



Agency for Healthcare Research and Quality

CAHPS Health Plan Survey 5.0 Measures

For more information: [Patient Experience Measures from the CAHPS Health Plan Survey](#) (PDF, 308 KB)

Getting Needed Care

- Q9 Easy for respondent to get necessary care, tests, or treatment
- Q18 Respondent got appointment with specialists as soon as needed

Getting Care Quickly

- Q4 Respondent got care for illness/injury as soon as needed
- Q6 Respondent got non-urgent appointment as soon as needed

How Well Doctors Communicate

- Q12 Doctor explained things in a way that was easy to understand
- Q13 Doctor listened carefully to enrollee
- Q14 Doctor showed respect for what enrollee had to say
- Q15 Doctor spent enough time with enrollee

Health Plan Customer Service

- Q22 Customer service gave necessary information/help
- Q23 Customer service was courteous and respectful

Enrollees' Ratings

- Q8 Rating of all health care
- Q16 Rating of personal doctor
- Q20 Rating of specialist
- Q26 Rating of health plan

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