

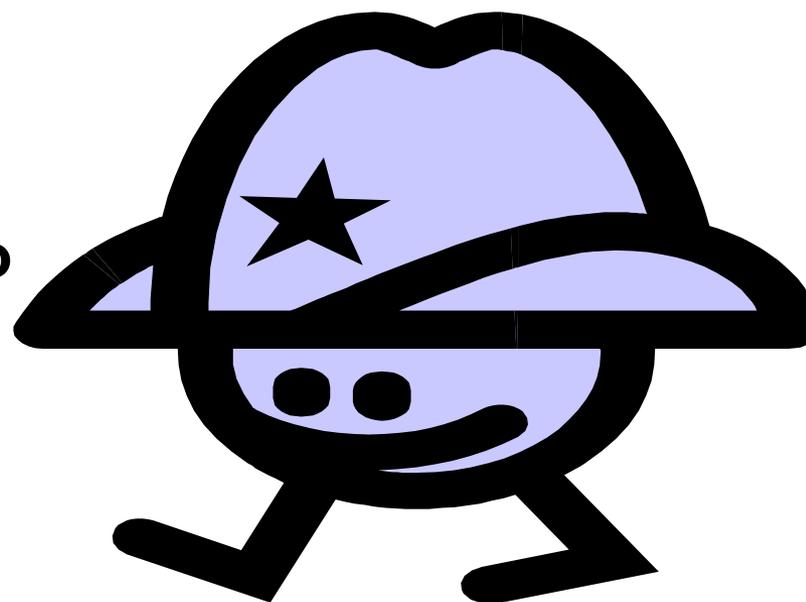
Race/Ethnic Differences in Reports and Ratings of Health Care

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Spanish language Hispanics have negative experiences with care



- **More negative perceptions of provider communication than reported by Latino/English or non-Hispanic white respondents among 6,911 adults (Morales et al., 1999)**
- **More negative perceptions of adult and children's care than non-Hispanic whites**
 - 9,540 children for CAHPS® 1.0 (Weech-Maldonado et al., 2001)
 - 49,327 adults in Medicaid for CAHPS® 2.0 (Weech-Maldonado et al., 2003)

→ National CAHPS® Benchmarking Database

Asians tend to have most negative perceptions of care



- **Especially Asians that speak a language other than English**
 - 6,911 Unified Medical Group Association patients
 - 72% of Asians vs. 55% whites believed improvement needed in obtaining treatment (Snyder et al., 2000)
 - National CAHPS® Benchmarking Database
 - 28,354 adults and 9,540 children for CAHPS® 1.0
 - 49,327 adults in Medicaid for CAHPS® 2.0
 - 120,855 Healthcare Market Guide respondents (Haviland et al., 2003)

Differences in reports greater than for ratings



- **Asian adults reported worse experiences with care but similar global ratings compared to whites in commercial and Medicaid plans (Morales et al., 2001)**
- **Worse reports of care but similar global ratings for Asian children compared to whites in Medicaid managed care (Weech-Maldonado et al., 2001)**

Within plan differences account for majority of race/ethnic differences



- African Americans, Hispanic-Spanish speakers, American Indians/whites and whites speaking a non-English language more likely than white-English language speakers to be clustered in worse plans.
- But within plan differences in race exceeded between plan differences.

Weech-Maldonado et al. (2004)

Medicare Managed Care



- **2002 CAHPS Medicare Managed Care survey**
- **Respondents**
 - Response rate (unadjusted): 82%
 - 125,369 adults enrolled in 181 Medicare managed care plans across the US
 - 8,463 Hispanics (7%)
 - 7,110 English speakers
 - 1,353 Spanish speakers
 - 13,264 Other racial/ethnic minorities (11%)

Independent Variables

■ Race/ethnicity

- White
- Hispanic or Latino
- Black or African American
- Asian
- Pacific Islanders
- American Indian/Alaskan Native
- American Indian/White
- Black/White
- Other
- Missing

■ Hispanic language subgroups based on survey language

- Hispanic English
- Hispanic Spanish

■ Case Mix Variables

- Age
- Health status
- Education
- Gender

■ Medicaid/Medicare dually eligible

Data Analysis



- **Ordinary least squares regression**
 - Reports = f (race/ethnicity, Hispanic language, case mix)
- **Standard errors adjusted for the clustered nature of the data (using the Huber/White correction)**

Summary Table



	Composites							
	Timeliness	Provider Comm.	Staff Helpful	Plan Service	Access MDS	Home Health	Medicines	Awareness
Hispanic English	-6.0		-2.0	-2.6	-5.5	-9.8	-3.9	-0.8
Hispanic Spanish	-6.8	-2.8	-3.4		3.6		-4.5	-2.3



Comparison group- Whites. Beta coefficients shown if $p < 0.05$ level.

Ethnicity Results



- **Hispanic English reported worse experiences with care than whites for all dimensions except provider communication**
- **Hispanic Spanish reported worse experiences with care than whites for 5 dimensions of care (timeliness, communication, staff helpfulness, prescriptions, and awareness), but better perceptions of getting needed care**

Language Results



- **Spanish speakers had worse reports about provider communication than English speakers**
- **Spanish speakers had more positive reports than English speakers for getting needed care and access to home health care**

Variation by State



- **Spanish speakers in NY/NJ, CA, and other states had worse reports about doctor communication and staff helpfulness than English speakers, but English and Spanish Hispanics in FL did not differ.**
- **Spanish speakers in Florida had more positive reports of communication and staff helpfulness than Spanish speakers in other states.**

True differences or response “bias”



- 2 of 9 rating items displayed differential item functioning between Hispanics and non-Hispanic whites (Morales et al. 2000)
- Support for equivalence of CAHPS® 1.0 data for Hispanics and non-Hispanic whites (Marshall et al., 2001)
- Similar reliability and construct validity for English and Spanish language respondents to CAHPS® 2.0 survey (Morales et al., 2003)

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Questions?



- <http://www.chime.ucla.edu/measurement/measurement.htm>

