

2023 National Healthcare Quality and Disparities Report

Appendix B. Quality Trends and Disparities Tables: Person-Centered Care

The National Academy of Medicine, formerly the Institute of Medicine (IOM), identifies patient centeredness as a core component of quality healthcare.¹ Patient centeredness is defined as:

*[H]ealth care that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients' wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care.*²

Importance

Person-centered decision making (when physicians consider the needs and circumstances of an individual) for planning an individual's care has been shown to improve healthcare outcomes.³ In addition, person-centered approaches to care have been shown to improve individuals' health status. These approaches rely on building a relationship between the individual and the provider, improving communication, fostering a positive atmosphere, and encouraging individuals to actively participate in interactions with their provider.⁴ Finally, person-centered care can reduce the chance of misdiagnosis due to poor communication.⁵

Person-centered care and successful communication help lead to increased individual and provider satisfaction, trust in the provider, and functional and psychological well-being. Effective communication also leads to improved outcomes, including:

- A small but significant absolute risk reduction of mortality from coronary artery disease,
- Improved control of diabetes and hyperlipidemia,
- Better adherence to antihypertensive medication,
- Bereavement adjustment in caregivers of cancer patients, and
- Higher self-efficacy of adherence to HIV medications.⁶

In addition to improved outcomes, research indicates that effective person-centered care may result in decreased healthcare costs:

- Poor communication, lack of collaboration, and lack of support for self-care are associated with suffering and waste in healthcare.⁶
- Person-centeredness has been shown to reduce overuse of medical care.⁷
- Improved communication methods can lower barriers to discussion about medication costs with individuals.⁸
- Improved communication between individuals and providers during medical decision making can reduce costs.⁹

Key Findings

Person-centered care measures that improved overall include:

- Adults who had a doctor's office or clinic visit in the last 12 months whose health providers always gave them easy-to-understand instructions about what to do for a specific illness or health condition.
- Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never spent enough time with them.
- Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never explained things in a way they could understand.
- Adults who reported that home health care providers talked about pain in the last 2 months of care.
- Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never showed respect for what they had to say.



No person-centered care measures worsened overall.

Person-centered care measures that showed large disparities include:

- Adults who reported that home health care providers always treated them with courtesy and respect in the last 2 months of care.
- Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never explained things in a way they could understand.
- Adults who reported that home health care providers always treated them as gently as possible in the last 2 months of care.

Person-centered care measures that showed worsening disparities include:

- Adults who had a doctor's office or clinic visit in the last 12 months whose health providers always offered help in filling out forms.

References

1. Institute of Medicine Committee on Quality of Health Care in America. Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, DC: National Academies Press; 2001. <https://nap.nationalacademies.org/catalog/10027/crossing-the-quality-chasm-a-new-health-system-for-the> . Accessed October 10, 2023.
2. Institute of Medicine Committee on the National Quality Report on Health Care Delivery. Envisioning the National Health Care Quality Report. Hurtado MP, Swift EK, Corrigan JM, eds. Washington, DC: National Academies Press; 2001. <http://nap.edu/10073>. Accessed October 10, 2023.
3. Holmes-Rovner M, Montgomery JS, Rovner DR, Scherer LD, Whitfield J, Kahn VC, Merkle EC, Ubel PA, Fagerlin A. Informed decision making: assessment of the quality of physician communication about prostate cancer diagnosis and treatment. *Med Decis Mak*. 2015;35(8):999-1009. <https://doi.org/10.1177/0272989X15597226>. Accessed October 10, 2023.
4. Weiner SJ, Schwartz A, Sharma G, Binns-Calvey A, Ashley N, Kelly B, Dayal A, Patel S, Weaver FM, Harris I. Patient-centered decision making and health care outcomes: an observational study. *Ann Intern Med*. 2013;158(8):573-579. <https://www.acpjournals.org/doi/10.7326/0003-4819-158-8-201304160-00001>. Accessed October 10, 2023.
5. Okunrintemi V, Spatz ES, Di Capua P, Salami JA, Valero-Elizondo J, Warraich H, Virani SS, Blaha MJ, Blankstein R, Butt AA, Borden WB, Dharmarajan K, Ting H, Krumholz HM, Nasir K. Patient-provider communication and health outcomes among individuals with atherosclerotic cardiovascular disease in the United States: Medical Expenditure Panel Survey 2010 to 2013. *Circ Cardiovasc Qual Outcomes*. 2017;10(4):1-8. <https://www.ahajournals.org/doi/full/10.1161/CIRCOUTCOMES.117.003635>. Accessed October 10, 2023.
6. Chou C. Time to start using evidence-based approaches to patient engagement. *NEJM Catalyst*. 2018;4(2).
7. Øvretveit J. Do Changes to Patient-Provider Relationships Improve Quality and Save Money? A Review of the Evidence About Value Improvements Made by Changing Communication, Collaboration, and Support for Self-Care. London, UK: The Health Foundation; June 2012. <https://www.health.org.uk/publications/do-changes-to-patient-provider-relationships-improve-quality-and-save-money>. Accessed October 10, 2023.
8. Bertakis KD, Azari R. Patient-centered care is associated with decreased health care utilization. *J Am Board Fam Med*. 2011;24(3):229-39. <https://www.jabfm.org/content/24/3/229.long>. Accessed October 10, 2023.
9. Slota C, Davis SA, Blalock SJ, Carpenter DM, Muir KW, Robin AL, Sleath B. Patient-physician communication on medication cost during glaucoma visits. *Optom Vis Sci*. 2017;94(12):1095-1101. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5726412/>. Accessed October 10, 2023.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Appendix Table 6.1.1. Composite measure: Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never listened carefully, explained things clearly, respected what they had to say, and spent enough time with them

