



CAHPS[®] Analysis: 3.0H (2006) vs. 4.0H (2007): Select Results

Analysis of results derived from commercial plans that submitted CAHPS 3.0H data in 2006 and CAHPS 4.0H data in 2007 (n=274)

CAHPS 3.0H v. CAHPS 4.0H: Means, 2006-2007			
Global Ratings/Composite Scores	CAHPS 3.0H (2005)	CAHPS 3.0H (2006)	CAHPS 4.0H (2007)
GLOBAL RATINGS			
Rating of All Health Care	77.6%	78.0%	73.7%
Rating of Health Plan	64.1%	65.1%	63.1%
Rating of Personal Doctor	77.1%	77.1%	81.1%
Rating of Specialist	77.8%	78.1%	80.0%
COMPOSITE SCORES			
Doctor Communication	92.1%	92.1%	92.8%
Claims Processing	88.1%	89.1%	86.1%
Getting Needed Care *	79.4%	80.1%	84.3%
Getting Care Quickly *	79.4%	79.6%	86.2%
Customer Service *	71.0%	71.2%	81.2%

** Impacts on trending were anticipated for this composite due to the magnitude of changes to the composite.*

CORRELATIONS OVER TIME FOR GLOBAL RATING AND COMPOSITE SCORES (Matching commercial health plans, pairwise deletion)				
	Pearson Product Moment Correlations, 2005-2006 (n=232)	Pearson Product Moment Correlations, 2006-2007 (n=255)	Spearman Rank Order Correlations, 2005-2006 (n=232)	Spearman Rank Order Correlations, 2006-2007 (n=255)
GLOBAL RATINGS				
Rating of All Health Care	0.75	0.74	0.72	0.69
Rating of Health Plan	0.84	0.84	0.82	0.83
Rating of Doctor	0.54	0.56	0.50	0.56
Rating of Specialist	0.61	0.53	0.52	0.48
COMPOSITE SCORES				
Communication with Doctor	0.75	0.66	0.70	0.59
Claims Processing	0.83	0.77	0.83	0.77
Getting Needed Care*	0.83	0.69	0.85	0.66
Getting Care Quickly*	0.90	0.67	0.91	0.63
Customer Service*	0.81	0.55	0.80	0.60

** Impacts on trending were anticipated for this composite due to the magnitude of changes to the composite.*

About Pearson Product Moment Correlations

The correlation coefficient (Pearson’s Product Moment Correlation) shows how much two variables “go together” or co-vary. The coefficients can range from +1 to -1. The higher the correlation coefficient, the closer the two variables go together. The closer to zero, the less the two variables co-vary. In this case we are evaluating how closely a health plan’s score on a rating or composite in one year was related to its score the following year.

About Spearman Rank Order Correlations

Spearman’s rank order correlation follows a similar logic although in this case ranks are compared. The higher the correlation the more similar are the ranks between the variables under consideration. The closer to zero, the more inconsistent are the rank orders. In this case we are evaluating how closely a health plan’s rank order on a rating or composite in one year was related to its rank order the following year.

More information about either method of statistical analysis is available at [HyperStat](#).

CORRELATIONS BETWEEN COMPOSITES AND GLOBAL RATINGS, 2006-2007 (matching plans, pairwise deletion)						
	CAHPS 3.0H (2006)			CAHPS 4.0H (2007)		
	Health Care	Plan	Doctor	Health Care	Plan	Doctor
Claims Processing	0.52*	0.59	0.30	0.57	0.62	0.40
Communication with Doctor	0.81	0.29	0.53	0.65	0.13	0.72
Getting Needed Care **	0.77	0.45	0.55	0.75	0.44	0.60
Getting Care Quickly **	0.70	0.24	0.31	0.69	0.24	0.51
Customer Service **	0.30	0.71	0.18	0.51	0.51	0.30

* Anticipated correlations appear in bold type. ** Not anticipated to be trendable