



**Summary of Research Projects Using Data from
The CAHPS Health Plan Survey Database and
CAHPS Hospital Survey Database**

Revised April 2010

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Introduction and Overview

This document presents a brief summary of the investigator-initiated research projects that have been undertaken with data files obtained from the CAHPS Health Plan Survey Database. Each research project summary includes the project title, the name and contact information of the principal researcher, a brief project description, and the current status of results and/or publications from the research.

Since the inception of the CAHPS Database in 1998, a total of 36 applications have been received and approved by the Executive Research Committee (ERC) of the CAHPS Database. These projects have examined a variety of topics, including:

- Disparities in CAHPS scores by racial and ethnic characteristics of respondents
- Comparison of adult and child CAHPS survey results
- Analysis of case-mix factors affecting CAHPS scores
- Differences in CAHPS scores at the state level
- Comparison of CAHPS scores between civilian and military beneficiaries

Researchers are invited to submit applications for analysis projects to the ERC for review and approval. Applicants must submit a written request with basic information about the research question(s) to be addressed, analyses to be conducted, and a description of the products that will result from the research. Upon approval, a data release agreement must be signed committing the researcher to specific procedures for safeguarding the confidentiality of the data. Guidelines for submitting applications for use of research files are posted on the CAHPS Database web site at:

https://www.cahps.ahrq.gov/content/ncbd/GEN/NCBD_GEN_InfoForResearchers.asp?p=105&s=54.

A Comparison of Crow and Northern Arapaho CAHPS Responses to the American Indian Sample in the National CAHPS Benchmarking Database (NCBD)

Principal Researcher: Dr. Bruce Andersen

Brief Description:

A randomized sample of enrolled Crow and Northern Arapaho Tribal members residing on or near the Crow Reservation in Montana, and the Wind River Reservation in Wyoming, were administered a modified CAHPS instrument in 2005. Our objective is to compare these responses with the American Indian sample responses in the NCBD.

Timeframe: Access to NCBD 2005 Commercial and Medicaid Adult and Child data approved through May 2007.

Current Status:

The study is still in progress.

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Secondary Analysis of Survey Data Collected in Women's Centers of Excellence Evaluation Study

Principal Researcher: Roger T. Anderson, Ph.D.

Brief Project Description:

CAHPS data will be used to create a benchmark of comparable items for further analysis of a patient satisfaction survey conducted by the Office of Women's Health.

Timeframe: Access to NCBD 2001 Commercial and Medicaid adult data approved in September 2002.

Current Status:

This study is still in progress.

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A Comparison of Crow & Northern Arapaho CAHPS Responses to the American Indian Sample in the National CAHPS Benchmarking Database

Principal Researcher: Dr. Steven Anderson

Brief Description:

A randomized sample of enrolled Crow and Northern Arapaho tribal members residing on or near the Crow reservation near Montana, and the Wind river reservation near Wyoming were administered a modified CAHPS instrument in 2005. The objective is to compare these responses in the NCBD benchmarks.

Timeframe: Access to NCBD 2005 Adult Commercial and Medicaid, Child Commercial and Medicaid data approved through May 2007.

Current Status:

The study is still in progress.

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Evaluating Racial/Ethnic Disparities in Patient Perceptions of Hospital Quality

Principal Researcher: Rhonda BeLue

Brief Description:

To investigate the effect of hospital characteristics, including type of facility and regional health care characteristics, on racial/ethnic disparities in patient perceptions of the hospital encounter and quality of care.

Timeframe: Access to NCBD 2005 Hospital CAHPS data including hospital-level variables, such as hospital name, address, region, bed size, teaching status, and ownership. Data approved through May 2007.

Current Status:

The study is still in progress.

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An Evaluation of the Ohio 1115 Waiver: Comparing the Health Plan Ratings and Care Experiences of Ohio Medicaid Managed Care Plan Participants

Principal Researcher: Arthur Bonito, Ph.D.

Brief Project Description:

The objectives of this study are to:

1. Compare the experiences and plan ratings of Ohio Medicaid managed care beneficiaries in 1998, 2000, and 2001.
2. Compare the experiences and plan ratings of Ohio Medicaid managed care beneficiaries who completed CAHPS® surveys in 2001 to Medicaid managed care beneficiaries in other states who also completed CAHPS® surveys in 2001.
3. Compare the experiences and plan ratings of Ohio Medicaid managed care beneficiaries in 2001 to those of commercially insured beneficiaries in Ohio managed care plans in the same year.
4. Conduct separate analyses of Adult and Child CAHPS® data as described above.

Timeframe: Access to NCBD 2001 Commercial and Medicaid adult and child data is approved from May 2004 through December 2004.

Current Status:

Research results were published in:

Bonito, AJ, et al. Factors Affecting the Satisfaction of Participants in Ohio's Medicaid Managed Care Plans. Final Report Prepared for Centers for Medicare and Medicaid Services. RTI International Project Number 08507.002. September 30, 2004.

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Predictors of Patient-Reported Quality of Ambulatory Care Dimensions

Principal Researcher: Paresh Choudhari

Brief Description:

The primary objective of this study:

1. Examine the relationship between item(s) within a dimension to the global ratings for interaction or confounding (i.e. demographics, etc.)
2. Identify specific interacting areas that may affect the global rating of health care, personal doctor, specialist and health plan
3. Secondly, describe patient's assessment of health care among those covered in the US.

Timeframe: Access to NCBD 2007 4.0 Commercial and Medicaid adult and child data approved through April 2009.

Current Status:

This project is still in progress.

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Gender Differences in Consumer Experience with Health Care

Principal Researcher: Jennifer Decker

Brief Description:

The primary objective of this study:

1. Examine the relationship between item(s) within a dimension to the global ratings for interaction or confounding (i.e. demographics, etc.)
2. Identify specific interacting areas that may affect the global rating of health care, personal doctor, specialist and health plan
3. Secondly, describe patient's assessment of health care among those covered in the US.

Timeframe: Access to CAHPS 2007 and 2008 Adult Commercial and Adult Medicaid data approved through January 2010.

Current Status:

This project is still in progress.

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Teaching Health Care Management Students to Use CAHPS Data

Principal Researcher: Howard Degenholtz

Brief Description:

The objective of the proposed project is to teach Masters in Health Administration (MHA) students to understand and use CAHPS health plan data.

Second year MHA students are required to take a course called “Managing the Health of Populations.” In this course, students learn to use statistical concepts to evaluate real world management problems using examples from different parts of the health care system. Graduates of the MHA program work at health systems and managed care plans. In both settings, CAHPS data play an increasing role in the daily work of management. Providing students hands on experience using CAHPS data will help them be smart consumers of information when they are in decision making roles.

Timeframe: Access to NCBD 2005 Adult commercial health plan survey data approved through August 2007.

Current Status:

Data used for didactic purposes in a course on Managing the Health of Populations. Students analyze the data and complete several assignments.

