

Section 5.2.3a Additional Reliability Testing Results for Adult CG-CAHPS

Table 5.2.3a Cronbach's Alpha Internal Consistency Reliability Results for Composite Measures in the Adult CG-CAHPS Survey

Composite Measure Reliability	Cronbach's Alpha (Alpha if item deleted)	Item-to-Total Correlation
Getting Timely Appointments, Care, and Information (Access)	0.79	—
In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	0.64	0.70
In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	0.69	0.65
In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	0.80	0.55
How Well Providers Communicate with Patients (Provider Communication)	0.89	—
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	(0.88)	0.72
In the last 6 months, how often did this provider listen carefully to you?	(0.84)	0.82
In the last 6 months, how often did this provider show respect for what you had to say?	(0.86)	0.77
In the last 6 months, how often did this provider spend enough time with you?	(0.87)	0.74
Helpful, Courteous, and Respectful Office Staff (Office Staff)	0.81	—
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	—	0.68
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	—	0.68
Providers' Use of Information to Coordinate Patient Care (Care Coordination)	0.61	—
In the last 6 months, how often did this provider seem to know the important information about your medical history?	(0.48)	0.45
In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	(0.52)	0.42
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	(0.54)	0.41

Note: "—" indicates not applicable.