



THE CAHPS CLINICIAN & GROUP SURVEY DATABASE

2015 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 2,829 participating practice sites that voluntarily submitted data to the CAHPS Database for the 2015 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 2015 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 2015 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 2015 Respondents and Practice Sites (in parentheses) by 12-month vs. 6-month Survey Versions

	Adult 3.0	Adult	Adult PCMH	Adult Total	Child	Child PCMH	Child Total
12-month	N/A**	137,752 (589)	45,060 (209)	182,812 (798)	3,913 (22)	4,588 (35)	8,501 (57)
6-month	24,937 (157)	156,563 (875)	79,526 (409)	236,089 (1,441)	9,895 (143)	7,968 (52)	17,863 (194)
TOTAL*	24,937 (157)	294,315 (1,464)	124,586 (618)	418,901 (2,239)	13,808 (165)	12,556 (87)	26,364 (252)

*The total displays the unique number of practice sites. **Adult 3.0 surveys only use a 6-month reference period.

The practice-site characteristics collected by the CAHPS Database include region, physician specialty, provider type, practice ownership and affiliation, survey completion mode and providers working per week,. Data on the region, practice ownership and affiliation, and providers working per week were reported by participating practice sites separately from the survey response data. Physician specialty, provider type, and survey completion mode were reported at the sample level for each completed survey. Definitions for region, 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 West, and for the 12/6-month Child/PCMH combined survey, most practice sites were from the Northeast. 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	Adult 3.0		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	Number of Practice Sites	Number of Survey Respondents
Midwest	51	6,791	509	98,190	117	41,413	63	7,490
Northeast	22	195	740	155,194	125	23,435	129	11,248
South	75	16,803	312	60,161	6	1,196	42	4,045
West	9	1,148	374	105,356	242	100,222	13	3,581
TOTAL	157	24,973	1935	418,901	490	166,266	247	26,364

Provider Specialty/Type

The data specifications allowed submitters to identify 37 different provider specialties and 16 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. Two different benchmarks are established at the practice site level using the same data. They are, physician specialty, and provider type. Definitions for these two categories are provided in Section 2 of this document.

Table 1-3 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 1-3. Distribution of Practice Sites and Survey Respondents by Physician Specialty¹

Physician Specialty	Adult 3.0		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	Number of Practice Sites	Total Survey Respondents
Cardiology	2	404	182	9821	11	4,288	-	-
Dermatology	2	147	187	8709	13	3151	-	-
Endocrinology	3	167	195	7345	11	3,382	-	-
Family Practice	19	1,098	609	90,357	123	33,923	43	893
Gastroenterology	3	36	202	9,066	26	5,102	-	-
Hematology/ Oncology	3	37	246	14,178	15	4,856	-	-
Internal Medicine	12	756	432	61,077	39	16,557	-	-
Neurology	4	281	204	10,954	18	7,667	-	-
OB/GYN	4	72	246	20,546	27	4,095	-	-
Ophthalmology	1	53	178	8,446	9	6,199	-	-
Orthopedics	7	296	120	13,197	20	2,888	-	-
Pediatrics	-	-	25	809	-	-	117	14,418
Pulmonary Medicine	1	31	137	4,431	6	399	-	-
Rheumatology	3	56	81	10,179	32	3,806	-	-
Surgical	9	452	284	21,549	38	9,106	-	-
Urology	1	19	184	6,134	8	2,541	-	-

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 1-4. 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 1-4. Distribution of Practice Sites and Survey Respondents by Provider Type

Physician Specialty	Adult 3.0		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	Number of Practice Sites	Number of Survey Respondents
Physician	2	500	594	126,700	-	-	31	4,396
NP/PA ¹	-	-	118	3,384	-	-	-	-

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 1-5. 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 1-5. Distribution of Practice Sites and Survey Respondents by Practice Site Ownership and Affiliation

Practice Ownership and Affiliation	Adult 3.0		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	Number of Practice Sites	Number of Survey Respondents
Provider/Physician	62	6,159	485	99,524	75	40,441	48	6,512
Hospital/Health System	95	18,778	1,088	251,820	286	99,528	173	15,354
University/Academic Med Center	-	-	199	46,178	45	9,763	21	3,961
Community Health Center	-	-	114	14,431	58	13,643	-	-
Other	-	-	49	6,948	26	2,891	-	-

Survey Completion Mode

As shown in Table 1-6, the vast majority of the surveys submitted to the CAHPS Database were collected using mail as the primary mode of survey administration. Web/Internet survey completion mode accounted for the second largest number of survey completes.

Table 1-6. Distribution of Practice Sites and Survey Respondents by Survey Completion Mode

Survey Comp. Mode	Adult 3.0		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	Number of Practice Sites	Number of Survey Respondents
Mail	63	14,950	1,593	308,542	431	156,052	211	20,681
Phone	-	-	456	19,159	25	2,456	17	1,799
IVR	-	-	228	50,515	-	-	18	3,345
Web/ Internet	100	9,978	683	39,999	78	7,483	49	513

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 1-7. 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 1-7. Distribution of Practice Sites and Survey Respondents by Number of Providers Working per Week

Number of Providers Working per Week	Adult 3.0		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	Number of Practice Sites	Number of Survey Respondents
Missing	24	13,737	1,079	264,968	417	153,193	163	14,012
1 provider	13	96	114	6,400	15	453	5	237
2 - 3 providers	37	1,128	223	24,941	25	2,433	21	2,259
4 - 9 providers	53	3,549	297	55,693	24	4,889	28	4,507
10 - 13 providers	15	2,373	76	21,499	5	2,532	6	509
14 - 19 providers	9	1,953	46	13,396	-	-	13	2,439
> than 20 providers	6	2,101	100	32,004	-	-	11	2,401

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 Physician Specialties

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

Table 2-2. Physician Specialty Categories and Included Specialties

Category	Physician Specialties
Allergy/Immunology	Allergy/Immunology
Cardiology	Cardiology
Dermatology	Dermatology
Endocrinology	Endocrinology/Metabolism
Family Practice	Family Practice/Family
Gastroenterology	Gastroenterology
General Practice	General Practice
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
Physical Medicine & Rehabilitation	Physical Medicine & Rehabilitation
Podiatry	Podiatry
Psychiatry	Psychiatry
Pulmonary Medicine	Pulmonary Medicine
Radiology	Radiology
Rheumatology	Rheumatology
Surgical	Surgery + General Surgery
Urology	Urology

Definition of Provider Type

The provider type benchmarks are grouped into two categories. Table 2-3 lists the provider types and the included specialties.

Table 2-3. Provider Types and Included Specialties

Provider Type	Specialties
Physician	Doctor of Osteopathic Medicine (DO), Doctor of Medicine (MD)
NP/PA	Midwife, Nurse Practitioner, Physician Assistant