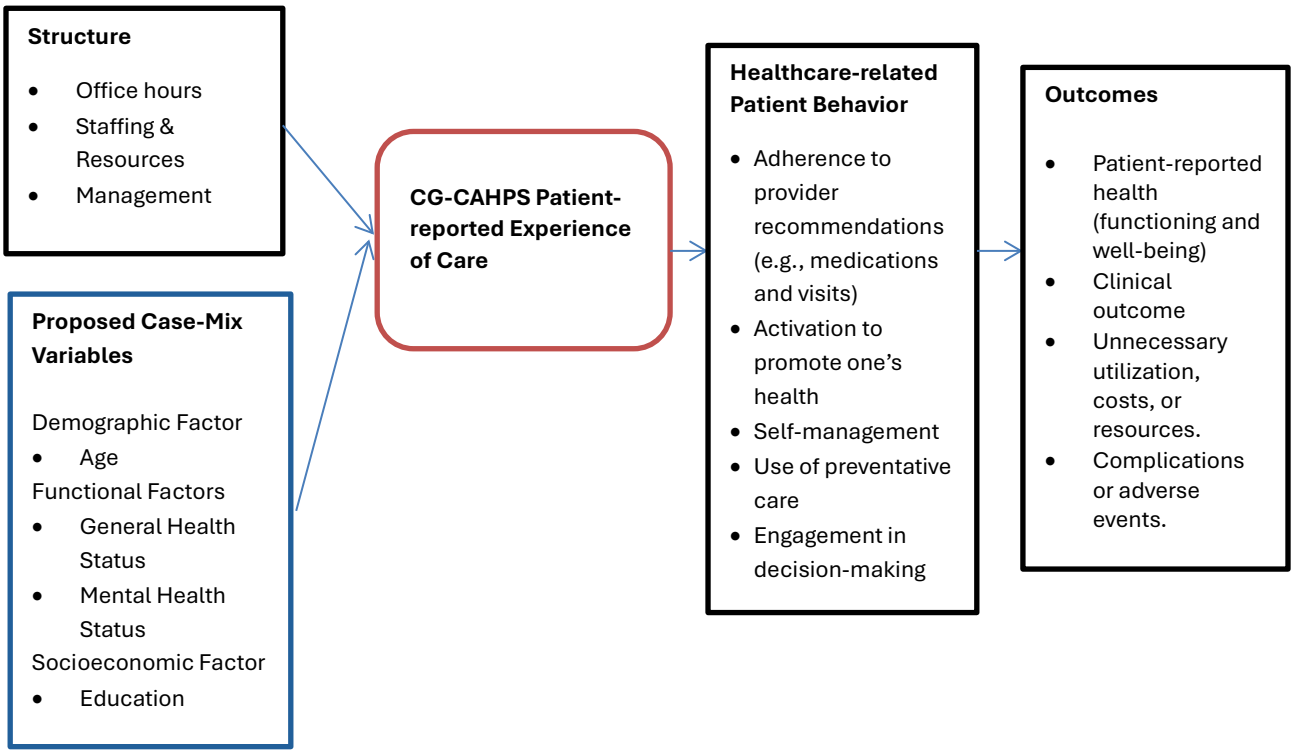Section 5.4.2a Conceptual Model for Case-Mix Adjustment for CG-CAHPS Survey