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Assessing Quality of Care for Children and Youth with Special Health Care Needs in Colorado

Principal Researcher: Kara Ann Donovan, M.S.P.H.

Brief Project Description:

This project will use NCBD data files to monitor the progress of Colorado's health care program for children and youth with special health care needs progress in meeting maternal and child health (MCH) outcome measures for 2002-2004. These data will be compared to children and youth without special health care needs for the same years. Analyzing Colorado's progress in meeting the MCH outcome measures, and the differences between children with and without special health care needs, will support state and federal program evaluation and planning.

Timeframe: Access to NCBD Adult and Child Medicaid data files for 2001-2004 is approved through February 2006.

Current Status:

Research findings were presented as part of a CAHPS User Network Webcast on "CAHPS in the States: Collaboration and Innovation To Maximize Public Resources" on Wednesday, September 14, 2005.

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Examining Predictors of African American Men's Evaluation of Quality of Care and its Impact on Primary/Non Emergency Health Care Visits

Principal Researcher: Keith Elder

Brief Project Description:

The specific research objectives are the following: (1) To identify the full range of health plan, provider, and personal characteristics of AA men that are associated with their perception/evaluation of quality of health, (2) To test the adapted theoretical framework of perception/evaluation on quality for AA men and (3) To identify the impact of perception/evaluation of quality on primary or non emergency health care visits by AA men.

Timeframe: Access to NCBD 2003-2006 Commercial adult data approved through January 2010.

Current Status:

This project is still in progress.

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To Determine National Percentile Rankings for SelectHealth Commercial Plan on Key CAHPS Questions

Principal Researcher: David Erikson

Brief Project Description:

This project will use NCBD data files to monitor the progress of Colorado's health care program for children and youth with special health care needs progress in meeting maternal and child health (MCH) outcome measures for 2002-2004. These data will be compared to children and youth without special health care needs for the same years. Analyzing Colorado's progress in meeting the MCH outcome measures, and the differences between children with and without special health care needs, will support state and federal program evaluation and planning.

Timeframe: Access to NCBD Adult and Child Medicaid data files for 2001-2004 is approved through February 2006.

Current Status:

Research findings were presented as part of a CAHPS User Network Webcast on "CAHPS in the States: Collaboration and Innovation To Maximize Public Resources" on Wednesday, September 14, 2005.

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Case-Mix Adjustment of ECHO Survey Reports and Ratings

Principal Researcher: Laura Eselius, M.P.H., Ph.D.

Brief Project Description:

Experience of Care and Health Outcomes (ECHO) survey data will be used to develop a case-mix adjustment model for the ECHO survey by examining the impact of individual characteristics on the respondents' reports and ratings of behavioral health care. Differences in plan type will be examined. Additional analyses to be conducted include:

1. What set of reporting measures is suggested by the factor structure of individual-level responses to the ECHO survey? Is the factor structure similar in subgroups of consumers defined by payer type (commercial versus Medicaid)? Is the factor structure similar in subgroups of consumers defined by reason for treatment (alcohol or drug use versus other behavioral health concerns)? How reliable are the proposed reporting measures for discriminating among health plans?
2. Do plan ratings need to be adjusted for casemix differences before comparisons are made?
3. Do subgroup differences in reports and ratings reflect differences in quality or differences in reporting tendencies?

Timeframe: Access to NCBD ECHO data was approved in January 2003 through June 2004. Extension of access was approved in February 2004 through June 2005 to perform additional analyses.

Current Status:

The following papers were completed as part of dissertation requirements in the Department of Health Care Policy, Harvard Medical School in June 2004:

Eselius, L. Composite Measures for Reporting Consumer Assessments of Behavioral Health Care Quality: The Factor Structure, Internal Consistency, and Plan-Level Reliability of Measures from the Experience of Care and Health Outcomes (ECHO) Survey. June 24, 2004.

Eselius, L. Casemix Adjustment of Consumer Reports and Ratings of Managed Behavioral Health Care and Health Plans. June 24, 2004.

Eselius, L. Consumer Ratings of Behavioral Health Care and Health Plans: Does Variation Reflect Quality Differences or Reporting Biases? June 24, 2004.

A presentation on "Assessing the Quality of Behavioral Health Care and Health Plans Using Consumer Reports and Ratings" was made at the AcademyHealth Meeting on June 26, 2005.

Several papers will be submitted for publication based on this research.

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VA SHEP Survey Compare

Principal Researcher: Christian Evensen

Brief Project Description:

The Veterans Health Administration's (VHA's) Office of Quality Performance (OQP) has changed the content of their Survey of Healthcare Experiences of Patients (SHEP) so that it is built around CAHPS rather than the NRC-Picker inpatient and outpatient Dimensions of Care surveys. The proposed research is to support the transition from the old surveys to the new surveys (herein designated as SHEP-Picker and SHEP-CAHPS, respectively).

The objectives of this research include comparing the SHEP-CAHPS to internal and external benchmarks. The SHEP-CAHPS instruments cover both hospital and ambulatory care. The hospital SHEP-CAHPS is built around the CAHPS Hospital Survey. The ambulatory SHEP-CAHPS is built around the CAHPS Health Plan Survey 4.0.

Timeframe: Access to CAHPS 2007 and 2008 Adult Commercial data approved through January 2010.

Current Status:

The study is still in progress.

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Application of Potential Probabilistic Conjoint Measurement (PCM) Models to CAHPS

Principal Researcher: William P. Fisher, Jr., PhD

Brief Description:

This research project demonstrates the potential that Probabilistic Conjoint Measurement (PCM) models offer for measuring health-related variables derived from the CAHPS survey.

Timeframe: Access to CAHPS 1.0 data approved through June 2000.

Current Status: Research results have been presented as follows:

Fisher, William P., George Karabatos. 2000. Making the case for fundamental measurement with MEPS/CAHPS quality of care data: From concrete counts of survey responses to abstract measures of health care quality. Third International Outcome Measurement Conference, Rehabilitation Institute of Chicago, June.

Fisher, William P., George Karabatsos, John Ware. 2000. Fundamental measurement of quality of care: Results from the MEPS and the CAHPS. (Four-paper symposium w/ discussant, Session 4083.0) American Public Health Association, Boston, November.

Fisher, William P., George Karabatsos. 2002. Making the case for fundamental measurement: The MEPS/CAHPS quality of care scales. In Nikolaus Bezrucko, Rasch Measurement in the Health Sciences. Chicago: MESA Press.

The MEPS and CAHPS quality of care scales were included in a comparison with a scale developed in a Tulane/LSU collaboration in this presentation:

Fisher, William P., Karen DeSalvo, Joel Devine, Jaime Morris, Anne Yeoman. 2001. Measuring quality care among residents of a housing project. International Conference on Objective Measurement, sponsored by AHRQ, VA HSR&D, National Cancer Institute, and the Institute for Objective Measurement. University of Illinois at Chicago, October 19-20.

