

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

*Table 5.4.5a1. Association Between Adjusted and Unadjusted Mean Scores: Adult HP CAHPS Survey (233 Plans, 69,505 Respondents)*

Measures	Pearson Correlation	Kendall Tau Correlation
Getting Needed Care	0.97	0.85
Getting Care Quickly	0.97	0.85
How Well Doctors Communicate	0.97	0.84
Health Plan Customer Service	0.98	0.88
Rating of All Health Care	0.94	0.79
Rating of Personal Doctor	0.96	0.82
Rating of Specialist	0.95	0.79
Rating of Health Plan	0.96	0.81

*Table 5.4.5a2. Case-Mix Adjusted Mean Score Differences for Adult HP CAHPS Measures (233 Plans, 69,505 Respondents)*

Adult Survey Measures and Items	Maximum Difference Between Adjusted & Unadjusted Mean Scores
<b>Getting Needed Care</b>	0.16
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.18
In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.13
<b>Getting Care Quickly</b>	0.13
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.13
In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.17
<b>How Well Doctors Communicate</b>	0.07
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.06
In the last 6 months, how often did your personal doctor listen carefully to you?	0.07
In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.06
In the last 6 months, how often did your personal doctor spend enough time with you?	0.09
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.13

Adult Survey Measures and Items	Maximum Difference Between Adjusted & Unadjusted Mean Scores
<b>Health Plan Customer Service</b>	0.16
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.10
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.43
<b>Rating of All Health Care:</b> 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 health care in the last 6 months?	0.25
<b>Rating of Personal Doctor:</b> 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 personal doctor?	0.27
<b>Rating of Specialist:</b> We want to know your rating of the specialist you 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 the specialist?	0.38
<b>Rating of Health Plan:</b> 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 health plan?	0.16