



THE CAHPS CLINICIAN & GROUP SURVEY DATABASE

2014 Practice Site Characteristics

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1. PRACTICE SITE CHARACTERISTICS

When reviewing the CAHPS Clinician & Group (CG-CAHPS) Survey results, it is helpful as context to understand the types of practice sites that make up the comparative results for all versions of the survey. The CAHPS Database asked each submitter to provide information about their practices (i.e., “practice site characteristics”) along with their survey results. It is important to note that the 3,962 participating practice sites that voluntarily submitted data to the CAHPS Database for the 2014 data set do not constitute a representative sample of all medical practices in the United States. However, users can compare their results to similar organizations using the reported practice site characteristics.

The 2014 CG-CAHPS Database includes data collected using the 6-month reference period. In order to create the most comprehensive set of comparative results possible from the various versions of CG-CAHPS that were submitted, results for the core survey measures have been combined as follows:

- Adult 12-month and 6-month core survey results have been combined for versions with and without the Adult PCMH supplemental items.
- Child 12-month and 6-month core survey results have been combined for versions with and without the Child PCMH supplemental items.

The number of survey respondents and practice sites submitting the 12-month and 6-month surveys with and without the PCMH items in 2014 is shown in Table 1-1. Because some practices used both Adult core survey and the Adult core survey with PCMH supplemental items, the total number of practice sites is greater than the absolute number of practice sites.

Table 1-1. Number of 2014 Respondents and Practice Sites (in parentheses) by 12-month vs. 6-month Survey Versions

	Adult	Adult PCMH	Adult Total	Child	Child PCMH	Child Total
12-month	203,455 (804)	130,919 (687)	334,374 (1,491)	3,988 (37)	11,573 (154)	15,561 (191)
6-month	61,569 (412)	61,475 (434)	123,044 (846)	6,907 (84)	6,457 (68)	13,364 (152)
TOTAL*	265,024 (1,216)	192,394 (1,075)	457,418 (2,291)	10,895 (121)	18,030 (220)	28,925 (341)

*The total displays the unique number of practice sites.

The practice-site characteristics collected by the CAHPS Database include region, overall physician specialty, physician specialty, provider type, practice ownership and affiliation, survey mode, providers working per week, and patient visits per week. Data on the region, practice ownership and affiliation, providers working per week, and patient visits per week were reported by participating practice sites separately from the survey response data. Overall physician specialty, physician specialty, provider type, and survey mode were reported at the sample level

for each completed survey. Definitions for region, overall physician specialty, physician specialty, and provider type are included in Section 2 of this document.

Region

The distribution of regions is shown in Table 1-2. Each version of the CAHPS CG Survey reflects a different regional distribution and is not representative of the U.S. distribution. The largest concentration of practice sites for the 12/6-month Adult/PCMH combined survey was from the Northeast. The largest concentration for the Visit Adult survey was from the South, and for the 12/6-month Child/PCMH combined survey, most practice sites were from the South (although the South region had the fewest number of survey respondents). Practice sites were assigned to one of the U.S. Census Bureau's four official regions as defined in the Definitions section, based on the practice sites' self-reported State and ZIP code information.

Table 1-2. Distribution of Practice Sites and Survey Respondents by Region

Region	12/6-month Adult/PCMH Combined		Visit Adult		12/6-month Child/PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Midwest	764	156,875	343	109,080	120	11,667
Northeast	800	131,788	260	45,127	74	8,189
South	363	58,121	626	86,234	122	4,462
West	364	110,634	101	72,183	25	4,607
TOTAL	2,291	457,418	1,330	312,624	341	28,925

Provider Specialty/Type

The data specifications allowed submitters to identify 38 different provider specialties and 17 provider types including an option for “other” or “missing.” The option of “other” or “missing” was provided to help reduce the burden of data submission for some participants. Three different benchmarks are established at the practice site level using the same data. They are overall physician specialty, physician specialty, and provider type. Definitions for these three categories are provided in Section 2 of this document.

The distribution of the overall physician specialty by each survey type is shown in Table 1-3. The largest concentration of specialty types reported for the 12/6-month Adult/PCMH combined survey and Visit Adult survey was “primary care,” followed by “other specialty.” The largest concentration of specialty types reported for the 12/6-month Child/PCMH combined survey was “pediatrics” followed by “primary care.” Since more than one specialty can be attributed to a given practice site, the total number of practice sites included across all specialty categories may be greater than the absolute number of practice sites.