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Determinants of Enrollee Ratings of Health Plans and Providers

Principal Researcher: Ann Barry Flood

Brief Description:

This research is aimed at understanding the role of dissatisfaction with a plan or providers in motivating continuing employees to change health care coverage of their own volition, i.e., the latter two groups.

Timeframe: Access to NCBD 1998-2006 Adult Commercial data approved through August 2008.

Current Status:

The study is still in progress.

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Evaluating the Psychometric Equivalence of Health Care Reports and Ratings by Older Whites and African Americans

Principal Researcher: Marie Fongwa, RN, MPH, Ph.D.

Brief Description:

This study will examine differences in missing data and ratings of care among CAHPS race and age variables.

Timeframe: Access to NCBD 2002 Commercial and Medicaid adult data was approved December 2002 through January 2004.

Current Status:

Preliminary results were presented at the 8th Annual UCLA Research Conference on Aging. The following article has been submitted for publication:

Fongwa, M. N., Cunningham, W., Gutierrez, P. R., & Hays, R. D. (submitted). Comparison of reports and ratings of ambulatory care between older African Americans and Whites using CAHPS[®] 2.0 survey data.

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Psychometric Properties of CAHPS 2.0 Reporting Composites

Principal Researcher: J. Lee Hargraves, PhD

Brief Description:

The purpose of this study was to evaluate the reliability and validity of the CAHPS 2.0 reporting composites for the both adult and child Medicaid and Commercial populations.

Timeframe: Access to NCBD 1999 data approved August 1991 through 2000.

Current Status:

The following paper was published as a result of this research:

Hargraves, J. L., Hays, R.D., and Cleary, P.D. (2003). Psychometric properties of the Consumer Assessment of Health Plans Study (CAHPS®) 2.0 adult core survey. *Health Services Research*, 38, 1509-1527.

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Impact of Race/Ethnicity on Consumer Assessments of Health Care

Principal Researcher: Ron Hays, PhD

Brief Project Description: This analysis will address the following specific research questions:

- Do consumer reports and ratings of health plans vary by race/ethnicity?
- Do the psychometric properties of the consumer reports and ratings of health plans differ by race/ethnicity?
- Are differences in reliability of measurement explained or accounted for by educational attainment?
- Are differences in consumer reports and ratings of health plans evident in both the private sector and in the Medicaid population and for adult versus child surveys?

Timeframe: Access to CAHPS 1.0 data approved from April 1999 through February 2000. Access to NCBD 1999 data approved through February 2001. Access to NCBD 2000 data approved through May 2002.

Current Status: The following articles have been published as a result of this research:

Elliott, M.N., Swartz, R., Adams, J., Spritzer, K.L., and Hays, R.D. (2001). Case-mix Adjustment of the National CAHPS Benchmarking Data 1.0: A Violation of Model Assumptions? *Health Services Research*, 36:3 (July 2001), 555-573.

Weech-Maldonado, R., Morales, L. S., Spritzer, K., Elliott, M., and Hays, R. D. (2001). Racial and Ethnic Differences in Parents' Assessments of Pediatric Care in Medicaid Managed Care. *Health Services Research*, 36:3 (July 2001), 575-594.

Morales, L.S., Elliott, M.N., Weech-Maldonado, R., Spritzer, K.L., and Hays, R.D. (2001). Differences in CAHPS Adult Survey Ratings and Reports by Race and Ethnicity: An Analysis of the National CAHPS Benchmarking Data 1.0. *Health Services Research*, 36:3 (July 2001), 595-617.

Marshall, G.N., Morales, L.S., Elliot, M., Spritzer, K., and Hays, R.D. (2001). Confirmatory Factor Analysis of the Consumer Assessment of Health Plans Study (CAHPS) 1.0 Core Survey. *Psychological Assessment*, 13:2, 216-229.

Weech-Maldonado, R., Morales, L.S., Elliott, M., Spritzer, K., Marshall, G., and Hays, R.D. (2003). Race/Ethnicity, Language and Patients' Assessments of Care in Medicaid Managed Care. *Health Services Research*, 38(3): 789-808.

Weech-Maldonado, R., Elliott, M., Morales, L. S., Spritzer, K. L., Marshall, G., and Hays, R. D. (2004). Health plan effects on patient assessments of Medicaid managed care among racial/ethnic minorities. *Journal of General Internal Medicine*, 19, 136-145.

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Racial and Ethnic Disparities in Parents' Ratings of Access to and Experiences with Pediatric Care

Principal Researcher: Joan Hwang, PhD

Brief Project Description:

This research will assess the racial/ethnic patterns in parents' reports of children's experience of care among Medicaid recipients in the NCBD in 2001. The study also will compare these patterns to those found in the 2000 MEPS-PAQ (which includes data from late 2000 and early 2001 that will be comparable to the NCBD 2001 data set).

Timeframe: Access to NCBD 2001 Medicaid child data approved through February 2004.

Current Status:

This project is still in progress.

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Analysis of Items within the CAHPS 2.0 Adult Core Survey to Inform Further Development of G-CAHPS

Principal Researcher: San Keller, Ph.D.

Brief Description:

This research will include factor and regression analyses of CAHPS 2.0 Adult Core survey item data to inform the development of a shorter Group CAHPS (G-CAHPS) survey. A qualitative comparison (content analysis) of G-CAHPS and CAHPS 2.0 Adult Core surveys indicates that many of the G-CAHPS items are similar or identical to the CAHPS 2.0 Core Survey items. Thus, analyses of the CAHPS 2.0 data could provide information of use to this project.

Timeframe: Access to NCBD 2002 Commercial adult data approved through 2004.

Current Status:

Findings have been used to inform development of Ambulatory CAHPS modules as part of the CAHPS II research and development effort.

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A Comparison of Patient Evaluations of Their Health Care Services Between Medicaid and Commercial Populations

Principal Researcher: Minah Kim, Ph.D.

Brief Description:

This study will examine how Medicaid patients' evaluation of their health care services are different from those of commercially insured patients controlling for differences in patient characteristics between the populations.

Timeframe: Access to NCBD 2001 Commercial and Medicaid adult and child data approved through July 2005.

Current Status:

This research was published in:

Kim, M., Zaslavsky, A.M., Cleary, P.D. Adjusting Pediatric Consumer Assessments of Health Plans Study (CAHPS) Scores to Ensure Fair comparisons of Health Plan Performance. *Medical Care* 43(1): January 2005.

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A Regional Comparison of Consumers' Perceptions of Doctors' Communication Based on the Race/Ethnicity and Education of Respondents to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Principal Researcher: LaQuanda Lewis

Brief Description:

Across major regions in the United States is there an association between the race/ethnicity and education status of consumers and their perceptions of their doctors' communication skills.

