

Section 5.2.3a Additional Reliability Testing Results for HP CAHPS

Table 5.2.3a.1. Cronbach's Alpha Internal Consistency Reliability Results for Composite Measures in the CAHPS Health Plan Adult Medicaid Survey

Composite Reliability	Cronbach's Alpha (Alpha if item is deleted)	Item-to-Total Correlation
Getting Needed Care	0.66	—
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	—	0.50
In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	—	0.50
Getting Care Quickly	0.72	—
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	—	0.56
In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	—	0.56
How Well Doctors Communicate	0.89	—
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	(0.87)	0.72
In the last 6 months, how often did your personal doctor listen carefully to you?	(0.83)	0.82
In the last 6 months, how often did your personal doctor show respect for what you had to say?	(0.85)	0.76
In the last 6 months, how often did your personal doctor spend enough time with you?	(0.87)	0.72
Health Plan Customer Service	0.68	—
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	—	0.52
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	—	0.52

Note: "—" indicates not applicable.

Table 5.2.3a.2. Cronbach's Alpha Internal Consistency Reliability Results for Composite Measures in the CAHPS Health Plan Child Medicaid Survey

Composite Reliability	Cronbach's Alpha (Alpha if item is deleted)	Item-to-Total Correlation
Getting Needed Care	0.61	—
In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	—	0.44
In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	—	0.44
Getting Care Quickly	0.67	—
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?	—	0.51
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?	—	0.51
How Well Doctors Communicate	0.85	—
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?	(0.82)	0.66
In the last 6 months, how often did your child's personal doctor listen carefully to you?	(0.80)	0.74
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	(0.82)	0.67
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?	(0.83)	0.62
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	(0.83)	0.62
Health Plan Customer Service	0.68	—
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	—	0.51
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	—	0.51

Note: "—" indicates not applicable.