

Section 5.4.5A - Attach Calibration and Discrimination Testing Results for Child HP CAHPS

Table 5.4.5a1. Association Between Adjusted and Unadjusted Mean Scores: Child Survey (234 Plans, 111,833 Respondents)

Measures	Pearson Correlation	Kendall Tau Correlation
Getting Needed Care	0.97	0.86
Getting Care Quickly	0.99	0.91
How Well Doctors Communicate	0.95	0.81
Health Plan Customer Service	0.97	0.85
Rating of All Health Care	0.91	0.76
Rating of Personal Doctor	0.94	0.79
Rating of Specialist	0.95	0.79
Rating of Health Plan	0.91	0.76

Table 5.4.5a2. Case-Mix Adjusted Mean Score Differences for Child HP CAHPS Measures (234 Plans, 111,833 Respondents)

Child Survey Measures and Items	Maximum Difference Between Adjusted & Unadjusted Mean Scores
Getting Needed Care	0.12
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.14
In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.11
Getting Care Quickly	0.07
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?	0.07
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?	0.07
How Well Doctors Communicate	0.08
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?	0.08
In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.08
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.06
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?	0.11
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.11

Child Survey Measures and Items	Maximum Difference Between Adjusted & Unadjusted Mean Scores
Health Plan Customer Service	0.10
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.13
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.08
Rating of All Health Care: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?	0.39
Rating of Personal Doctor: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?	0.27
Rating of Specialist: We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?	0.29
Rating of Health Plan: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	0.46