In conducting this study, research questions (specific aims) that will guide this project are:

1. From a consumer's perspective, are doctors communicating effectively when providing health care?
2. Are there any regional differences in consumers' perceptions based on their race/ethnicity and education status?

Timeframe: Access to NCBD 2006 Commercial adult and child data approved through March 2008.

Current Status:

The study findings are archived at Morehouse school of Medicine.

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Medicaid Recipients Experience With Health Care: A Comparative Study Using CAHPS Data from the National CAHPS Benchmarking Database

Principal Researcher: Terry Lied, Ph.D.

Brief Description:

The CMS Center for State and Medicaid Operations (CMSO) is attempting to improve health care quality in both the Medicaid and SCHIP programs. CMSO is currently attempting to develop comparative performance data for both the FFS and managed care delivery systems through encouraging states to report performance measures for the Medicaid population. Data from the NCBD will allow CMSO to supplement HEDIS performance data with CAHPS data. The CAHPS data will be used to assess Medicaid recipient reported experience with health care on a nationwide or nearly nationwide basis.

Timeframe: Access to NCBD 2001, 2002, and 2003 Commercial and Medicaid data approved through February 2006.

Current Status:

This research was published in:

Lied, T.R. 2003 Medicaid Versus Commercial Beneficiary Experience with Care. *Health Care Financing Review*. 26(4):109-116. Summer 2005.

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The Impact of For-Profit, Managed Care Firms on Patient Experiences: Results from the National CAHPS Benchmarking Database

Principal Researcher: Michael Manocchia, PhD

Brief Description:

This project will compare the quality-of-care perceived by patients enrolled in managed care for investor-owned and not-for-profit HMOs based on the CAHPS 2.0 survey.

Timeframe:

Access to CAHPS 2.0 data approved through January 2001.

Current Status:

Completing a draft of project manuscript for *Health Affairs*.

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How Do Consumers Evaluate Their Providers? A New Paradigm with CAHPS Data

Principal Researcher: Koichiro Otani, Ph.D.

Brief Description:

The purpose of this study is to investigate the effect of patients' reactions to three health care attributes (1. getting care without long waits, 2. how well their doctors communicate, and 3. courtesy, respect, and helpfulness of office staff) on their overall satisfaction with the quality of care and service (people's rating of their care). The first aim of the study is to determine whether patients simply average out their reactions to multiple attributes mathematically (compensatory response) or whether their evaluation is overly affected by either highly positive or highly negative healthcare attributes (noncompensatory response). The second aim is to focus on the reactions to individual attributes in relation to overall patient satisfaction. Given that an attribute is strongly related to overall patient satisfaction, is the relationship linear or curvilinear? If it is curvilinear, does it display a diminishing marginal return function or an increasing marginal return function?

Timeframe:

Access to NCBD 2002 and 2003 Commercial and Medicaid adult data approved through December 2004.

Current Status:

This project is still in progress.

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Identification of State-Level Interactive Factors That Influence CAHPS Survey Results

Principal Researcher: David Patrishkoff

Brief Description:

This project will first identify if statistically significant differences exist in the CAHPS Survey Results between States for various population and ethnic groups. Regression analysis will be done between CAHPS Survey response data by State and the US Census Department's yearly updated estimates of general demographics, social, economic and housing factors for individual States. This analysis will attempt to find interactive factors contributing to specific differences in State to State survey results, if these differences exist.

Timeframe: Access to all NCBD data files from 2000-2004 approved through October 2006.

Current Status:

This project is still in progress.

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Comparison of CAHPS Adult Survey Results with CAHPS Child Survey Results

Principal Researcher: Judith Sangl, PhD

Brief Description:

This project seeks to determine if there are any differences in member satisfaction ratings between adults for their own care and adults' opinion of their experiences with their children's care: (1) among different plans, and (2) among different racial/cultural groups, and (3) among different types of insurance (commercial versus Medicaid).

Timeframe: Access to CAHPS 2.0 data approved through March 2001.

Current Status:

Preliminary findings were presented to the NCQA Committee on Performance Measurement in May 2000 and AHSR in June 2001. Findings have been published in:

Zhan, Chunliu MD, PhD; Sangl, Judith ScD; Meyer, Gregg S. MD, MSc and; Zaslavsky, Alan M. PhD. Consumer Assessments of Care for Children and Adults in Health Plans: How Do They Compare? *Medical Care*: Volume 40(2) February 2002 pp 145-154

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Comparing CAHPS Survey Results for Military Health System Beneficiaries to NCBD Benchmarks

Principal Researcher: Eric Schone

Brief Description:

This project will use NCBD data as the basis for national benchmarks for the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB is an annual survey of military health system (MHS) beneficiaries regarding their satisfaction with care, access to care, utilization, health status, and demographics. The survey is mandated by federal law, and is conducted by TRICARE Management Activity (TMA). The survey has two major components: a survey of adult beneficiaries, and a survey of sponsors of child beneficiaries.

Timeframe: Access to NCBD 2004 Commercial adult and child data approved through May 2006.

Current Status:

This project is still in progress. Previous data requests have been used to develop three products that use NCBD benchmarks: 1) a national overview report that compares adult beneficiary experiences to NCBD benchmarks for the MHS as a whole, 2) a set of several thousand tables published on TMA's internal web site, providing data for each military hospital in the MHS, and 3) a brief summary report distributed to regional and service leadership of the MHS and to commanders of military hospitals, which contains results for their region service or hospital's patient base, compared to NCBD benchmarks.

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Comparing CAHPS Survey Results for Military Health System Beneficiaries to NCBD Benchmarks

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Timeframe: Access to NCBD 2005 Commercial adult and child data approved through May 2006.

Current Status:

This project is still in progress. Previous data requests have been used to develop three products that use NCBD benchmarks: 1) a national overview report that compares adult beneficiary experiences to NCBD benchmarks for the MHS as a whole, 2) a set of several thousand tables published on TMA's internal web site, providing data for each military hospital in the MHS, and 3) a brief summary report distributed to regional and service leadership of the MHS and to commanders of military hospitals, which contains results for their region service or hospital's patient base, compared to NCBD benchmarks.

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Timeframe: Access to NCBD 2006 Commercial adult and child data approved through June 2007.

Current Status:

This project is still in progress. Previous data requests have been used to develop three products that use NCBD benchmarks: 1) a national overview report that compares adult beneficiary experiences to NCBD benchmarks for the MHS as a whole, 2) a set of several thousand tables published on TMA's internal web site, providing data for each military hospital in the MHS, and 3) a brief summary report distributed to regional and service leadership of the MHS and to commanders of military hospitals, which contains results for their region service or hospital's patient base, compared to NCBD benchmarks.

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Principal Researcher: Eric Schone

Brief Description:

This project will use NCBD data as the basis for national benchmarks for the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB is an annual survey of military health system (MHS) beneficiaries regarding their satisfaction with care, access to care, utilization, health status, and demographics. The survey is mandated by federal law, and is conducted by TRICARE Management Activity (TMA). The survey has two major components: a survey of adult beneficiaries, and a survey of sponsors of child beneficiaries.

