

# Reporting Measures for the CAHPS® Health Plan Survey 4.0

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## Introduction

The CAHPS Health Plan Survey 4.0 generates two types of results for reporting purposes:

- **Global ratings**, which use a scale of 0 to 10 to measure respondents' assessment of their health plan and the quality of care received in the last 12 months. For the purposes of public reporting, the CAHPS Consortium recommends referring to these measures as "Overall Ratings."
- **Composite measures (also known as reporting composites)**, which combine results for closely related items that have been grouped together. Composites are used because they keep the reports comprehensive yet of reasonable length. Also, psychometric analyses indicate that they are reliable and valid measures of patients' experiences.<sup>1, 2</sup>

The Health Plan Survey composites represent the experiences of respondents (adult enrollees or the parents/guardians of enrolled children) in the following areas:

- Getting needed care (2 questions for adults; 2 questions for children).
- Getting care quickly (2 questions for adults; 2 questions for children).
- How well doctors communicate (4 questions for adults; 5 questions for children).
- Health plan information and customer service (2 questions for adults; 2 questions for children).

## Descriptions of Composite Measures and Ratings

Organizations reporting the results of the CAHPS Health Plan Survey can use the following labels and descriptions of the reporting measures in reports for consumers and other audiences.

### **Getting Needed Care**

The bar graphs show answers to survey questions that asked people **how often** it was easy for them to

- Get appointments with specialists.

<sup>1</sup> McGee J, Kanouse DE, Sofaer S, Hargraves JL, Hoy E, Kleimann S. Making survey results easy to report to consumers: How reporting needs guided survey design in CAHPS®. *Med Care*. 1999 Mar;37(3 Suppl):MS32-40.

<sup>2</sup> Hargraves JL, Hays RD, Cleary PD. Psychometric properties of the Consumer Assessment of Health Plans Study (CAHPS™) 2.0 adult core survey. *Health Serv Res*. 2003 Dec;38(6 Pt 1):1509-27.

- Get the care, tests or treatment they needed through their health plan.

### ***Getting Care Quickly***

The bar graphs show answers to survey questions that asked people **how often** they

- Got care as soon as they needed when they were sick or injured.
- Got an appointment as soon as they needed when they weren't sick or injured.

### ***How Well Doctors Communicate***

The bar graphs show answers to survey questions that asked people **how often** their personal doctor

- Explained things in a way that was easy for them to understand.
- Listened carefully to them.
- Showed respect for what they had to say.
- Spent enough time with them.

### ***Health Plan Information and Customer Service***

The bar graphs show answers to survey questions that asked people **how often**

- They got the information or help they needed from their health plan's customer service.
- Their health plan's customer service staff treated them with courtesy and respect.

### ***How People Rated Their Health Plan***

The bar graph shows answers to a survey question that asked people to **rate their health plan** on a scale from

- 0 = "worst health plan possible" to
- 10 = "best health plan possible."

### ***How People Rated Their Health Care***

The bar graph shows answers to a survey question that asked people to **rate all the care** they received on a scale from

- 0 = "worst health care possible" to
- 10 = "best health care possible."

### ***How People Rated Their Personal Doctor***

The bar graph shows answers to a survey question that asked people to **rate their personal doctor** on a scale from

- 0 = “worst personal doctor possible” to
- 10 = “best personal doctor possible.”

### ***How People Rated Their Specialist***

The bar graph shows answers to a survey question that asked people to **rate the specialist they saw most often** on a scale from

- 0 = “worst specialist possible” to
- 10 = “best specialist possible.”

### **Items Included in Each Composite**

**Exhibit 1** lists the questions for each of the composite measures and overall ratings used to report results from the *CAHPS Health Plan Survey 4.0 – Adult Questionnaires*.

**Exhibit 2** lists the questions for each of the composite measures and overall ratings used to report results from *CAHPS Health Plan Survey 4.0 – Child Questionnaires*.

**Exhibit 1: Reporting Composites and Overall Ratings for CAHPS Health Plan Survey 4.0 – Adult Questionnaires**

Note: The only difference between the Medicaid and commercial questionnaires is the reference period: 6 months for Medicaid enrollees and 12 months for commercial enrollees.

<b>Getting Needed Care</b>		
Q17	In the last 12 months, how often was it easy to get appointments with specialists?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q21	In the last 12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	

<b>Getting Care Quickly</b>		
Q4	In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q6	In the last 12 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	

<b>How Well Doctors Communicate</b>		
Q11	In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q12	In the last 12 months, how often did your personal doctor listen carefully to you?	
Q13	In the last 12 months, how often did your personal doctor show respect for what you had to say?	
Q14	In the last 12 months, how often did your personal doctor spend enough time with you?	

<b>Health Plan Information and Customer Service</b>		
Q23	In the last 12 months, how often did your health plan's customer service give you the information or help you needed?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q24	In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?	

Overall Ratings		
Q8	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?	<b>Response Format</b>  0-10
Q15	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	
Q19	We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	
Q27	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	

**Exhibit 2: Reporting Composites and Overall Ratings for CAHPS Health Plan Survey 4.0 – Child Questionnaires**

Note: There are only two differences between the commercial and Medicaid questionnaires:

- The reference period is 6 months for Medicaid enrollees and 12 months for commercial enrollees.
- The CAHPS Item Set for Children With Chronic Conditions has been incorporated into the Child Medicaid Questionnaire. That item set can be used to generate separate reporting measures for the population of children identified as having special health care needs.

**Reporting Measures Based on Core Items**

<b>Getting Needed Care</b>		
Q20	In the last 12 months, how often was it easy to get appointments for your child with specialists?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q24	In the last 12 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?	

<b>Getting Care Quickly</b>		
Q4	In the last 12 months, when your child needed care right away for an illness, injury or condition how often did your child get care as soon as you thought he or she needed?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q6	In the last 12 months, not counting times your child needed health care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?	

<b>How Well Doctors Communicate</b>		
Q11	In the last 12 months, how often did your child's personal doctor explain things in a way that was easy to understand?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q12	In the last 12 months, how often did your child's personal doctor listen carefully to you?	
Q13	In the last 12 months, how often did your child's personal doctor show respect for what you had to say?	
Q15	In the last 12 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	
Q16	In the last 12 months, how often did your child's personal doctor spend enough time with your child?	

Health Plan Information and Customer Service		
Q26	In the last 12 months, how often did customer service at your child's health plan give you the information or help you needed?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q27	In the last 12 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	

Overall Ratings		
Q8	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 12 months?	<b>Response Format</b>  0-10
Q18	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?	
Q22	We want to know your rating of the specialist your child saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child's specialist?	
Q30	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	

**Reporting Measures Based on Item Set for Children With Chronic Conditions**

Parents' Experience with Prescription Medicines		
CC23	In the last 12 months, how often was it easy to get prescription medicines for your child through his or her health plan?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>

Parents' Experience Getting Specialized Services for Their Child		
CC9	In the last 12 months, how often was it easy to get special medical equipment or devices for your child?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
CC12	In the last 6 months, how often was it easy to get this therapy for your child?	
CC15	In the last 6 months, how often was it easy to get this treatment or counseling for your child?	



Family-Centered Care		
Parents' Experience with the Child's Personal Doctor or Nurse		
Q17	In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>
CC20	Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	
CC21	Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	
Parents' Experience with Shared Decision-making		
CC2	Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>
CC3	In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?	
CC4	In the last 12 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice was best for your child?	
Parents' Experience with Getting Needed Information about Their Child's Care		
CC1	In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Parents' Experiences with Coordination of Their Child's Care		
CC7	In the last 12 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>
CC18	In the last 12 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?	