

CAHPS Composites



Measure Composites

- Care Coordination
- Overall Rating of Healthcare Quality
- Getting Appointments and Care Quickly
- Overall Rating of Health Plan
- Ease of Getting Needed Care & Seeing a Specialist
- Rating of Drug Plan (Part D)
- Getting Needed Prescription Drugs
- Members Choosing to Leave the Plan
- Customer Service

Consumer Assessment of Healthcare Providers and Systems Questions by Composites

Care Coordination

- In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical record or other information about your care?
- In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
- In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?
- In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?
- In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?
- In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?

Getting Appt. and Care Quickly

- In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
- Wait time includes time spent in the waiting room and the exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?

Overall Rating of Healthcare Quality

- Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Ease of Getting Needed Care

- In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
- In the last 6 months, how often was it easy to get the care, tests or treatment you needed?

Customer Service

- In the last 6 months, did you try to get information or help from your health plan's customer service?
- In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Answer Keys

●	Never, Sometimes, Always
●	Yes-definitely, Yes-sometimes, No
●	Never, Sometimes, Usually, Always, I do not have a personal doctor, I did not visit my personal doctor in the last 6 months, My personal doctor is a specialist
●	0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10- best health care possible
●	Yes, No

Consumer Assessment of Healthcare Providers and Systems Questions by Composites

Care Coordination

- **Q18:** In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical record or other information about your care?
- **Q20:** In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
- **Q23:** In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?
- **Q26:** In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?
- **Q32:** In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?
- **Q21:** In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?

Getting Appt. and Care Quickly

- **Q4:** In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- **Q6:** In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
- **Q8:** Wait time includes time spent in the waiting room and the exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?

Overall Rating of Healthcare Quality

- **Q9:** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Ease of Getting Needed Care

- **Q29:** In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
- **Q10:** In the last 6 months, how often was it easy to get the care, tests or treatment you needed?

Customer Service

- **Q33:** In the last 6 months, did you try to get information or help from your health plan's customer service?
- **Q34:** In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- **Q35:** In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Answer Keys

●	Never, Sometimes, Always
●	Yes-definitely, Yes-sometimes, No
●	Never, Sometimes, Usually, Always, I do not have a personal doctor, I did not visit my personal doctor in the last 6 months, My personal doctor is a specialist
●	0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10- best health care possible
●	Yes, No