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# CAHPS<sup>®</sup> Clinician & Group Surveys

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**Version: Visit Survey 2.0**

**Population: Child**

**Language: English**

## Notes

- **Time referent:** The Visit Survey asks respondents about experiences during their child's most recent visit with a provider, as opposed to all of their child's visits with that provider in the last 12 months. However, most questions about access to care refer to experiences over the last 12 months.
- **References to “this provider” rather than “this doctor:”** This survey uses “this provider” to refer to the individual specifically named in Question 1. A “provider” could be a doctor, nurse practitioner, physician assistant, or other individual who provides clinical care. Survey users may change “provider” to “doctor” throughout the questionnaire. For assistance, please contact the CAHPS Help Line at [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov) or 1-800-492-9261
- **Supplemental items:** CAHPS supplemental items for this survey are currently in development. In the meantime, users can adapt some supplemental items developed for the 12-Month Survey that are available in the **Clinician & Group Surveys and Instructions**. For assistance, please contact the CAHPS Help Line at [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov) or 1-800-492-9261.
- **Assessing domains of the Patient-Centered Medical Home (PCMH):** To evaluate the domains of a medical home, survey users are encouraged to use the CAHPS Clinician & Group 12-Month Survey with the Patient-Centered Medical Home items rather than the Visit Survey. A pre-assembled survey that combines the 12-Month Survey with the PCMH supplemental items is available in the **Clinician & Group Surveys and Instructions**.



## Documents Available for the CAHPS Clinician & Group Surveys

This document is part of a comprehensive set of instructional materials that address implementing the Clinician & Group Surveys, analyzing the data, and reporting the results. All documents are available on the Agency for Healthcare Research and Quality's Web site: [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov). For assistance in accessing these documents, please contact the CAHPS Help Line at 800-492-9261 or [cahps1@westat.com](mailto:cahps1@westat.com).

For descriptions of these documents, refer to: *What's Available for the Clinician & Group Surveys*.

### Questionnaires

- *CAHPS Clinician & Group Surveys: Overview of the Questionnaires*
- *12-Month Survey 2.0* (Adult and Child, English and Spanish)
- *Patient-Centered Medical Home Survey* (Adult and Child, English and Spanish)
- *Visit Survey 2.0* (Adult and Child, English and Spanish)

### Supplemental Items

- *Supplemental Items for the Adult Surveys*
- *Supplemental Items for Child Surveys*
- *About the Item Set for Addressing Health Literacy*
- *About the Cultural Competence Item Set*
- *About the Health Information Technology Item Set*
- *About the Patient-Centered Medical Home (PCMH) Item Set*

### Survey Administration Guidelines

- *Preparing a Questionnaire Using the CAHPS Clinician & Group Surveys*
- *Fielding the CAHPS Clinician & Group Surveys*
- *Sample Notification Letters for the CAHPS Clinician & Group Surveys*
- *Sample Telephone Script for the CAHPS Clinician & Group Surveys*
- *Guidelines for Translating CAHPS Surveys*

### Data Analysis Program and Guidelines

- *CAHPS Analysis Program* (SAS)
- *Preparing and Analyzing Data from the CAHPS Clinician & Group Surveys*
- *Instructions for Analyzing Data from CAHPS Surveys*

### Reporting Measures and Guidelines

- *Patient Experience Measures for the CAHPS Clinician & Group Surveys*

## Instructions for Front Cover

- Replace the cover of this document with your own front cover. Include a user-friendly title and your own logo.
- Include this text regarding the confidentiality of survey responses:

**Your Privacy is Protected.** All information that would let someone identify you or your family will be kept private. {VENDOR NAME} will not share your personal information with anyone without your OK. Your responses to this survey are also completely **confidential**. You may notice a number on the cover of the survey. This number is used **only** to let us know if you returned your survey so we don't have to send you reminders.

**Your Participation is Voluntary.** You may choose to answer this survey or not. If you choose not to, this will not affect the health care you get.

**What To Do When You're Done.** Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to [INSERT VENDOR ADDRESS].

If you want to know more about this study, please call XXX-XXX-XXXX.

## Instructions for Format of Questionnaire

Proper formatting of a questionnaire improves response rates, the ease of completion, and the accuracy of responses. The CAHPS team's recommendations include the following:

- If feasible, insert blank pages as needed so that the survey instructions (see next page) and the first page of questions start on the right-hand side of the questionnaire booklet.
- Maximize readability by using two columns, serif fonts for the questions, and ample white space.
- Number the pages of your document, but remove the headers and footers inserted to help sponsors and vendors distinguish among questionnaire versions.

