



PATIENT EXPERIENCE OF CARE SURVEY 2010
 Revised May 25, 2010

| Category | Recommendation Draft for 2011 |
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| Survey Tool | CAHPS Clinician and Group Survey (CG-CAHPS) |
| Survey Version | CG-CAHPS Visit-Specific questionnaire: - Provider language version should be used by all groups - Adult version should be used for patients 18 and older |
| Patient Population Surveyed | All patients ages 18 and older with face-to-face office visits should be included. |
| Languages | Survey will be available in multiple languages (<i>English, Spanish, Hmong, Russian, Vietnamese, and Somali</i>) for groups that are able to document patient primary language. |
| Sample Frame | 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. |
| Timeframe | A clinic will be required to sample patients to achieve the required responses from visits between September 1, 2011 - November 30, 2011. |
| Sampled Unit | 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.) |
| Reported Unit | 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.) |
| Sample Size | Clinics should draw a sample large enough to achieve 217 responses with a minimum sample size of 550 (assumes a 40% response rate). Clinics that are able to demonstrate response rates of greater than 40% from a previous survey period may choose to sample fewer patients. Clinics that anticipate lower response rates should adjust their sample size accordingly in order to achieve 217 returns. |
| Clinics Included | All clinics are required to conduct a patient experience of care survey, however clinic sites with fewer than 2,200 unique patients visiting the clinic in calendar year 2010 are not required to submit survey results. |
| Use of a CMS-approved vendor | Clinics sites should use a CMS-approved vendor when possible. Clinics that cannot employ a vendor may conduct the survey on their own following the steps for distribution specified by MDH/MNCM. |
| Method of Surveying | Clinics and medical groups should select a random sample of patients to survey using a CMS-approved vendor. Clinics that cannot employ a CMS-certified vendor may distribute surveys using the in-office distribution or on-line distribution methods specified by MDH/MNCM in 2011. |
| Mode of Survey Administration | Modes of survey administration currently approved by the CAHPS Consortium are required for groups using a CMS-approved survey vendor (mail, telephone, and on-line survey completion modes). For groups not using a vendor for surveying, alternate modes of distribution and collection (on-line, in-person, etc.) may be used following instructions specified by MDH/MNCM. |
| Public reporting of results | Clinic sites using a CMS-approved vendor will have full results publicly reported if all requirements for participation are met. Clinic sites not using a CMS-approved vendor will have participation reported. |