Table 1-3. Distribution of Practice Sites and Survey Respondents by Overall Physician Specialty

Physician Specialty	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
Primary Care	1,197	205,180	388	97,448	130	3,886
Pediatrics	47	1,002	-	-	116	15,841
Other Specialties	977	148,698	563	94,274	50	1,019

Table 1-4 includes distributions of the 16 most reported physician specialties. The largest concentration of practice sites for the 12/6-month Adult/PCMH combined survey and Visit Adult survey was “family practice,” followed by “internal medicine.” The largest concentration of practice sites for the 12/6-month Child/PCMH combined survey was “pediatrics” followed by “family practice.”

Table 1-4. Distribution of Practice Sites and Survey Respondents by Physician Specialty¹

Physician Specialty	12/6-month Adult/PCMH Combined		Visit Adult		12/6-month Child/PCMH Combined	
	Number of Practice Sites	Total Survey Respondents	Number of Practice Sites	Total Survey Respondents	Number of Practice Sites	Total Survey Respondents
Cardiology	252	13,132	39	7,545	-	-
Dermatology	232	8,135	39	4,056	-	-
Endocrinology	233	6,926	36	3,107	-	-
Family Practice	961	130,395	304	71,177	115	3,547
Gastroenterology	229	9,021	57	9,470	-	-
Hematology/Oncology	220	5,682	43	5,216	-	-
Internal Medicine	576	71,321	148	26,022	-	-
Neurology	244	11,462	43	5,372	-	-
OB/GYN	354	23,598	79	8,865	-	-
Ophthalmology	232	10,460	44	6,093	-	-
Orthopedics	171	10,431	64	7,012	-	-
Pediatrics	47	1,002	-	-	116	15,841
Pulmonary Medicine	179	4,904	34	3,716	-	-
Rheumatology	194	3,374	31	3,105	-	-
Surgical	385	23,091	129	17,020	-	-
Urology	240	6,686	35	5,018	-	-

¹When reporting comparison scores by practice site characteristic categories, a category’s results are suppressed if there are fewer than five practices and/or fewer than 300 completed surveys available for that category. This rule applies to all the tables.

The number of practice sites and survey completes by provider type is shown in Table 1-5. Physicians constituted the largest population evaluated for the 12/6-month Adult/PCMH combined survey and the 12/6-month Child PCMH combined survey. The Visit Adult survey did not have any reported provider types submitted.

Table 1-5. Distribution of Practice Sites and Survey Respondents by Provider Type

Physician Specialty	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents
Physician	239	61,669	-	-	32	3,480
NP/PA¹	116	3,679	-	-	-	-

¹NP = Nurse Practitioner and PA = Physician Assistant. Category also includes Midwives.

Practice Ownership and Affiliation

The distribution of the practice ownership and affiliation categories is shown in Table 1-6. The largest number of practice sites was “Hospital/Health System” across all survey versions, followed by “Provider/Physician.” In addition, some of the categories are not mutually exclusive and could therefore misrepresent the true distribution among the practice sites included in the database.

Table 1-6. Distribution of Practice Sites and Survey Respondents by Practice Site Ownership and Affiliation

Practice Ownership and Affiliation	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents
Provider/Physician	706	145,751	339	67,483	84	7,715
Hospital/Health System	1,257	226,195	866	202,251	195	12,841
University/Academic Med Center	152	41,356	49	9,076	37	3,944
Community Health Center	160	23,903	47	28,367	23	1,546
Other	39	20,213	29	5,447	-	-

Survey Mode

As shown in Table 1-7, the vast majority of the surveys submitted to the CAHPS Database were collected using mail as the primary mode of survey administration. Phone survey mode accounted for the second largest number of survey completes.

Table 1-7. Distribution of Practice Sites and Survey Respondents by Survey Mode

Survey Mode	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents
Mail	1,857	338,364	1,261	303,912	253	22,630
Phone	557	48,298	57	4,481	75	3,279
IVR	196	49,984	-	-	24	2,950
Web/ Internet	426	20,770	12	4,231	-	-

Providers Working per Week

As a proxy measure for practice size, the distribution of the number of providers working per week is shown in Table 1-8. This information was self-reported at the practice-site level. Other than “missing,” most practice sites that voluntarily submitted their data to the CAHPS Database have 4 to 9 providers (e.g., doctors of medicine, doctors of osteopathic medicine, physician assistants, nurse practitioners, etc.) working during a typical week.

