

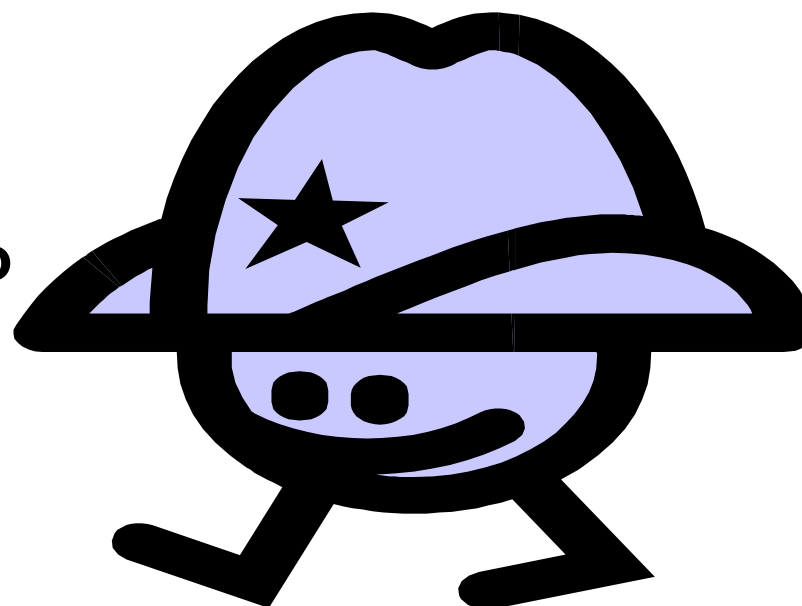
# Race/Ethnic Differences in Reports and Ratings of Health Care

Ron D. Hays, Ph.D.  
RAND



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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

	<b>Composites</b>							
	<b>Timeliness</b>	<b>Provider Comm.</b>	<b>Staff Helpful</b>	<b>Plan Service</b>	<b>Access MDS</b>	<b>Home Health</b>	<b>Medicines</b>	<b>Awareness</b>
<b>Hispanic English</b>	-6.0		-2.0	-2.6	-5.5	-9.8	-3.9	-0.8
<b>Hispanic Spanish</b>	-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>