Timeframe: Access to NCBD 2009 Commercial adult and child data approved through May 2011.

Current Status:

This project is still in progress. Previous data requests have been used to develop three products that use NCBD benchmarks: 1) a national overview report that compares adult beneficiary experiences to NCBD benchmarks for the MHS as a whole, 2) a set of several thousand tables published on TMA's internal web site, providing data for each military hospital in the MHS, and 3) a brief summary report distributed to regional and service leadership of the MHS and to commanders of military hospitals, which contains results for their region service or hospital's patient base, compared to NCBD benchmarks.

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Comparing CAHPS Survey Results for Military Health System Beneficiaries to NCBD Benchmarks

Principal Researcher: Eric Schone

Brief Description:

Mathematica Policy Research, Inc. (MPR) intends to compare ratings and CAHPS composite scores and their components for the Military Health System (MHS) to national commercial benchmarks derived from the NCBD. We will test whether the MHS scores are significantly different from the benchmark figures.

We will construct the CAHPS composites from the NCBD data, case-mix adjusting the composites and their components. The results of this procedure will serve as our benchmarks.

Timeframe: Access to NCBD 2006 Commercial adult and child data approved through March 2008.

Current Status:

Data are used in the TRICARE Beneficiary Reports and TRICARE Consumer Watch which are posted on the TRICARE website of the Department of Defense.

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Evaluating Health Choices Program: Pennsylvania's Medical Assistance Plan for Persons with Disabilities

Principal Researcher: Mary Segal

Brief Description:

To obtain access to CAHPS data in order to compare our results to those from a group of medical assistance respondents in Pennsylvania, unselected for disability/non-disability.

Timeframe: Access to NCBD 2005 and 2006 adult and child Medicaid data approved through January 2008.

Current Status:

Research results were published in:

Evaluating the HealthChoices Program: Pennsylvania's Medical Assistance Program for Persons with Disabilities. Gibbons E, Segal M, and the staff at the Institute on Disabilities. Final report to the Pennsylvania Developmental Disabilities Council on Grant #4100027247, May 2007.

Satisfaction reported by Pennsylvania's Medical Assistance program enrollees with and without disabilities. Segal M, Caruso G, Bryen D. Presentation at the annual meeting of the Association of University Centers on Disabilities, Washington DC, November 2007.

Satisfaction with a Medical Assistance program reported by persons with and without disabilities. Segal M, Gibbons E, Caruso G. Submitted to the Review of Disability Studies, February 2008.

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Assessing Quality of Care for American Indians

Principal Researcher: Thomas D. Sequist, MD, MPH

Brief Description:

This study has two primary aims:

- 1) To compare global ratings of care and standard CAHPS measures between American Indians and non-Hispanic whites
- 2) To assess for variation in racial differences in ratings and reports of care based upon geographic location of respondents

Timeframe: Access to NCBD Adult Medicaid and Commercial data for 1998-2003 approved through October 2005.

Current Status:

This project is still in progress.

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Evaluation of the TRICARE Program: FY 2000—FY 2003 Reports to Congress

Principal Researcher: Peter Stoloff, PhD

Brief Description:

The TRICARE health care program evaluation use responses to the Survey of DoD Health Care Beneficiaries to evaluate the changes in access to and quality of care which have taken place since the inception of TRICARE. Since many of the questions in the DoD survey are based upon CAHPS items, this project compares responses of those from the DoD population receiving their health care from TRICARE with individuals represented in the NCBD database on common CAHPS items. The comparison is limited to adult respondents.

Timeframe: Access to NCBD 1999-2002 Commercial adult and child data approved through February 2004.

Current Status:

This project was been conducted for four years, resulting in the following publications:

Stoloff, P., Lurie, P., et.al., *Evaluation of the TRICARE Program: FY 2003 Report to Congress*, Center for Naval Analyses and Institute for Defense Analysis, Nov 2003.

Stoloff, P., Lurie, P., et.al., *Evaluation of the TRICARE Program: FY 2002 Report to Congress*, Center for Naval Analyses and Institute for Defense Analysis, Nov 2002.

Stoloff, P., Lurie, P., et.al., *Evaluation of the TRICARE Program: FY 2001 Report to Congress*, Center for Naval Analyses and Institute for Defense Analysis, Nov 2001.

Stoloff, P., Lurie, P., et.al., *Evaluation of the TRICARE Program: FY 2000 Report to Congress*, Center for Naval Analyses and Institute for Defense Analysis, Nov 2000.

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Gender Differences in Consumer Experience with Health Care

Principal Researcher: Renee Schwalberg

Brief Description:

The study proposes to analyze selected items in the CAHPS database by sex (as well as age and race/ethnicity) to identify areas in which women's experience differs significantly from that of men. We will analyze major aspects of consumer experience, including questions regarding access to care, timeliness of care, and communication with providers to identify those in which significant sex differences exist, and where significant differences exist among women in different sociodemographic groups. The major findings would be presented in the 2007 edition of HRSA's Women's Health USA publication along with other data on the quality of women's health care.

Timeframe: Access to NCBD 2005 and 2006 adult Commercial, and Medicaid data approved through January 2008.

Current Status:

Research results were published in:

Information from the CAHPS database was included in the 2007 and 2008 editions of HRSA's annual *Women's Health USA* publication.

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Medicaid Recipients' Assessment of Health Care Services in Oklahoma

Principal Researcher: Leela Thomas, PhD

Brief Project Description:

The objectives of this study are:

- a) To compare the experiences and satisfaction of Medicaid recipients in different types of health care delivery systems.
- b) To compare the experiences and satisfaction of Medicaid recipients in different years and in different populations, such as adults, children, and children with special needs.
- c) To compare the experiences and satisfaction of Medicaid recipients in Oklahoma with other States.
- d) To compare the experiences and satisfaction of Medicaid recipients with the commercially insured population.

Timeframe:

Access to NCBD Medicaid and Commercial data for 2001, 2002, and 2003 is approved through December 2006.

Current Status:

Selected study findings were presented at the 5th National CAHPS User Group Meeting in October 1999. Two abstracts have been accepted at the Pediatric Academic Societies Annual Meeting in April 2001, with manuscripts to follow.

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Descriptive Results from Parents' Experience of Health Care for Their Children

Principal Researcher: Joseph W. Thompson, MD, MPH

Brief Project Description:

This study will examine results obtained from surveys of parents about their experiences in achieving health care for their children. These results will be obtained from available information from NCBD and will constitute a convenience sample of submitted results for children in both Medicaid and commercial populations. Three stages of analyses are anticipated (and are determined by (1) data availability; and (2) dissemination opportunities):

- Stage I: Descriptive summary of sponsor-specific and/or health plan-specific results.
- Stage II: Respondent-level analyses of parent-reported experiences in achieving health care for their children.
- Stage III: CAHPS 2.0 assessment of Medicaid and Commercial 1999 Results.