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Lower estimates are better for this measure. The measure unit is percentage.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2002	11.2	2019	9.0	-2.3	Improving	=====	=====	=====	=====	=====	=====
Race	AI/AN	2002	19.8	2016	24.0	0.8	No change	=====	-----	-----	-----	-----	-----
	White	2002	10.9	2019	8.9	-2.4	Improving	=====	=====	=====	=====	=====	=====
	Asian	2002	13.9	2019	11.2	-3.2	Improving	=====	White	8.9	11.2	26.1	Same
	Black	2002	11.7	2019	8.5	-2.3	Improving	=====			8.5	-4.5	Same
	Multiple races	2002	14.1	2019	9.3	-3.3	Improving	=====			9.3	5.2	Same
Ethnicity	Non-Hispanic, White	2002	10.2	2019	8.8	-2.3	Improving	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2002	16.8	2019	10.1	-3.2	Improving	=====	Non-Hispanic, White	8.8	10.1	15.8	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Non-Hispanic, all races	2002	10.6	2019	8.9	-2.2	Improving	=====			8.9	1.4	Same
	Non-Hispanic, Asian	2002	13.9	2019	10.7	-3.3	Improving	=====			10.7	21.8	Same
	Non-Hispanic, Black	2002	11.8	2019	8.2	-2.3	Improving	=====			8.2	-6.5	Same
	Non-Hispanic, others	2002	15.5	2019	10.8	-1.7	Improving	=====			10.8	22.7	Same
Income	400% of PL or more	2002	9.1	2019	7.6	-2.3	Improving	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2002	17.1	2019	12.8	-2.0	Improving	=====	400% of PL or more	7.6	12.8	68.5	Worse
	100%-199% of PL	2002	13.1	2019	10.9	-2.0	Improving	=====			10.9	42.6	Worse
	200%-399% of PL	2002	11.5	2019	9.3	-2.7	Improving	=====			9.3	22.6	Worse
Health insurance	Any private	2002	10.8	2019	8.6	-2.4	Improving	=====	=====	=====	=====	=====	=====
	Public only	2002	16.5	2019	15.5	-1.8	Improving	=====	Any private	8.6	15.5	78.8	Worse
	Uninsured	2002	20.6	2019	13.3	-2.0	Improving	=====			13.3	53.4	Same
Metropolitan status	Large fringe metro	2002	11.1	2019	8.9	-2.7	Improving	=====	=====	=====	=====	=====	=====
	Metropolitan	2002	11.5	2019	9.1	-2.4	Improving	=====	Large fringe metro	8.9	9.1	2.4	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Large central metro	2002	13.4	2019	10.0	-2.8	Improving	=====			10.0	12.9	Same
	Medium metro	2002	9.9	2019	8.2	-1.9	Improving	=====			8.2	-7.7	Same
	Small metro	2002	10.5	2019	8.4	-1.4	No change	=====			8.4	-5.1	Same
	Nonmetropolitan	2002	9.7	2019	8.9	-1.6	Improving	=====			8.9	0.1	Same
	Micropolitan	2002	9.1	2019	8.6	-1.7	Improving	=====			8.6	-3.3	Same
	Noncore	2002	10.9	2019	9.3	-1.6	No change	=====			9.3	5.3	Same
Age	18-44	2002	13.7	2019	10.4	-2.4	Improving	=====	=====	=====	=====	=====	=====
	45-64	2002	10.2	2019	9.5	-1.6	Improving	=====	18-44	10.4	9.5	-8.1	Same
	65 and over	2002	7.1	2019	6.4	-2.0	Improving	=====			6.4	-37.9	Better
Disability status	Without disability	2013	6.8	2019	8.3	5.2	No change	=====	=====	=====	=====	=====	=====
	With any disability	2013	11.2	2019	11.9	2.7	No change	=====	Without disability	8.3	11.9	44.1	Worse
Gender	Male	2002	11.0	2019	8.7	-2.1	Improving	=====	=====	=====	=====	=====	=====
	Female	2002	11.4	2019	9.3	-2.5	Improving	=====	Male	8.7	9.3	6.6	Same
Education	At least some college	2002	10.2	2019	8.1	-2.2	Improving	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2002	13.8	2019	11.3	-1.8	Improving	=====	At least some college	8.1	11.3	40.3	Worse
	High school graduate	2002	11.3	2019	10.3	-1.8	Improving	=====			10.3	27.0	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is not a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.2. Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never listened carefully to them

