



Surveys and Tools  
To Advance Patient-Centered Care

# Performance of CAHPS® Health IT items September 20, 2011

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# Helpfulness of Provider's use of Computers during a visit (2 items)



- ***During your visits in the last 12 months, was this provider's use of a computer or handheld device helpful to you?***
  - No 4%
  - Yes, somewhat 20%
  - Yes, definitely 76%
- ***During your visits in the last 12 months, did this provider's use of a computer or handheld device make it harder or easier for you to talk with him or her?***
  - Harder 3%
  - Not harder or easier 53%
  - Easier 44%

# Getting Timely Answers to Medical Questions by e-mail (2 items)



- ***In the last 12 months, when you e-mailed this provider's office, how often did you get an answer to your medical question as soon as you needed?***
  - Never/Sometimes 6%
  - Usually 14%
  - Always 80%
- ***In the last 12 months, when you e-mailed this provider's office, how often were all of the questions in your e-mail answered?***
  - Never/Sometimes 5%
  - Usually 12%
  - Always 83%

# Helpfulness of Provider's Website in Giving You Information about Your Care and Tests (4 items)



- ***In the last 12 months, how often was it easy to find these lab or other test results on the website?***
  - Never/Sometimes 3%
  - Usually 14%
  - Always 83%
- ***In the last 12 months, how often were these lab or other test results put on the website as soon as you needed them?***
  - Never/Sometimes 2%
  - Usually 18%
  - Always 80%


# Helpfulness of Provider's Website in Giving You Information about Your Care and Tests (4 items continued)



- ***In the last 12 months, how often were these lab or other test results presented in a way that was easy to understand?***
  - Never/Sometimes 10%
  - Usually 25%
  - Always 65%
- ***In the last 12 months, how often were the visit notes easy to understand?***
  - Never/Sometimes 2%
  - Usually 19%
  - Always 79%

# Item-Scale Correlations (n = 4,715)



Items	Helpfulness of provider's use of computers	Getting answers to e-mailed questions	Helpfulness of Website	Access to care	Communication with doctor	Office Staff	Shared Decision Making
Helpful to you	<b>0.37</b>	0.27	0.32	0.27	<u>0.42</u>	0.23	0.23
Easier to talk	<b>0.37</b>	0.18	0.21	0.17	0.28	0.14	02.0
Get answers to email as soon as needed	0.23	<b>0.71</b>	0.40	0.58	0.48	0.31	0.23
All emailed questions answered	0.27	<b>0.71</b>	0.42	0.54	0.53	0.28	0.26
Easy to find lab/test results on website	0.21	0.32	<b>0.55</b>	0.32	0.32	0.29	0.16
Lab/test results on web soon as needed	0.23	0.34	<b>0.60</b>	0.40	0.36	0.34	0.19
Lab/test results easy to understand	0.26	0.30	<b>0.56</b>	0.39	0.38	0.32	0.21
Visit notes easy to understand	0.27	0.41	<b>0.50</b>	0.47	0.53	0.38	0.23
Alpha  Agency for Healthcare Research and Quality Advancing Excellence in Health Care <a href="http://www.ahrq.gov">www.ahrq.gov</a>	0.54	0.83	0.75	0.85	0.92	0.85	0.47

# Number of Patients Needed Per Doctor to obtain 0.70 Reliability



- ***Helpfulness of use of computer:*** **162**
- ***Getting answers to email questions:*** **30**
- ***Helpfulness of provider's website:*** **47**
  
- ***Access to care:*** **30**
- ***Communication:*** **11**
- ***Office staff:*** **37**
- ***Shared decision making:*** **153**

# Associations of Composites with Global Rating of Doctor ( $R^2 = 0.43$ )



Composite	Standardized Beta	P-value
Access to care	0.044	0.060
<b>Communication</b>	<b>0.557</b>	<b>&lt;0.001</b>
Office Staff	0.032	0.124
Shared decisions	0.016	0.440
<b>Helpfulness of provider's use of computers</b>	<b>0.081</b>	<b>&lt;0.001</b>
<b>Helpfulness of website</b>	<b>0.047</b>	<b>0.023</b>
Getting timely answers to e-mailed questions	0.034	0.131

# Questions?

