**CAHPS Access Measure: Adjustment to the 2017 Median/Threshold based on use of Version 3 CAHPS survey**

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| Survey Version | **Q6**  Always obtained appt. for urgent care as soon as needed | **Q9**  Always obtained appt. for check-up or routine care as soon as needed | **Q14**  Always received same day response to phone calls made during regular office hours | **Q16**  Always received a response as soon as needed to phone calls made after regular office hours | **Q18** Always saw provider within 15 minutes of appointment time | **Median score** | **Target** |
| 2016 CAHPS Access | Yes | Yes | Yes | Yes | Yes | 61% |  |
| 2016 CTC Access | Yes | Yes | Yes | No | Yes | 62% | 60% |
| 2016 CTC scores using CAHPS 2017 Access | Yes | Yes | Yes | No | No | 69% | 60% |