

Section 5.3.4a Additional Validity Testing Results for HP CAHPS

Table 5.3.4a1. Model Fit Indices for Adult HP CAHPS Survey

Model Fit Indices	Statistic	Criterion
χ^2/df	12.52	<5.00
Standardized RMR (SRMR)	0.025	< 0.08
RMSEA (Lower and Upper Confidence Limit)	0.045 (0.041 – 0.049)	< 0.06
Bentler Comparative Fit Index	0.99	≥ 0.95

Table 5.3.4a2. Standardized Factor Loadings for Adult HP CAHPS Survey Composite Measures

Items	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Health Plan Customer Service
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.81	0	0	0
In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.68	0	0	0
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0	0.78	0	0
In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0	0.79	0	0
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0	0	0.85	0
In the last 6 months, how often did your personal doctor listen carefully to you?	0	0	0.95	0
In the last 6 months, how often did your personal doctor show respect for what you had to say?	0	0	0.91	0
In the last 6 months, how often did your personal doctor spend enough time with you?	0	0	0.83	0
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0	0	0	0.81
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0	0	0	0.73

Note: All estimates are statistically significant at $p < 0.05$. Values are standardized factor loading estimates.

Table 5.3.4a3. Model Fit Indices for Child HP CAHPS Survey

Model Fit Indices	Statistic	Criterion
χ^2/df	8.50	<5.00
Standardized RMR (SRMR)	0.031	< 0.08
RMSEA (Lower and Upper Confidence Limit)	0.052 (0.047 – 0.057)	< 0.06
Bentler Comparative Fit Index	0.98	≥ 0.95

Table 5.3.4a4. Standardized Factor Loadings for Child HP CAHPS Health Survey

Items	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Health Plan Customer Service
In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.77	0	0	0
In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	0.62	0	0	0
In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0	0.73	0	0
In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?	0	0.76	0	0
In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0	0	0.89	0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	0	0	0.94	0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0	0	0.91	0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	0	0	0.73	0
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0	0	0.71	0
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0	0	0	0.79
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0	0	0	0.73

Note: All estimates are statistically significant at $p < 0.05$. Values are standardized factor loading estimates.