Timeframe:

Access to CAHPS 1.0 data approved from June 1999 through May 2000 for a 12-month period with renewal requests for long-term trend analyses anticipated.

Current Status:

Selected study findings were presented at the 5th National CAHPS User Group Meeting in October 1999. Two abstracts were accepted at the Pediatric Academic Societies Annual Meeting in April 2001, with manuscripts to follow.

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Comparison of Overall Health Plan Ratings Between Medicaid and Commercial Enrollees of the Same Racial and Ethnic Background

Principal Researcher: Lilian Vang

Brief Description:

The primary objective of this study:

To examine differences among consumer experiences within same race and ethnic populations between Medicaid and commercial consumers of Caucasian, African American, Hispanics, and Asians populations. The research question is “What are the differences in health plan ratings among the same racial and ethnic minorities between Medicaid and commercial health plan consumers?”

Timeframe: Access to NCBD 2007 4.0 Commercial and Medicaid adult data approved through February 2009.

Current Status:

This project is still in progress.

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The Association Between CAHPS Composite and Global Ratings of Outpatient Pediatric Care Among Hispanics with Varying Levels of English Language Proficiency

Principal Researcher: Victoria Wilkins MD, MPH

Brief Description:

The study proposes to examine the association between composite measures of parent experiences with their child's care and global ratings of that care across Hispanic populations of varying English language proficiency. The study will also examine the relative contribution of composites of parent experience on their global ratings of care. This will ultimately facilitate development of quality improvement interventions tailored to have a meaningful impact for the targeted groups and potentially reduce disparities in health care.

Timeframe: Access to NCBD 2003-2006 child Medicaid data approved through November 2008.

Current Status:

The study is still in progress.

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Case-Mix Adjustment of CAHPS 2.0 Reporting Composites

Principal Researcher: Elizabeth R. Woods, MD, MP

Brief Description:

This study will evaluate different case-mix models for adjusting plan level scores based on the children's version of CAHPS 2.0. We propose examining the following research issues:

1) Different models for case-mix adjustment of CAHPS plan level scores will be compared. We will assess both the degree to which member characteristics are related to CAHPS scores and the amount of inter-plan variability when selecting potential adjusters.

Timeframe: Access to NCBD CAHPS parent survey of children's experience, version 2.0, commercial and Medicaid data approved through October 2002.

Current Status:

This project is still in progress.

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Analysis of Factors Influencing Variations in CAHPS Scores

Principal Researcher: Alan Zaslavsky, PhD

Brief Description: This project will include the following four analyses of CAHPS 2.0 survey data:

- Analysis of CAHPS 2.0 data for an employed population to determine a small set of dimensions describing the between-plan variation on the CAHPS report items.
- Analysis to determine how scale transformations or collapsing of categories might best be applied to improve between-plan discrimination.
- Analysis of amount of variation contributed by different geographic levels (region, MSA and plan) to plan-level CAHPS in a commercial data set.
- Analysis of relationships between CAHPS scores and plan characteristics (including tax status, national versus local ownership, size) and benefit design.

Timeframe: Access to CAHPS 2.0 data approved through April 2001.

Current Status:

Several papers on research findings have been drafted and are under review prior to submission for publication.

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Analysis of CAHPS Results for Children with Special Health Care Needs

Principal Researcher: Carla Zema, Ph.D.

Brief Description:

The primary objective of this study is to explore differences in the experiences of care between children with and without special health care needs. A secondary objective of the study is to provide examples of the uses of results to illustrate the value of the information to survey sponsors.

Timeframe:

Access to NCBD 2002 Medicaid adult and child data approved through December 2003.

Current Status:

The analysis conducted for this project was published in a NCBD Fact Sheet on “Quality of Care for Children with Special Health Care Needs” and can be accessed at:

http://ncbd.cahps.org/NCBDNews/eshcn_fact_sheet.pdf

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Comparison of California HMO CAHPS Scores to NCBD Benchmarks

Principal Researcher: Dr. John Zweifler, Medical Consultant

Brief Description:

The primary objective of this study:

1. To compare California HMO quality to other CA product lines including SCHIP and Medicaid, as well as to national benchmarks, on selected CAHPS measures. 2. To evaluate racial & ethnic disparities between CA HMOs compared to other CA product lines including SCHIP and Medicaid, as well as to national benchmarks, on selected CAHPS measures, while controlling for known variables including age, gender, highest grade level completed, and overall health rating. 3. To compare CA HMO CAHPS scores to national benchmarks after controlling for age, gender, race ethnicity, overall health rating and highest-grade level completed.

Timeframe: 1. Access to NCBD Aggregated CAHPS data for CA HMOs 2004 & 2005; 2. Aggregated national Benchmarks for CAHPS 3.0 (HMOs, SCHIP and Medicaid) 2004 & 2005; 3. National & CA HMO Survey Admin Data 2004 & 2005; 4. National & CA Health Plan/Provider Characteristics Data 2004 & 2005; approved through April 2006.

Current Status:

They have submitted a manuscript to the American Journal of Managed Care and are awaiting a decision.

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Introduction and Overview

This document presents a brief summary of the investigator-initiated research projects that have been undertaken with data files obtained from the CAHPS Hospital Survey Database. Each research project summary includes the project title, the name and contact information of the principal researcher, a brief project description, and the current status of results and/or publications from the research.

Since the inception of the CAHPS Database in 2005, a total of 10 applications have been received and approved by the Executive Research Committee (ERC) of the CAHPS Database. These projects have examined a variety of topics, including:

- Disparities in CAHPS scores by racial and ethnic characteristics of respondents
- Analysis of additional 9 questions to add value to existing survey items
- Differences in cultural and linguistic standards that affect scores
- Comparison of technical quality and patient experiences in acute care hospitals

Researchers are invited to submit applications for analysis projects to the ERC for review and approval. Applicants must submit a written request with basic information about the research question(s) to be addressed, analyses to be conducted, and a description of the products that will result from the research. Upon approval, a data release agreement must be signed committing the researcher to specific procedures for safeguarding the confidentiality of the data. Guidelines for submitting applications for use of research files are posted on the CAHPS Database web site at:

https://www.cahps.ahrq.gov/content/ncbd/GEN/NCBD_GEN_InfoForResearchers.asp?p=105&s=54.

Isolating the Effects of it on Performance: An Empirical Test of Complementarities and Competition in US Hospitals

Principal Researcher: Corey Angst

Brief Description:

The primary objective of this study:

- a. Recent literature suggests that hospitals realize performance benefits through the possession of valuable and rare IT resources. Literature frequently addresses the link between IT and the potential for competitive advantage, yet, an empirical link between IT and competition has not been explored. It has also been shown that there is a relationship between process level performance and IT adoption. Combining these two concepts, it is our contention that competition among hospitals can enhance the relationship between IT adoption and performance (quality and cost).
- b. The CAHPS data will be matched to the HIMSS Analytics IT adoption data that is currently licensed to Notre Dame.

