

# Patient Experience Measures from the CAHPS® Surgical Care Survey

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## Introduction

The CAHPS Surgical Care Survey generates two types of results for reporting purposes:

- **A global rating item**, which uses a scale of 0 to 10 to measure respondents' assessments of their surgeon.
- **Composite measures** (also known as reporting composites), which combine results for closely-related items that have been grouped together. Composites are used because they keep the reports comprehensive yet of reasonable length. Also, psychometric analyses indicate that they are reliable and valid measures of patients' experiences.<sup>1,2,3</sup>

This document provides a list of the measures, labels, and descriptions that you can use for internal and public reports, and tables showing which items are included in each measure.

For guidance on how to select and display scores for these measures, refer to *How To Report Results of the CAHPS Clinician & Group Survey*

(<https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveysandGuidance/CGKit/HowtoReportResultsofCGCAHPS080610FINAL.pdf>.

PDF Help should go to: <https://www.cahps.ahrq.gov/PDF-Help.aspx>).

## Descriptions of Composite Measures and Rating Item

The Surgical Care Survey composite measures represent the experiences of respondents in the following areas:

- Information to help you prepare for surgery (2 items)
- How well surgeon communicates with patients before surgery (4 items)
- Surgeon's attentiveness on day of surgery (2 items)
- Information to help you recover from surgery (4 items)
- How well surgeon communicates with patients after surgery (4 items)
- Helpful, courteous, and respectful staff at surgeon's office (2 items)

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<sup>1</sup> McGee J, Kanouse DE, Sofaer S, Hargraves JL, Hoy E, Kleimann S. Making survey results easy to report to consumers: How reporting needs guided survey design in CAHPS®. *Med Care*. 1999 Mar;37(3 Suppl):MS32-40.

<sup>2</sup> Solomon LS, Hays RD, Zaslavsky AM, Ding L, Cleary PD. Psychometric properties of a group-level Consumer Assessment of Health Plans Study (CAHPS) instrument. *Med Care*. 2005 Jan;43(1):53-60.

<sup>3</sup> Hays RD, Chong K, Brown J, Spritzer KL, Horne K. Patient reports and ratings of individual physicians: An evaluation of the DoctorGuide and Consumer Assessment of Health Plans Study provider-level surveys. *Am J Med Qual*. 2003 Sep-Oct;18(5):190-6.

Organizations reporting the results of the CAHPS Surgical Care Survey can use the following labels and descriptions of the reporting measures in reports for consumers and other audiences.

### ***Information To Help You Prepare For Surgery***

The survey asked patients whether their surgeon or a health provider from this surgeon's office

- Gave all the information they needed before surgery.
- Gave easy to understand instructions.

### ***How Well Surgeon Communicates With Patients Before Surgery***

The survey asked patients whether, before their surgery, the surgeon

- Listened carefully to them.
- Spent enough time with them.
- Encouraged them to ask questions.
- Showed respect for what they had to say.

### ***Surgeon's Attentiveness on Day of Surgery***

The survey asked patients whether their surgeon

- Visited them before surgery.
- Discussed the outcome of their surgery.

### ***Information To Help You Recover From Surgery***

The survey asked patients whether their surgeon or a health provider from this surgeon's office

- Explained what to expect during recovery.
- Warned them about symptoms that need immediate attention.
- Gave easy to understand instructions about what to do during recovery.
- Made sure they were physically comfortable or had enough pain relief after leaving the hospital or surgery facility.

### ***How Well Surgeon Communicates With Patients After Surgery***

The survey asked patients whether, after their surgery, the surgeon

- Listened carefully to them.
- Spent enough time with them.
- Encouraged them to ask questions.
- Showed respect for what they had to say.

### ***Helpful, Courteous, and Respectful Staff at Surgeon's Office***

The survey asked patients whether clerks and receptionists at the surgeon's office

- Were as helpful as they thought they should be.
- Treated them with courtesy and respect.

### ***Patients' Rating of the Surgeon***

The survey asked patients to rate their surgeon on a scale of 0 to 10, with 0 being the worst and 10 being the best.

**Appendix A** lists the questions for each of the composite measures and the overall rating used to report results from the CAHPS Surgical Care Survey.

## **How to Calculate Composite Scores for Reporting**

The calculation of CAHPS survey composites uses a proportional scoring method, which basically generates a proportion for each response option.

There are three basic steps to this approach:

1. Calculate the proportion of patient responses in each response category for each item in a composite.
2. Combine these proportions for all items in a composite.
3. Adjust for the case-mix of the patients who evaluated each surgeon to allow comparison of scores across surgeons.

**Appendix B** spells out the first two steps in greater detail.

This approach provides users with several options for reporting. Two recommended strategies are average scoring and “top box” scoring, which involves reporting only the score for the most positive categories (e.g., the proportion of patients reporting “Yes, definitely”). To learn more about these strategies, go to *How To Report Results of the CAHPS Clinician & Group Survey* (<https://www.cahps.ahrq.gov/Surveys-Guidance/CG/~media/Files/SurveysandGuidance/CGKit/HowtoReportResultsofCGCAHPS080610FINAL.pdf>). PDF Help should go to: <https://www.cahps.ahrq.gov/PDF-Help.aspx>).

