

Exhibit 1. CAHPS reporting composites and global ratings for the CAHPS Adult Core Questionnaire

Adult Survey Composites and Items		Response format
Getting Care		
People's experiences in getting care they need		
Q6	With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?	A big problem, A small problem, Not a problem
Q10	In the last 12 months, how much of a problem, if any was it to get a referral to a specialist that you needed to see?	A big problem, A small problem, Not a problem
Q22	In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?	A big problem, A small problem, Not a problem
Q23	In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?	A big problem, A small problem, Not a problem
People's experiences in getting care without long waits		
Q15	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?	Never, Sometimes, Usually, Always
Q17	In the last 12 months, how often did you get an appointment for regular or routine health care as soon as you wanted?	Never, Sometimes, Usually, Always
Q19	In the last 12 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?	Never, Sometimes, Usually, Always
Q24	In the last 12 months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see?	Never, Sometimes, Usually, Always
Doctor's and Medical Care		
People's experiences with how well their doctors communicate		
Q27	In the last 12 months, how often did doctors or other health providers listen carefully to you?	Never, Sometimes, Usually, Always
Q28	In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?	Never, Sometimes, Usually, Always
Q29	In the last 12 months, how often did doctors or other health providers show respect for what you had to say?	Never, Sometimes, Usually, Always

Exhibit 1 from the Analysis Appendix in the CAHPS 2.0 Survey and Reporting Kit lists the CAHPS reporting composites and global ratings for the CAHPS Adult Core Questionnaire. Exhibit 2 lists the composites and ratings for the Child Core Questionnaire. Provided by the Agency for Healthcare Research and Quality

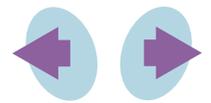


Exhibit 1. CAHPS reporting composites and global ratings for the CAHPS Adult Core Questionnaire (continued)

Adult Survey Composites and Items		Response format
People's experiences with how well their doctors communicate (continued)		
Q30	In the last 12 months, how often did doctors or their health providers spend enough time with you?	Never, Sometimes, Usually, Always
People's ratings of their care		
Q31	Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?	0-10 Scale
Medical Office Staff		
People's experiences with courtesy, respect, and helpfulness of office staff		
Q25	In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?	Never, Sometimes, Usually, Always
Q26	In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?	Never, Sometimes, Usually, Always
The Health Plan		
People's ratings of their health plan		
Q38	Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?	0-10 Scale
People's experiences with health plan customer service, information, paperwork		
Q33	In the last 12 months, how much of a problem, if any, was it to find or understand information in the written materials?	A big problem, A small problem, Not a problem
Q35	In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?	A big problem, A small problem, Not a problem
Q37	In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?	A big problem, A small problem, Not a problem



Exhibit 2. CAHPS reporting composites and global ratings for the CAHPS Child Core Questionnaire

Child Survey Composites and Items		Response format
Health Plan (continued)		
Parents' experiences in getting needed care for their children		
Q6	With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?	A big problem, A small problem, Not a problem
Q11	In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?	A big problem, A small problem, Not a problem
Q23	In the last 12 months, how much of a problem, if any, was it to get the care for your child that you or a doctor believed necessary?	A big problem, A small problem, Not a problem
Q24	In the last 12 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?	A big problem, A small problem, Not a problem
Parents' experiences in getting care for their children without long waits		
Q16	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	Never, Sometimes, Usually, Always
Q18	In the last 12 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?	Never, Sometimes, Usually, Always
Q20	In the last 12 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?	Never, Sometimes, Usually, Always
Q25	In the last 12 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?	Never, Sometimes, Usually, Always
Doctor's and Medical Care		
Parents' experiences with how well their children's doctors communicate		
Q28	In the last 12 months, how often did your child's doctors or other health providers listen carefully to you?	Never, Sometimes, Usually, Always
Q29	In the last 12 months, how often did your child's doctors or other health providers explain things in a way you could understand?	Never, Sometimes, Usually, Always



Exhibit 2. CAHPS reporting composites and global ratings for the CAHPS Child Core Questionnaire (continued)

Child Survey Composites and Items	Response format
Doctor's and Medical Care (continued)	
Parents' experiences with how well their children's doctors communicate (continued)	
Q30 In the last 12 months, how often did your child's doctors or other health providers show respect for what you had to say?	Never, Sometimes, Usually, Always
Q32 In the last 12 months, how often did doctors or other health providers explain things in a way your child could understand?	Never, Sometimes, Usually, Always
Q33 In the last 12 months, how often did doctors or other health providers spend enough time with your child?	Never, Sometimes, Usually, Always
Parents' ratings of their children's care	
Q34 Use any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your child's health care?	0-10 Scale
Medical Office Staff	
Parents' experiences with courtesy, respect, and helpfulness of office staff	
Q26 In the last 12 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?	Never, Sometimes, Usually, Always
Q27 In the last 12 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?	Never, Sometimes, Usually, Always
The Health Plan	
Parents' ratings of their children's health plan	
Q41 Use any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible. How would you rate your child's health plan now?	0-10 Scale



Exhibit 2. CAHPS reporting composites and global ratings for the CAHPS Child Core Questionnaire (continued)

Child Survey Composites and Items	Response format
The Health Plan (continued)	
Parents' experiences with their children's health plan customer service	
Q36 In the last 12 months, how much of a problem, if any, was it to find or understand information in the written materials (from your child's health plan)?	A big problem, A small problem, Not a problem
Q38 In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?	A big problem, A small problem, Not a problem
Q40 In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?	A big problem, A small problem, Not a problem