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Lower estimates are better for this measure. The measure unit is percentage.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2002	10.3	2019	8.8	-1.7	Improving	=====	=====	=====	=====	=====	=====
Race	White	2002	10.1	2019	8.8	-1.7	Improving	=====	=====	=====	=====	=====	=====
	AI/AN	2002	16.9	2019	16.5	2.2	No change	=====	White	8.8	16.5	87.5	Same
	Asian	2002	13.6	2019	9.6	-3.3	Improving	=====			9.6	9.3	Same
	Black	2002	10.6	2019	7.5	-2.0	Improving	=====			7.5	-15.0	Same
	Multiple races	2002	11.9	2019	9.6	-1.8	Improving	=====			9.6	8.6	Same
Ethnicity	Non-Hispanic, White	2002	9.5	2019	8.8	-1.7	Improving	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2002	15.0	2019	9.2	-2.4	Improving	=====	Non-Hispanic, White	8.8	9.2	4.2	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Non-Hispanic, all races	2002	9.9	2019	8.7	-1.7	Improving	=====			8.7	-1.1	Same
	Non-Hispanic, Asian	2002	13.7	2019	9.1	-3.4	Improving	=====			9.1	3.1	Same
	Non-Hispanic, Black	2002	10.6	2019	7.2	-2.0	Improving	=====			7.2	-18.9	Better
	Non-Hispanic, others	2002	12.8	2019	11.3	-0.6	No change	=====			11.3	27.6	Same
Income	400% of PL or more	2002	8.3	2019	7.8	-1.7	Improving	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2002	15.4	2019	11.3	-1.7	Improving	=====	400% of PL or more	7.8	11.3	44.8	Worse
	100%-199% of PL	2002	12.9	2019	11.0	-1.0	Improving	=====			11.0	41.7	Worse
	200%-399% of PL	2002	10.4	2019	8.6	-2.2	Improving	=====			8.6	11.1	Same
Health insurance	Any private	2002	9.9	2019	8.4	-1.8	Improving	=====	=====	=====	=====	=====	=====
	Public only	2002	15.7	2019	14.9	-1.2	Improving	=====	Any private	8.4	14.9	77.8	Worse
	Uninsured	2002	18.3	2019	10.1	-2.3	Improving	=====			10.1	20.6	Same
Metropolitan status	Large fringe metro	2002	10.3	2019	8.8	-2.2	Improving	=====	=====	=====	=====	=====	=====
	Metropolitan	2002	10.6	2019	8.9	-1.8	Improving	=====	Large fringe metro	8.8	8.9	1.0	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Large central metro	2002	12.1	2019	9.5	-2.1	Improving	=====			9.5	7.8	Same
	Medium metro	2002	9.9	2019	8.2	-1.5	Improving	=====			8.2	-7.1	Same
	Small metro	2002	8.2	2019	8.6	-0.4	No change	=====			8.6	-2.2	Same
	Nonmetropolitan	2002	9.0	2019	8.4	-1.1	Improving	=====			8.4	-4.3	Same
	Micropolitan	2002	8.1	2019	8.0	-1.1	No change	=====			8.0	-8.9	Same
	Noncore	2002	10.9	2019	9.0	-1.2	No change	=====			9.0	3.0	Same
Age	18-44	2002	12.6	2019	10.0	-1.9	Improving	=====	=====	=====	=====	=====	=====
	45-64	2002	9.4	2019	9.1	-1.1	Improving	=====	18-44	10.0	9.1	-9.1	Same
	65 and over	2002	6.8	2019	6.7	-0.9	No change	=====			6.7	-33.1	Better
Disability status	Without disability	2013	7.0	2019	8.0	3.9	No change	=====	=====	=====	=====	=====	=====
	With any disability	2013	10.0	2019	11.9	3.9	Worsening	=====	Without disability	8.0	11.9	49.6	Worse
Gender	Male	2002	10.1	2019	8.7	-1.4	Improving	=====	=====	=====	=====	=====	=====
	Female	2002	10.5	2019	8.9	-1.9	Improving	=====	Male	8.7	8.9	1.5	Same
Education	At least some college	2002	9.5	2019	8.1	-1.7	Improving	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2002	12.6	2019	10.1	-1.6	Improving	=====	At least some college	8.1	10.1	24.6	Worse
	High school graduate	2002	10.4	2019	9.8	-0.9	No change	=====			9.8	21.2	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.3. Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never explained things in a way they could understand

