Appendix A. Quality Improvement Pilot Data

From September 2015 to July 2016, a QI pilot was implemented to determine the feasibility of administering a tablet-based version of CG-CAHPS survey in the exam rooms of one clinic. The tablet-based survey contained the original wording of the CG-CAHPS and coincided with traditional mail-based survey administration. Over the year-long pilot, the clinic collected 334 patient experience surveys via the tablet and 134 responses via a standard paper-based CAHPS collection sampling process. Figure A shows the age, gender, and racial/ethnic breakdown of these responses. Response rates differed significantly by age (p<.0001). While differences in race/ethnicity did not reach statistical significance (p=0.150), there was evidence that a higher proportion of respondents to the tablet survey were Latino.

Figure A. Respondents to tablet-based (n=334) and paper-based (n=134) patient experience surveys by race/ethnicity and age during a 1-year QI pilot (September 2015 to July 2016)