Timeframe: Access to CAHPS 2006 and 2007 Hospital CAHPS data approved through July 2009.

Current Status:

The study is still in progress.

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Racial Variations in Patients' Experiences with Hospital Care

Principal Researcher: Dr. Anne C. Beal

Brief Description:

Data will be used to determine whether minority patients report differences in their hospital experiences, and what contributes to the variations in the quality of:

- 1) Care from Nurses
- 2) Care from Doctors
- 3) The Hospital Environment
- 4) Pain Management
- 5) Medication Teaching
- 6) Post Hospital Teaching

Timeframe: Access to NCBD 2006 Hospital data approved through May 2007.

Current Status:

The study is still in progress.

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Assessing the Quality of Health Care Experience and Outcome Across Different Organizational Ownership and Ethnicities

Principal Researcher: Dr. Xin (David) Ding

Brief Project Description:

It has been well established in the cross-cultural literature that people from different ethnic backgrounds tend to hold different cultural beliefs and view things differently. In this study, we investigate how the ethnic background affects the experience and quality perception and outcome across healthcare providers by controlling their ownerships. Specifically, we will address the following research questions:

Q1 - How does the ethnic backgrounds affect the perceived communications with doctors, nurses, and medications;

Q2 - How does the variety of communication factors drives the outcome assessments (e.g., overall rating and willingness to recommend) across ethnic groups;

Q3 - How does the ownership and organizational type affect the health care experience and outcome?.

Timeframe: Access to NCBD 2005-2007 H-CAHPS data approved May 2009.

Current Status:

This project is still in progress.

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Evaluation of Potential Approaches for CAHPS Hospital Survey Measures in Hospital Pay-for-Performance

Principal Researcher: Marc Elliot

Brief Description:

CMS wishes to incorporate CAHPS Hospital Survey Measures as well as process measures in its Value-Based Purchasing Hospital Pay for Performance Initiative. RAND has developed two potential approaches in conjunction with CMS and wishes to determine the distribution of the resulting hospital-level scores from each approach to inform CMS decisions regarding the use of CAHPS Hospital Survey Measures.

Timeframe: Access to NCBD 2006 H-CAHPS data approved through April 2008.

Current Status:

CMS REPORT TO CONGRESS: Plan to Implement a Medicare Hospital Value-Based Purchasing Program, November 21, 2007.

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VA SHEP Survey Compare

Principal Researcher: Christian Evensen

Brief Project Description:

The Veterans Health Administration's (VHA's) Office of Quality Performance (OQP) has changed the content of their Survey of Healthcare Experiences of Patients (SHEP) so that it is built around CAHPS rather than the NRC-Picker inpatient and outpatient Dimensions of Care surveys. The proposed research is to support the transition from the old surveys to the new surveys (herein designated as SHEP-Picker and SHEP-CAHPS, respectively).

The objectives of this research include comparing the SHEP-CAHPS to internal and external benchmarks. The SHEP-CAHPS instruments cover both hospital and ambulatory care. The hospital SHEP-CAHPS is built around the CAHPS Hospital Survey. The ambulatory SHEP-CAHPS is built around the CAHPS Health Plan Survey 4.0.

Timeframe: Access to CAHPS 2006 and 2007 Hospital data approved through January 2010.

Current Status:

The study is still in progress.

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Implementation of Chronic Care Model in After Care Services to Meet the Unique Needs and Demands of Chronic Illness Sufferers

Principal Researcher: Ularisi Green

Brief Description:

The objectives of this paper is to examine whether the items highlighted in patient's assessment of care is predictive of effective implementation of the chronic care model.

Timeframe: Access to NCBD 2006 H-CAHPS data approved through October 2008.

Current Status:

The study is still in progress.

Contact Information:

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Racial and Ethnic Disparities in Patient-Centered Care.

Principal Researcher: Omar Hassan

Brief Description:

The objective of the proposed research is to perform a comprehensive evaluation of racial and ethnic disparities in the quality of patient-centered hospital care, as measured by the HCAHPS survey.

Aims of the study:

1. The association between consumers' race and overall hospital rating, and ratings on each of the 7 composites, on the HCAHPS instrument.
2. The association between consumers' ethnicity and overall hospital rating, and ratings on each of the 7 composites, on the HCAHPS instrument.
3. To determine whether racial and ethnic disparities in the quality of patient-centered care are related to variations in this quality measure across hospitals.
4. To determine whether racial and ethnic disparities in the quality of patient-centered care are related to differences in the proportion of minority patients at treating hospitals.

Timeframe: Access to NCBD 2006 H-CAHPS data approved through December 2008.

Current Status:

The study is still in progress.

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Evaluation of the Value Added of the H-CAHPS+9 Questions Used in the 2006 CHART Project

Principal Researcher: Ron Hays

Brief Description:

The Steering Committee of the California Hospital Assessment and Reporting Task Force (CHART) decided in the fall of 2005 to use the H-CAHPS 27-item survey as the primary measure of patient experience in the first year of the CHART project. The H-CAHPS survey assesses the following domains: communication with nurses (3 items), communication with doctors (3 items), physical environment (2 items), responsiveness of hospital staff (2 items), pain control (2 items), communication about medicine (2 items), discharge information (2 items), global rating of the hospital (1 item), and would you recommend the hospital to friends and family (1 item). The remainder of the survey consists of 4 screening items and 5 background items (self-rated health, education, ethnicity, race, language spoken at home).

Timeframe: Access to NCBD compiled CHART H-CAHPS+9 data approved through December 2007.

Current Status:

The study is still in progress.

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Identify Patient Perceptions of High, Middle and Low Performing Hospitals to Maximize Improvement Efforts

Principal Researcher: Stephanie C. Keller

Brief Project Description:

To develop patient centered care models based on patient perceptions of care to improve satisfaction, quality and growth outcomes.

Timeframe: Access to CAHPS 2005- 2007 Hospital CAHPS data approved September 2009.

Current Status:

This project is still in progress.

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The Relationship between Technical Quality and Patient Experiences with Care in United States Acute Care Hospitals

Principal Researcher: Bruce Landon

Brief Description:

The primary objective of this study:

1. To determine the relationship between hospital technical quality of care, as measured by the HCAHPS, and patient experiences with care as measured using CAHPS.
2. To determine the relationship between hospital characteristics and quality of care, with a particular focus on comparing these relationships for patient experiences with care.

Timeframe: Access to NCBD 2006 Hospital CAHPS data approved through June 2007.

Current Status:

The study is still in progress.

