composites)

**Topic: Access to care**
- Got needed care on evenings, weekends, or holidays
- Days you had to wait for an appointment for urgent care

**Topic: Information about care and appointments**
- Got information about what to do if you needed care on evenings, weekends, or holidays
- Received reminders between visits

**Topic: Attention to care from other providers**
- Provider’s office followed up to give you results of blood test, x-ray, or other test
- Provider seemed informed and up-to-date about care you got from specialists
- Talked with you about prescriptions