## Appendix A: Reporting Composites and Overall Rating

### Information To Help You Prepare For Surgery

Q3	Before your surgery, did anyone in this surgeon's office give you all the information you needed about your surgery?	<b>Response Options</b> <ul style="list-style-type: none"> <li>▪ Yes, definitely</li> <li>▪ Yes, somewhat</li> <li>▪ No</li> </ul>
Q4	Before your surgery, did anyone in this surgeon's office give you easy to understand instructions about getting ready for your surgery?	

### How Well Surgeon Communicates With Patients Before Surgery

Q9	During your office visits before your surgery, did this surgeon listen carefully to you?	<b>Response Options</b> <ul style="list-style-type: none"> <li>▪ Yes, definitely</li> <li>▪ Yes, somewhat</li> <li>▪ No</li> </ul>
Q10	During your office visits before your surgery, did this surgeon spend enough time with you?	
Q11	During your office visits before your surgery, did this surgeon encourage you to ask questions?	
Q12	During your office visits before your surgery, did this surgeon show respect for what you had to say?	

### Surgeon's Attentiveness on Day of Surgery

Q15	<b>After you arrived</b> at the hospital or surgical facility, did this surgeon visit you before your surgery?	<b>Response Options</b> <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>
Q17	<b>Before you left</b> the hospital or surgical facility, did this surgeon discuss the outcome of your surgery with you?	

### Information To Help You Recover From Surgery

Q26	Did anyone in this surgeon's office explain what to expect during your recovery period?	<b>Response Options</b> <ul style="list-style-type: none"> <li>▪ Yes, definitely</li> <li>▪ Yes, somewhat</li> <li>▪ No</li> </ul>
Q27	Did anyone in this surgeon's office warn you about any signs or symptoms that would need immediate medical attention during your recovery period?	
Q28	Did anyone in this surgeon's office give you easy to understand instructions about what to do during your recovery period?	
Q29	Did this surgeon make sure you were physically comfortable or had enough pain relief <b>after you left the hospital or surgical facility</b> where you had your surgery?	

### How Well Surgeon Communicates With Patients After Surgery

Q31	After your surgery, did this surgeon listen carefully to you?	<b>Response Options</b> <ul style="list-style-type: none"> <li>▪ Yes, definitely</li> <li>▪ Yes, somewhat</li> <li>▪ No</li> </ul>
Q32	After your surgery, did this surgeon spend enough time with you?	
Q33	After your surgery, did this surgeon encourage you to ask questions?	
Q34	After your surgery, did this surgeon show respect for what you had to say?	

### Helpful, Courteous, and Respectful Staff at Surgeon's Office

Q36	During these visits, were clerks and receptionists at this surgeon's office as helpful as you thought they should be?	<b>Response Options</b> <ul style="list-style-type: none"> <li>▪ Yes, definitely</li> <li>▪ Yes, somewhat</li> <li>▪ No</li> </ul>
Q37	During these visits, did clerks and receptionists at this surgeon's office treat you with courtesy and respect?	

### Patients' Rating of the Surgeon

Q35	Using any number from 0 to 10, where 0 is the worst surgeon possible and 10 is the best surgeon possible, what number would you use to rate all your care from this surgeon?	<b>Response Options</b> <ul style="list-style-type: none"> <li>▪ 0-10</li> </ul>
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## Appendix B: Applying the Proportional Scoring Method to the Surgical Care Survey Composites

Given a composite with four items, where each item has three response options, a provider's score for that composite is the proportion of responses (excluding missing data) in each response category. The following steps show how those proportions are calculated:

### **Step 1 – Calculate the proportion of cases in each response category for the first question:**

P11 = Proportion of respondents who answered “yes, definitely”

P12 = Proportion of respondents who answered “yes, somewhat”

P13 = Proportion of respondents who answered “no”

Follow the same steps for the second question:

P21 = Proportion of respondents who answered “yes, definitely”

P22 = Proportion of respondents who answered “yes, somewhat”

P23 = Proportion of respondents who answered “no”

Repeat the same procedure for each of the questions in the composite.

### **Step 2 – Combine responses from the questions to form the composite**

Calculate the average proportion responding to each category across the questions in the composite. For example, in the “How Well Surgeon Communicates With Patients Before Surgery” composite (four items), the calculations would be as follows:

PC1 = Composite proportion who said “yes, definitely” =  $(P11 + P21 + P31 + P41) / 4$

PC2 = Composite proportion who said “yes, somewhat” =  $(P12 + P22 + P32 + P42) / 4$

PC3 = Composite proportion who said “no” =  $(P13 + P23 + P33 + P43) / 4$

To learn more about the scores you can use for reporting purposes, refer to *How To Report Results of the CAHPS Clinician & Group Survey*

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