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TRICARE Inpatient Satisfaction Survey

Principal Researcher: Judith Lynch

Brief Description:

The purpose of TRISS is to assess TRICARE beneficiary satisfaction with recent inpatient care experiences provided by the direct care system—that is, care/services received from military treatment facilities) and by non-military facilities network facilities (referred to as purchased care) worldwide. The goals of this project, which continues and expands on the initiative first begun in fiscal year 2001, are to:

- assist the TRICARE Management Activity in its efforts to conduct performance-based decision making;
- provide timely, quality information and data for program evaluation, performance management, and guidance for Military Treatment Facility (MTF) quality improvement efforts; and assist in benchmarking the Military Health System to its civilian counterparts.

Timeframe: Access to NCBD 2005 and 2006 H-CAHPS data approved through April 2008.

Current Status:

Technical Reports prepared as follows.

TRICARE Inpatient Satisfaction Survey – Overall Survey Results of Hospital Inpatients: July-September 2006: Final Report, Technical report prepared for the Office of the Assistant Secretary of Defense (Health Affairs), Health Program Analysis and Evaluation by RTI International, October 30, 2007.

TRICARE Inpatient Satisfaction Survey – Survey Results of Hospital Inpatients in Air Force Military Treatment Facilities (MTFs): July-September 2006: Final Report, Technical report prepared for the Office of the Assistant Secretary of Defense (Health Affairs), Health Program Analysis and Evaluation by RTI International, October 30, 2007.

TRICARE Inpatient Satisfaction Survey – Survey Results of Hospital Inpatients in Army Military Treatment Facilities (MTFs): July-September 2006: Final Report, Technical report prepared for the Office of the Assistant Secretary of Defense (Health Affairs), Health Program Analysis and Evaluation by RTI International, October 30, 2007.

TRICARE Inpatient Satisfaction Survey – Survey Results of Hospital Inpatients in Navy Military Treatment Facilities (MTFs): July-September 2006: Final Report, Technical report prepared for the Office of the Assistant Secretary of Defense (Health Affairs), Health Program Analysis and Evaluation by RTI International, October 30, 2007.

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Exploratory Analysis with Graphical Displays of H-CAHPS Database

Principal Researcher: Thomas McCoy

Brief Description:

The objective is to consider if basic summary statistics and new graphical displays are useful in making comparisons among groups of sites participating in the H-CAHPS survey. This is a consulting collaboration with the American Medical Association (AMA). The AMA will not have access to the data requested.

Timeframe: Access to NCBD 2007 and 2008 H-CAHPS data approved through July 2010.

Current Status:

The study is still in progress.

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Exploring Relationships Among Several AHRQ Measures of Hospital Quality and Functioning

Principal Researcher: Joann Sorra

Brief Description:

Explore the relationships among several AHRQ measures of hospital quality and safety which reflect different perspectives on hospital performance. In particular, to analyze the associations at the hospital level between measures in the Consumer Assessment of Healthcare Providers and Systems Hospital Survey (HCAHPS), the Hospital Survey on Patient Safety Culture (HSOPSC), and the AHRQ Quality Indicators (QIs). In addition, the study will explore the relationships between the measures in these datasets and the hospital clinical quality measures in the JCAHO ORYX Measures. The analysis will demonstrate the degree of consistency between the datasets at the hospital and hospital functional unit level. Identifying relationships between quality measures may also help hospitals focus their quality improvement efforts on areas that will have the most impact.

Timeframe: Access to NCBD 2006 H-CAHPS data approved through November 2008.

Current Status:

The study is still in progress.

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Impact of Cultural and Linguistic Standards on Patients' Experience with Inpatient Hospital Care

Principal Researcher: Robert Weech-Maldonado

Brief Description:

This study examines the relationship between hospital's adherence to the national standards for culturally and linguistically appropriate services (CLAS) standards and racial/ethnic disparities in patient experiences with inpatient care. The proposed study has three specific research aims:

1. To analyze whether patient assessments of hospital care vary by race/ethnicity and language.
2. To determine the organizational and market characteristics associated with adherence to the CLAS standards.
3. To explore whether hospitals' adherence to the CLAS standards are related to diverse patients' experiences with inpatient care.

Timeframe: Access to NCBD 2006 H-CAHPS data approved through June 2008.

Current Status:

Research results were published in:

Morales, L. S., Elliott, M. N., Weech-Maldonado, R., Spritzer, K.L., & **Hays, R. D.** (2001). Differences in CAHPS® adult survey ratings and reports by race and ethnicity: An analysis of the National CAHPS® Benchmarking Data 1.0. Health Services Research, *36*, 595-617.

Weech-Maldonado, R., Morales, L. S., Spritzer, K., Elliott, M., & **Hays, R. D.** (2001). Racial and ethnic differences in parents' assessments of pediatric care in Medicaid managed care. Health Services Research, *36*, 575-594.

Weech-Maldonado, R., Morales, L. S., Elliott, M., Spritzer, K. L., Marshall, G., & **Hays, R. D.** (2003). Race/ethnicity, language and patients' assessments of care in Medicaid managed care. Health Services Research, *38*, 789-808.

Weech-Maldonado, R., Elliott, M., Morales, L. S., Spritzer, K. L., Marshall, G., & **Hays, R. D.** (2004). Health plan effects on patient assessments of Medicaid managed care among racial/ethnic minorities. Journal of General Internal Medicine, *19*, 136-145.

Fongwa, M. N., Cunningham, W., Weech-Maldonado, R., Gutierrez, P. R., & **Hays, R. D.** (2006). Comparison of data quality for reports and ratings of ambulatory care by African Americans and White Medicare managed care enrollees. Journal of Aging and Health, *18*, 707-721.

Weech-Maldonado, R., Fongwa, M., Gutierrez, P., & **Hays, R. D.** (In press). Language and regional differences in evaluations of Medicare managed care by Hispanics. Health Services Research.

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Quantitative and Qualitative Analyses of HCAHPS Data by Race and Ethnicity

Principal Researcher: Kathleen Yost

Brief Description:

The objective of the proposed research is to

- 1) To identify differences by race/ethnicity in HCAHPS component scores or scores for individual items.
- 2) To conduct qualitative cognitive interviews to ascertain the underlying cultural issues that may cause these score differences by race/ethnicity detected in objective #1.

Timeframe: Access to NCBD 2006 H-CAHPS data approved through October 2008.

Current Status:

The study is still in progress.

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Examining the Variation in and Factors Influencing Patient Perceptions of their Hospital Experience

Principal Researcher: Junya Zhu

Brief Description:

The purpose of the study is to explore important ways in which patient perceptions of their experience overall and by dimension vary by certain selected factors, such as patient characteristics (race and ethnicity, language, self-reported health), hospital services (medical, surgical, OB), hospital characteristics (teaching status, ownership, percentage of minority patients, percentage of non-English speaking patients), geographic areas, and within-or cross-level interaction effects.

Timeframe: Access to CAHPS 2007 H-CAHPS data approved through August 2009.

Current Status:

The study is still in progress.

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