



## PATIENT EXPERIENCE OF CARE SURVEY SPECIFICATIONS

### Updated April 2011

Category	Recommendation Draft for 2011
<b>Survey Tool</b>	CAHPS® Clinician and Group Survey (CG-CAHPS)
<b>Survey Version</b>	CG-CAHPS Visit-Specific questionnaire
<b>Patient Population Surveyed</b>	All patients ages 18 and older with face-to-face office visits should be included
<b>Languages</b>	Survey is required to be used among English-speaking patients. Providers who are able to identify patient languages and are able to survey in multiple languages are encouraged to conduct the survey in languages other than English.
<b>Sample Frame</b>	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.
<b>Timeframe</b>	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)
<b>Sampled Unit</b>	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.)
<b>Reported Unit</b>	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.)
<b>Sample Size</b>	Clinics should survey a sample of at least 625 patients with the goal of achieving 250 completed surveys (assuming a 40% response rate).
<b>Clinics Included</b>	Clinics with more than 625 unique 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. All specialties with the exception of psychiatry are included.
<b>Use of a CMS-approved vendor</b>	Physician clinics are required to use a vendor approved by CMS to administer the HCAHPS tool.
<b>Method of Surveying</b>	Physician clinics should select a random sample of patients to survey using a CMS-approved vendor. Federally Qualified Health Centers may distribute surveys using the in-office distribution specified by MDH/MNCM in 2012, but will not be reportable with other clinic results.
<b>Mode of Survey Administration</b>	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). Federally Qualified Health Centers may distribute surveys using the in-office distribution specified by MDH/MNCM in 2012, but will not be reportable with other clinic results.