



Sampling and Respondent Recall: What difference does 6 months make?

Same CG-CAHPS Survey with Different Time Reference Periods

- Currently, users field CG-CAHPS surveys with either a 6- or 12-month recall period, as well as using a 6- or 12-month sampling frame

Hypotheses:

1. Switching to a 6-month sample may shrink the sample, as a shorter sampling period decreases the chance of a visit.
2. A shorter recall period for questions may influence respondents' perceptions of events.

Experiment: Random Assignment to either a 6- or 12-Month Recall Survey

- 4 health centers in New England
- Chronic care sample to assess care coordination efforts: Patients at risk of more intense use of care
 - Previous ED visit or hospital stay, uncontrolled diabetes, asthma or other chronic conditions
- Control sample: All other patients
 - Random sample from each health center
 - Large enough to split into 6- or 12-month recall

Each sample included random selection to a 12-month survey.

A Slightly Smaller Sample When Using 6-month Time Period

Visit in last 6 months among community health center patients	Sample		
	Chronic Care % (n)	Control % (n)	Total % (n)
Yes	96.9 (4082)	94.5 (7640)	95.3 (11722)
No	3.1 (130)	5.5 (447)	4.7 (577)
TOTAL	100.0 (4212)	100.0 (8087)	100.0 (12299)

Survey Response and Characteristics of Respondents

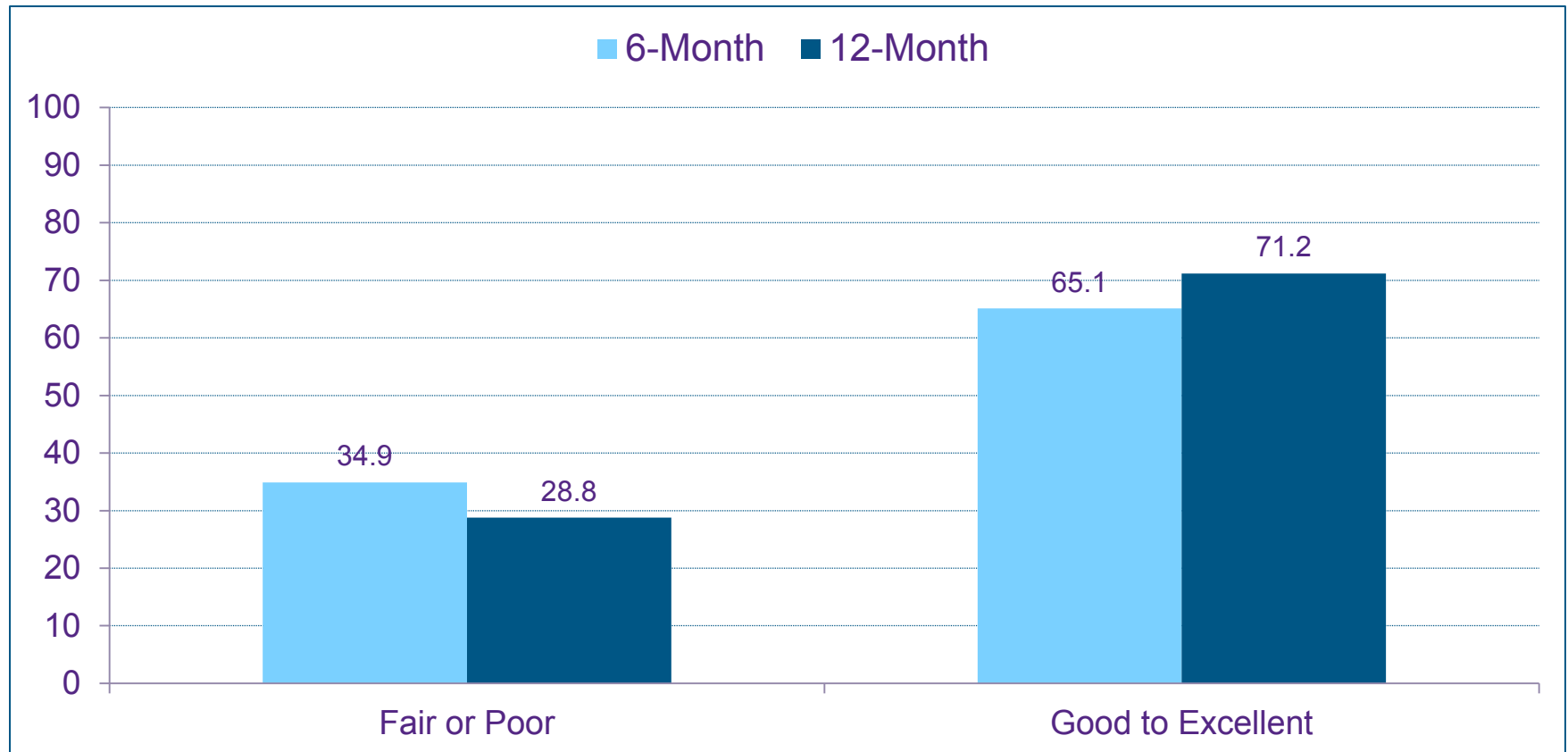
- Response rates
 - 6-month 46.0%
 - 12-month 44.9%
- No differences between 6- & 12-month respondents:
 - Age, Gender, Education, Race, Ethnicity, or Overall Health
- Some difference in mental and emotional health
 - Respondents to the 6-month survey were more likely to report “fair” or “poor” mental/emotional health.

