

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

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### Composite Measures in the Adult Survey

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#### 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

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### Composite Measures in the Child Survey

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#### 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

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## **Rating Measure**

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#### **Global Rating of Provider (*core item; adult and child*)**

- 0-10 rating

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## **Stand-Alone Items (cannot be combined into composites)**

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### **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