Table 1-8. Distribution of Practice Sites and Survey Respondents by Number of Providers Working per Week

Number of Providers Working per Week	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents	Number of Practice Site	Number of Survey Respondents
Missing	739	188,118	499	122,064	71	8,205
1 provider	174	8,866	144	10,930	25	606
2 - 3 providers	419	41,694	268	41,672	61	3,028
4 - 9 providers	613	116,837	278	70,078	126	9,680
10 - 13 providers	122	32,993	50	19,132	15	1,799
14 - 19 providers	81	21,729	29	13,968	13	1,307
More than 20 providers	143	47,181	62	34,780	30	4,300

Patient Visits per Week

Another proxy measure of practice size is the number of patient visits per week. As shown in Table 1-9, other than “missing,” most practice sites that submitted data to the CAHPS Database have fewer than 100 patient visits during a typical week, followed by sites having 100-199 patient visits per week.

Table 1-9. Distribution of Practice Sites and Survey Respondents by Patient Visits per Week

Number of Patient Visits per Week	12/6-month Adult/ PCMH Combined		Visit Adult		12/6-month Child/ PCMH Combined	
	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents	Number of Practice Sites	Number of Survey Respondents
< 100	552	52,123	312	28,163	69	2,628
100 - 199	403	60,420	205	36,594	64	3,921
200 - 299	210	42,972	106	26,456	36	2,435
300 - 499	242	57,267	124	43,051	59	6,667
500 - 699	86	24,404	45	14,508	20	2,844
>700	92	37,939	48	51,238	21	2,418

2. DEFINITIONS

Definition of Regions

The regional benchmarks are calculated according to the U.S. Census Bureau's four official regions. The table lists the regions and their included States.

Table 2-1. Regions and Included States

Region	States
Northeast	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
Midwest	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
South	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
West	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

Definition of Overall Physician Specialties

The overall specialty benchmarks are grouped into three categories. Table 2-2 lists the specialty categories and the included specialties.

Table 2-2. Overall Specialty Categories and Included Specialties

Category	Physician Specialties
Primary Care	Family Practice, General Practice, General Preventive Medicine, Internal Medicine
Pediatrics	Pediatrics, Internal Medicine Pediatrics
Other Specialties	Allergy/Immunology, Anesthesiology, Cardiology, Child & Adolescent Psychiatry, Dermatology, Diagnostic Radiology, Emergency Medicine, Endocrinology/ Metabolism, Forensic Pathology, Gastroenterology, General Surgery, Geriatrics, Hematology/Oncology, Medical Genetics, Nephrology, Neurology, Nuclear Medicine, OB/GYN or GYN, Ophthalmology, Orthopedics, Pathology, Physician Medicine & Rehabilitation, Psychiatry, Public Health & Rehabilitation, Pulmonary Medicine, Radiology, Rheumatology, Surgery, Urology, Vascular Medicine

Definition of Physician Specialties

Sixteen specialties are further established as benchmarks. Table 2-3 lists the specialty categories and the included specialties.

Table 2-3. Physician Specialty Categories and Included Specialties

Category	Physician Specialties
Cardiology	Cardiology
Dermatology	Dermatology
Endocrinology	Endocrinology/Metabolism
Family Practice	Family Practice/Family
Gastroenterology	Gastroenterology
Hematology/Oncology	Hematology/Oncology
Internal Medicine	Internal Medicine
Neurology	Neurology
OB/GYN	OB/GYN or GYN
Ophthalmology	Ophthalmology
Orthopedics	Orthopedics
Pediatrics	Pediatrics + Internal Medicine Pediatrics
Pulmonary Medicine	Pulmonary Medicine
Rheumatology	Rheumatology
Surgical	Surgery + General Surgery
Urology	Urology

Definition of Provider Type

The provider type benchmarks are grouped into two categories. Table 2-4 lists the provider types and the included specialties.

Table 2-4. Provider Types and Included Specialties

Provider Type	Specialties
Physician	Allergy/Immunology, Anesthesiology, Cardiology, Child & Adolescent Psychiatry, Dermatology, Diagnostic Radiology, Emergency Medicine, Endocrinology/ Metabolism, Family Practice/Family, Forensic Pathology, Gastroenterology, General Practice, General Preventive Medicine, General Surgery, Geriatrics, Hematology/Oncology, Internal Medicine, Medical Genetics, Nephrology, Neurology, Nuclear Medicine, OB/GYN or GYN, Ophthalmology, Orthopedics, Pathology, Pediatrics, Physician Medicine & Rehabilitation, Psychiatry, Public Health & Rehabilitation, Pulmonary Medicine, Radiology, Rheumatology, Surgery, Urology, Vascular Medicine, Internal Medicine Pediatrics
NP/PA	Midwife, Nurse Practitioner, Physician Assistant