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Additional guidance is available in **Preparing a Questionnaire Using the CAHPS Clinician & Group Survey**.

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## Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → **If Yes, go to #1 on page 1**  
 No

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

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**Your Child's Provider**

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1. Our records show that your child got care from the provider named below.

Name of provider label goes here

Is that right?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #47 on page 7**

The questions in this survey will refer to the provider named in Question 1 as "this provider." Please think of that person as you answer the survey.

2. Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

3. How long has your child been going to this provider?

- <sup>1</sup>  Less than 6 months  
<sup>2</sup>  At least 6 months but less than 1 year  
<sup>3</sup>  At least 1 year but less than 3 years  
<sup>4</sup>  At least 3 years but less than 5 years  
<sup>5</sup>  5 years or more

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**Your Child's Care From This Provider in the Last 12 Months**

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These questions ask about **your child's** health care. Do **not** include care your child got when he or she stayed overnight in a hospital. Do **not** include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child visit this provider for care?

- None → **If None, go to #47 on page 7**  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times

5. In the last 12 months, did you phone this provider's office to get an appointment for your child for an illness, injury, or condition that **needed care right away**?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #7**

6. In the last 12 months, when you phoned this provider's office to get an appointment for **care your child needed right away**, how often did you get an appointment as soon as your child needed?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

7. In the last 12 months, did you make any appointments for a **check-up or routine care** for your child with this provider?
- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #9**
8. In the last 12 months, when you made an appointment for a **check-up or routine care** for your child with this provider, how often did you get an appointment as soon as your child needed?
- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always
9. In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours?
- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #11**
10. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always
11. In the last 12 months, did you phone this provider's office with a medical question about your child **after** regular office hours?
- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #13**
12. In the last 12 months, when you phoned this provider's office **after** regular office hours, how often did you get an answer to your medical question as soon as you needed?
- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always
13. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider **within 15 minutes** of his or her appointment time?
- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always
14. In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?
- <sup>1</sup>  Yes  
<sup>2</sup>  No
15. In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?
- <sup>1</sup>  Yes  
<sup>2</sup>  No
16. In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?
- <sup>1</sup>  Yes  
<sup>2</sup>  No

**17.** In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**18.** In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**19.** In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**20.** In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**21.** In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**22.** In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**23.** In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**24.** In the last 12 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

### **Your Child's Care From This Provider During His or Her Most Recent Visit**

These questions ask about your child's most recent visit with this provider.

**25.** How long has it been since your child's most recent visit with this provider?

- <sup>1</sup>  Less than 1 month  
<sup>2</sup>  At least 1 month but less than 3 months  
<sup>3</sup>  At least 3 months but less than 6 months  
<sup>4</sup>  At least 6 months but less than 12 months  
<sup>5</sup>  12 months or more

**26.** During your child's most recent visit to this provider, did you stay in the exam room with your child?

- <sup>1</sup>  Yes → **If Yes, go to #28**  
<sup>2</sup>  No

**27.** Did this provider give you enough information about what was discussed during the visit when you were not there?

- <sup>1</sup>  Yes → **If Yes, go to #31**  
<sup>2</sup>  No → **If No, go to #31**

**28.** Is your child able to talk with providers about his or her health care?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No go to #31**

**29.** During your child's most recent visit, did this provider explain things in a way that was easy for **your child** to understand?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

**30.** During your child's most recent visit, did this provider listen carefully to **your child**?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

**31.** Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #33**

**32.** Did this provider give you enough information about what you needed to do to follow up on your child's care?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**33.** Wait time includes time spent in the waiting room and exam room. During your child's most recent visit, did your child see this provider **within 15 minutes** of his or her appointment time?