Differences in ratings of mental or emotional health

Mental Health	6-Month* % (n)	12-Month % (n)
Excellent	17.1 (214)	18.4 (85)
Very Good	17.9 (263)	26.3 (124)
Good	30.1 (478)	26.5 (149)
Fair	24.2 (521)	22.2 (131)
Poor	10.7 (192)	6.6 (48)

* Distribution among respondents to the 6 month survey was statistically significantly different from those responding to the 12 month survey, $P < 0.001$

Differences in ratings of mental or emotional health (continued)



* Distribution among respondents to the 6 month survey was statistically significantly different from those responding to the 12 month survey, $P < 0.001$

Utilization Patterns

- No differences between 6- and 12-month:
 - Time with provider,
 - Phone for routine/urgent care,
 - Medical questions,
 - Specialist visits, or
 - Taking prescription medications
- Some difference in number of visits and tests/x-rays/other tests

Some Differences in Visits and Testing *

Number of Visits	6-Month % (n)	12-Month % (n)
1 visit	14.5 (197)	5.4 (26)
2 visits	20.1 (327)	18.7 (85)
3 visits	17.7 (309)	20.7 (99)
4 visits	13.4 (234)	16.8 (88)
5 to 9 visits	20.8 (399)	21.5 (144)
10 or more visits	10.5 (222)	15.5 (103)

Respondents to the 6-month survey were almost three times more likely to have a single visit, compared to those responding to the 12-month survey.

