

Measure # 4e: Consumer Assessment of Healthcare Providers and Systems (CAHPS) Patient Centered Medical Home (PCMH) Supplementary Survey Child Version 1.1

Contact Information:

- Contact the CAHPS Help Line at cahps1@ahrq.gov or 1-800-492-9261 with questions or comments about the content or implementation of CAHPS surveys, the use of CAHPS surveys for consumer reporting or quality improvement, events sponsored by the CAHPS User Network, or the usability of the CAHPS Web site.

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Additional Notes:

- To learn more about using the CAHPS “Clinician and Group Survey” instruments, visit:
https://www.cahps.ahrq.gov/content/products/CG/PROD_CG_CG40Products.asp?p=1021&s=213.

DT2. In the last 12 months, how often was this provider as thorough as you thought your child needed?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

Identification of Site of Visit

Insert ID1 after core question 1.

ID1. Which health center did your child visit to get care in the last 12 months? Please list one or more.

List names of health centers _____

Patient-Centered Medical Home Item Set

Insert PCMH1 after core question 13.

PCMH1. In the last 12 months, how many days did you usually have to wait for an appointment when your child **needed care right away**?

- ¹ Same day
- ² 1 day
- ³ 2 to 3 days
- ⁴ 4 to 7 days
- ⁵ More than 7 days

Insert PCMH2 – PCMH4 before core question 16.

PCMH2. Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?

- ¹ Yes
- ² No

PCMH3. In the last 12 months, did your child need care during evenings, weekends, or holidays?

¹ Yes

² No → **If No, go to #core question 16**

PCMH4. In the last 12 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?

¹ Never

² Sometimes

³ Usually

⁴ Always

Insert PCMH5 before core question 20.

PCMH5. Some offices remind patients between visits about tests, treatment, or appointments. In the last 12 months, did you get any reminders about your child's care from this provider's office between visits?

¹ Yes

² No

Insert PCMH6 – PCMH7 after core question 30 and add the instruction noted below before core question 31.

PCMH6. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did your child see a specialist for a particular health problem?

¹ Yes

² No → **If No, go to # core question 38**

PCMH7. In the last 12 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?

¹ Never

² Sometimes

³ Usually

⁴ Always

Please answer these questions about the provider named in Question 1 of this survey.

Insert PCMH8 – PCMH11 after core question 41

PCMH8. In the last 12 months, did anyone in this provider’s office talk with you about specific goals for your child’s health?

- ¹ Yes
- ² No

PCMH9. In the last 12 months, did anyone in this provider’s office ask you if there are things that make it hard for you to take care of your child’s health?

- ¹ Yes
- ² No

PCMH10. In the last 12 months, did your child take any prescription medicine?

- ¹ Yes
- ² No → **If No, go to #core question 42**

PCMH11. In the last 12 months, did you and anyone in this provider’s office talk at each visit about all the prescription medicines your child was taking?

- ¹ Yes
- ² No

Prescription Medicines

Insert PM1 after core question 27.

PM1. In the last 12 months, did this provider talk with you about all of the prescription medicines your child was taking?

- ¹ Yes
- ² No