

Track: The Evolution of CAHPS Surveys
Session: The Development and Testing of the
CAHPS Health Information Technology Item Set
Date & Time: April 20, 2010, 2:15-3:45 pm
Track Number: CAHPS T1-S3

Psychometric Properties of the Health Information Technology Items

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Health Information Technology-Related Composites

- Helpfulness of Health IT (6 items, $\alpha = 0.67$)
 - During your visits in the last 12 months, was this doctor's use of a computer or handheld device helpful to you? (*Yes, definitely; Yes, somewhat; No*)
- Email communication (2 items, $\alpha = 0.88$)
 - In the last 12 months, when you e-mailed this doctor's office, how often did you get an answer to your medical question as soon as you needed? (*Never to Always*)
- Access to Care (7 items, $\alpha = 0.89$)
 - In the last 12 months, when you used e-mail or a website to get an appointment at this doctor's office, how often did you get an appointment as soon as you needed? (*Never to Always*)

Composites are Positively Intercorrelated

	Helpfulness HIT	Email	Access
Helpfulness HIT	1.00		
Email	0.32	1.00	
Access	0.41	0.45	1.00

Number of Patients Per Doctor Needed to Yield 0.70 Reliability: Helpfulness of Health IT Items

- 42. Doctor's use of a computer or handheld device helpful to you? (n = 216)
- 43. Doctor's use of a computer or handheld device make it harder or easier for you to talk with him or her? (n = 946)
- 48. How often was it easy to find these lab or other test results on the website? (n = 194)
- 49. How often were these lab or other test results put on the website as soon as you needed them? (n = ~)
- 50. How often were these lab or other test results presented in a way that was easy to understand? (n = ~)
- 57. How often were visit notes easy to understand? (n = 228)

Number of Patients Per Doctor Needed to Yield 0.70 Reliability: Email Communication Items

19. When you e-mailed this doctor's office, how often did you get an answer to your medical question as soon as you needed? (n = 49)

20. When you e-mailed this doctor's office, how often were all of the questions in your e-mail answered? (n = 60)

Number of Patients Per Doctor Needed to Yield 0.70 Reliability: Health IT Access Item

12. When you used e-mail or a website to get an appointment at this doctor's office, how often did you get an appointment as soon as you thought you needed? (n = 81)

Other items

- Got appointment for urgent care as soon as needed
- Got appointment for routine care as soon as needed
- Easy to make appointment for routine care
- Got answer to questions when called during regular hours
- Got answers as soon as needed when called after regular hours
- Seen within 15 minutes of appointment time

Number of Patients Per Doctor Needed to Yield 0.70 Reliability for Composites

1. Helpfulness of Health IT (n = 317)
2. Email communication (n = 49)
3. Access to care (n = 41)

Summary

- Health IT items
 - Provide important supplemental information beyond existing CAHPS C-G core items
 - Have potential implications for revising the CAHPS C-G core
- Additional evaluation of items needed to further assess psychometric properties and finalize items