* P < 0.001

Some Differences in Visits and Testing *

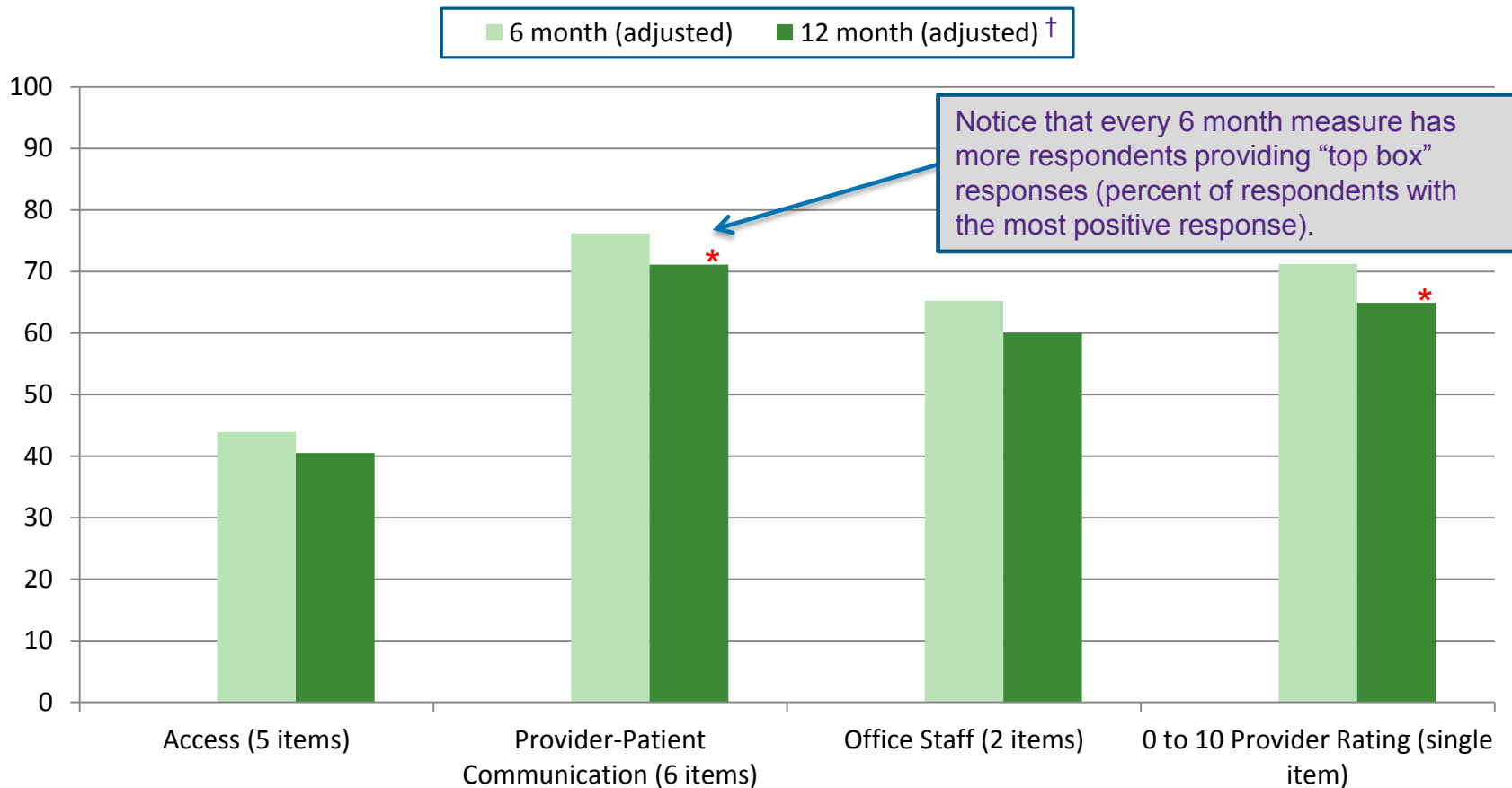
(continued)

Provider ordered a blood test, x-ray, or other test	6-Month % (n)	12-Month % (n)
Yes	86.7 (1468)	93.4 (501)
No	13.3 (208)	6.6 (40)

* P < 0.001

Respondents to the 6-month survey were twice as likely to not have had a blood test, x-ray or other test, compared to those responding to the 12-month survey.

Differences in Top Box Scores for CG-CAHPS Measures



12-month statistically different from 6-month: * $P < 0.10$

† Case-mix adjusted for survey mode (mail/phone), age, gender, education, and health (general and mental/emotional)

What is the effect of switching to a 6-month recall period?

- The sample would be slightly smaller
- Switching from a 12- to a 6-month recall period mostly affects items assessing experiences with providers, i.e., communication and 0 to 10 ratings
- Users of CAHPS surveys switching to a 6-month recall may obtain slightly higher scores

To Ask a Question

The screenshot shows a webcast interface for the CAHPS Clinician & Group Survey 3.0. The main content area features the CAHPS logo and the text "Introducing the New CAHPS Clinician & Group Survey 3.0". Below this, it states "A Webcast Presented by the AHRQ CAHPS User Network" and "September 17, 2015 1:00 - 2:30 pm EDT". On the right side, there is a "Speaker Bios" section with three entries: Julie Brown, Lee Hargraves, PhD, and Ron Hays, PhD. Below the bios is a "Q&A" section with a "Refresh Now" link and a text input field. A red circle highlights the "Submit" button at the bottom right of the Q&A section. A red arrow points from the "Submit" button to the "Q & A" icon in the bottom navigation bar.

To submit a question, type question here and hit submit.

Click on the "Q & A" icon to get the Q & A to appear.