

# CAHPS<sup>®</sup> Survey for Accountable Care Organizations (ACOs) Participating in Medicare Initiatives

**Table 2: Contents of ACO-12 Survey**

Summary Survey Measure	Question(s) Included in the Measure	Measure Used to Determine ACO's Quality Score?
<b>1. Getting Timely Care, Appointments and Information</b>	<p>In the last 6 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?</p> <p>In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?</p> <p>In the last 6 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?</p> <p>In the last 6 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?</p> <p>Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider within 15 minutes of your appointment time?</p>	Yes
<b>2. How Well Providers Communicate</b>	<p>In the last 6 months, how often did this provider explain things in a way that was easy to understand?</p> <p>In the last 6 months, how often did this provider listen carefully to you?</p> <p>In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?</p> <p>In the last 6 months, how often did this provider seem to know the important information about your medical history?</p> <p>In the last 6 months, how often did this provider show respect for what you had to say?</p> <p>In the last 6 months, how often did this provider spend enough time with you?</p>	Yes

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<b>3. Patient's Rating of Provider</b>	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?	Yes
<b>4. Access to Specialists</b>	<p>In the last 6 months, how often was it easy to get appointments with specialists?</p> <p>In the last 6 months, how often did the specialist you saw most seem to know the important information about your medical history?</p>	Yes
<b>5. Health Promotion and Education</b>	<p><b>General Health Promotion and Education</b> In the last 6 months, did you and anyone on your health care team talk about specific things you could do to prevent illness?</p> <p>In the last 6 months, did you and anyone on your health care team talk about a healthy diet and healthy eating habits?</p> <p>In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get?</p> <p>In the last 6 months, did anyone on your health care team talk with you about specific goals for your health?</p>	Yes
	<p><b>Mental Health Promotion and Education</b> In the last 6 months, did anyone on your health care team ask you if there was a period of time when you felt sad, empty, or depressed?</p> <p>In the last 6 months, did you and anyone on your health care team talk about things in your life that worry you or cause you stress?</p>	Yes

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<b>6. Shared Decision Making</b>	<p><b>Making Decisions about Medications</b> Did you and this provider talk about the reasons you might want to take a medicine?</p> <p>Did you and this provider talk about the reasons you might not want to take a medicine?</p> <p>When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you?</p>	Yes
	<p><b>Making Decisions about Surgery</b> Did you and this provider talk about the reasons you might want to have the surgery or procedure?</p> <p>Did you and this provider talk about the reasons you might not want to have the surgery or procedure?</p> <p>When you and this provider talked about having surgery or a procedure, did this provider ask what you thought was best for you?</p>	Yes
	<p><b>Sharing Your Health Information</b> In the last 6 months, did you and this provider talk about how much of your personal health information you wanted shared with your family or friends?</p> <p>In the last 6 months, did this provider respect your wishes about how much of your personal health information to share with your family or friends?</p>	Yes

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<b>7. Health Status/ Functional Status</b>	<p><b>Self-Rated Health</b> In general, how would you rate your overall health?</p>	Yes
	<p><b>Self-Rated Mental Health</b> In general, how would you rate your overall mental or emotional health?</p>	Yes
	<p><b>Cognitive Functioning</b> Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?</p>	Yes
	<p><b>Beneficiaries without a Chronic Condition</b> In the past 12 months, have you seen a provider 3 or more times for condition or problem that has lasted for at least 3 months?</p> <p>Do you need or take medicine to treat the condition?</p>	Yes
	<p><b>Beneficiaries' Functional Status</b> During the last 4 weeks, how much of the time did your physical health interfere with your social activities (like visiting with friends, relatives, etc.)? Do you have serious difficulty walking or climbing stairs?</p> <p>Do you have difficulty dressing or bathing?</p> <p>Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?</p>	Yes
<b>8. Courteous and Helpful Office Staff</b>	<p>In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?</p>	No
	<p>In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?</p>	

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<b>9. Care Coordination</b>	<p>When you visited this provider in the last 6 months, how often did he or she have your medical records?</p> <p>In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?</p> <p>In the last 6 months, how often did you and anyone on your health care team talk about all the prescription medicines you were taking?</p>	No
<b>10. Between Visit Communication</b>	<p>In the last 6 months, did this provider's office contact you to remind you to make an appointment for tests or treatment?</p>	No
<b>11. Helping You Take Medications as Directed</b>	<p>In the last 6 months, how often did this provider give you easy to understand instructions about how to take your medicines?</p> <p>Was the written information this provider gave you easy to understand?</p> <p>In the last 6 months, did this provider suggest ways to help you remember to take your medicines?</p>	No
<b>12. Stewardship of Patient Resources</b>	<p>In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost?</p>	No