

## Crosswalk between Adult and Child CG-CAHPS Surveys

The table below shows the survey items and response options for the measures in the Adult versus the Child CAHPS Clinician & Group CAHPS (CG-CAHPS) Survey Version 3.1. When there are differences in the item wording, it is to focus the attention from the respondent to the care experiences associated with the child.

Table. Measure Item Crosswalk between Adult and Child CG-CAHPS Surveys

Composite Measure	Adult CG-CAHPS Survey Version 3.1	Child CG-CAHPS Survey Version 3.1	Differences between the Adult to Child Surveys
Access	6. In the last 6 months, when you contacted this provider's office to get an appointment for care <b>you</b> needed right away, how often did you get an appointment as soon as you needed? 1 Never 2 Sometimes 3 Usually 4 Always	13. In the last 6 months, when you contacted this provider's office to get an appointment for care <b>your child</b> needed right away, how often did you get an appointment as soon as your <b>child</b> needed? 1 Never 2 Sometimes 3 Usually 4 Always	Question is the same, but language changed to make it applicable to the child.
Access	8. 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? 1 Never 2 Sometimes 3 Usually 4 Always	15. In the last 6 months, when you made an appointment for a check-up or routine care for <b>your child</b> with this provider, how often did you get an appointment as soon as <b>your child</b> needed? 1 Never 2 Sometimes 3 Usually 4 Always	Question is the same, but language changed to make it applicable to the child.
Access	10. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day? 1 Never 2 Sometimes 3 Usually 4 Always	17. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day? 1 Never 2 Sometimes 3 Usually 4 Always	No difference.

Composite Measure	Adult CG-CAHPS Survey Version 3.1	Child CG-CAHPS Survey Version 3.1	Differences between the Adult to Child Surveys
Provider Communication	<p>11. In the last 6 months, how often did this provider explain things in a way that was easy to understand?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>18. In the last 6 months, how often did this provider explain things about <b>your child's</b> health in a way that was easy to understand?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	Question is the same, but language changed to make it applicable to the child.
Provider Communication	<p>12. In the last 6 months, how often did this provider listen carefully to you?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>19. In the last 6 months, how often did this provider listen carefully to you?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	No difference.
Provider Communication	<p>14. In the last 6 months, how often did this provider show respect for what you had to say?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>21. In the last 6 months, how often did this provider show respect for what you had to say?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	No difference.
Provider Communication	<p>15. In the last 6 months, how often did this provider spend enough time with you?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>22. In the last 6 months, how often did this provider spend enough time with <b>your child</b>?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	Question is the same, but language changed to make it applicable to the child.

Composite Measure	Adult CG-CAHPS Survey Version 3.1	Child CG-CAHPS Survey Version 3.1	Differences between the Adult to Child Surveys
Office Staff	<p>21. 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> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>26. 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> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	No difference.
Office Staff	<p>22. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>27. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	No difference.
Care Coordination	<p>13. In the last 6 months, how often did this provider seem to know the important information about your medical history?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>20. In the last 6 months, how often did this provider seem to know the important information about <b>your child's</b> medical history?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	Question is the same, but language changed to make it applicable to the child.
Care Coordination	<p>17. 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>1 Never 2 Sometimes 3 Usually 4 Always</p>	<p>24. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for <b>your child</b>, how often did someone from this provider's office follow up to give you those results?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	Question is the same, but language changed to make it applicable to the child.

Composite Measure	Adult CG-CAHPS Survey Version 3.1	Child CG-CAHPS Survey Version 3.1	Differences between the Adult to Child Surveys
Care Coordination	<p>20. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?</p> <p>1 Never 2 Sometimes 3 Usually 4 Always</p>	–	Question is only included in the adult survey.
Rating of Provider	<p>18. 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?</p> <p>0 Worst provider possible 1 2 3 4 5 6 7 8 9 10 Best provider possible</p>	<p>25. 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?</p> <p>0 Worst provider possible 1 2 3 4 5 6 7 8 9 10 Best provider possible</p>	No difference.