

## Section 5.4.4a - Risk/Case-mix Adjustment Modeling and/or Stratification

### Specifications for CG-CAHPS – Office Staff Composite Measure

*Table 5.4.4a.3 Case Mix Adjustment Model Results – Coefficients for Adult CG-CAHPS – Office Staff Composite Measure Items*

<b>Case Mix Category</b>	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?
<b>Age</b>		
18-34 years	-0.169*	-0.125*
35-44 years	-0.166*	-0.127*
45-54 years	-0.132*	-0.109*
55-64 years	-0.085*	-0.072*
65-74 years	-0.019*	-0.020*
75-85 years (REFERENCE)	0.000	0.000
85 years and up	-0.003	0.008*
<b>Education</b>		
Some high school or less	0.059*	0.030*
High school graduate or GED	0.059*	0.030*
Some college or 2-year degree	0.032*	0.010*
4-year college graduate	0.019*	0.011*
More than 4-year college degree (REFERENCE)	0.000	0.000
<b>General Health Status</b>	-0.034*	-0.018*
<b>Mental Health Status</b>	-0.056*	-0.033*

Note: \*Coefficients are statistically significant at  $p < 0.05$ .