

Performance of CAHPS[®] Health IT items September 20, 2011

***Ron D. Hays, Ph.D. (drhays@ucla.edu)
RAND, Santa Monica, Ca***

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	0.37	0.27	0.32	0.27	<u>0.42</u>	0.23	0.23
Easier to talk	0.37	0.18	0.21	0.17	0.28	0.14	02.0
Get answers to email as soon as needed	0.23	0.71	0.40	0.58	0.48	0.31	0.23
All emailed questions answered	0.27	0.71	0.42	0.54	0.53	0.28	0.26
Easy to find lab/test results on website	0.21	0.32	0.55	0.32	0.32	0.29	0.16
Lab/test results on web soon as needed	0.23	0.34	0.60	0.40	0.36	0.34	0.19
Lab/test results easy to understand	0.26	0.30	0.56	0.39	0.38	0.32	0.21
Visit notes easy to understand	0.27	0.41	0.50	0.47	0.53	0.38	0.23
	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
Communication	0.557	<0.001
Office Staff	0.032	0.124
Shared decisions	0.016	0.440
Helpfulness of provider's use of computers	0.081	<0.001
Helpfulness of website	0.047	0.023
Getting timely answers to e-mailed questions	0.034	0.131

Questions?