- <sup>1</sup>  Yes  
<sup>2</sup>  No



34. During your child's most recent visit, did this provider explain things about your child's health in a way that was easy to understand?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

35. During your child's most recent visit, did this provider listen carefully to you?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

36. During your child's most recent visit, did you talk with this provider about any questions or concerns you had about your child's health?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #38**

37. During your child's most recent visit, did this provider give you easy to understand information about these health questions or concerns?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

38. During your child's most recent visit, did this provider seem to know the important information about your child's medical history?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

39. During your child's most recent visit, did this provider show respect for what you had to say?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

40. During your child's most recent visit, did this provider spend enough time with your child?

- <sup>1</sup>  Yes, definitely  
<sup>2</sup>  Yes, somewhat  
<sup>3</sup>  No

41. During your child's most recent visit, did this provider order a blood test, x-ray, or other test for your child?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #43**

42. Did someone from this provider’s office follow up to give you those results?

- <sup>1</sup>  Yes
- <sup>2</sup>  No

43. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

- 0 Worst provider possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best provider possible

44. Would you recommend this provider’s office to your family and friends?

- <sup>1</sup>  Yes, definitely
- <sup>2</sup>  Yes, somewhat
- <sup>3</sup>  No

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**Clerks and Receptionists at This Provider’s Office**

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45. During your child’s most recent visit, were clerks and receptionists at this provider’s office as helpful as you thought they should be?

- <sup>1</sup>  Yes, definitely
- <sup>2</sup>  Yes, somewhat
- <sup>3</sup>  No

46. During your child’s most recent visit, did clerks and receptionists at this provider’s office treat you with courtesy and respect?

- <sup>1</sup>  Yes, definitely
- <sup>2</sup>  Yes, somewhat
- <sup>3</sup>  No

**About Your Child and You**

47. In general, how would you rate your child's overall health?

- <sup>1</sup>  Excellent
- <sup>2</sup>  Very Good
- <sup>3</sup>  Good
- <sup>4</sup>  Fair
- <sup>5</sup>  Poor

48. In general, how would you rate your child's overall **mental or emotional** health?

- <sup>1</sup>  Excellent
- <sup>2</sup>  Very Good
- <sup>3</sup>  Good
- <sup>4</sup>  Fair
- <sup>5</sup>  Poor

49. What is **your child's** age?

Less than 1 year old

\_\_\_\_\_ YEARS OLD (*write in*)

50. Is your child male or female?

- <sup>1</sup>  Male
- <sup>2</sup>  Female

51. Is your child of Hispanic or Latino origin or descent?

- <sup>1</sup>  Yes, Hispanic or Latino
- <sup>2</sup>  No, not Hispanic or Latino

52. What is your child's race? Mark one or more.

- <sup>1</sup>  White
- <sup>2</sup>  Black or African American
- <sup>3</sup>  Asian
- <sup>4</sup>  Native Hawaiian or Other Pacific Islander
- <sup>5</sup>  American Indian or Alaska Native
- <sup>6</sup>  Other

53. What is **your** age?

- <sup>0</sup>  Under 18
- <sup>1</sup>  18 to 24
- <sup>2</sup>  25 to 34
- <sup>3</sup>  35 to 44
- <sup>4</sup>  45 to 54
- <sup>5</sup>  55 to 64
- <sup>6</sup>  65 to 74
- <sup>7</sup>  75 or older

54. Are you male or female?

- <sup>1</sup>  Male
- <sup>2</sup>  Female

55. What is the highest grade or level of school that you have completed?

- <sup>1</sup>  8th grade or less
- <sup>2</sup>  Some high school, but did not graduate
- <sup>3</sup>  High school graduate or GED
- <sup>4</sup>  Some college or 2-year degree
- <sup>5</sup>  4-year college graduate
- <sup>6</sup>  More than 4-year college degree

**56. How are you related to the child?**

- <sup>1</sup>  Mother or father
- <sup>2</sup>  Grandparent
- <sup>3</sup>  Aunt or uncle
- <sup>4</sup>  Older brother or sister
- <sup>5</sup>  Other relative
- <sup>6</sup>  Legal guardian
- <sup>7</sup>  Someone else

*Please print:* \_\_\_\_\_

\_\_\_\_\_

**57. Did someone help you complete this survey?**

- <sup>1</sup>  Yes
- <sup>2</sup>  No → **Thank you.**

**Please return the completed survey in the postage-paid envelope.**

**58. How did that person help you? Mark one or more**

- <sup>1</sup>  Read the questions to me
- <sup>2</sup>  Wrote down the answers I gave
- <sup>3</sup>  Answered the questions for me
- <sup>4</sup>  Translated the questions into my language
- <sup>5</sup>  Helped in some other way

*Please print:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you.**

**Please return the completed survey in the postage-paid envelope.**