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Lower estimates are better for this measure. The measure unit is percentage.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2002	9.0	2019	8.1	-2.4	Improving	=====	=====	=====	=====	=====	=====
Race	White	2002	8.5	2019	7.4	-2.5	Improving	=====	=====	=====	=====	=====	=====
	AI/AN	2002	19.0	2019	16.9	0.5	No change	=====	White	7.4	16.9	129.6	Worse
	Asian	2002	12.5	2019	14.4	-2.7	Improving	=====			14.4	95.0	Worse
	Black	2002	10.6	2019	9.4	-2.5	Improving	=====			9.4	27.0	Worse
	Multiple races	2002	11.5	2019	8.5	-4.8	Improving	=====			8.5	15.1	Same
Ethnicity	Non-Hispanic, White	2002	7.7	2019	6.8	-2.5	Improving	=====	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Hispanic, all races	2002	14.9	2019	11.5	-3.1	Improving	=====	Non-Hispanic, White	6.8	11.5	69.4	Worse
	Non-Hispanic, all races	2002	8.4	2019	7.6	-2.4	Improving	=====			7.6	11.8	Same
	Non-Hispanic, Asian	2002	12.5	2019	13.9	-2.8	Improving	=====			13.9	104.3	Worse
	Non-Hispanic, Black	2002	10.7	2019	9.1	-2.4	Improving	=====			9.1	34.0	Worse
	Non-Hispanic, others	2002	13.5	2019	9.2	-3.1	Improving	=====			9.2	34.9	Same
Income	400% of PL or more	2002	6.9	2019	6.3	-2.4	Improving	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2002	14.2	2019	12.4	-2.3	Improving	=====	400% of PL or more	6.3	12.4	96.1	Worse
	100%-199% of PL	2002	10.7	2019	11.1	-1.5	Improving	=====			11.1	75.6	Worse
	200%-399% of PL	2002	9.5	2019	8.1	-3.0	Improving	=====			8.1	27.4	Worse
Health insurance	Any private	2002	7.9	2019	7.2	-2.6	Improving	=====	=====	=====	=====	=====	=====
	Public only	2002	14.9	2019	13.1	-2.5	Improving	=====	Any private	7.2	13.1	81.7	Worse
	Uninsured	2002	16.7	2019	13.0	-1.8	Improving	=====			13.0	80.7	Worse
Metropolitan status	Large fringe metro	2002	8.3	2019	8.3	-2.1	Improving	=====	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Metropolitan	2002	9.1	2019	8.0	-2.5	Improving	=====	Large fringe metro	8.3	8.0	-4.3	Same
	Large central metro	2002	10.8	2019	8.0	-3.1	Improving	=====			8.0	-3.5	Same
	Medium metro	2002	8.1	2019	7.7	-1.8	Improving	=====			7.7	-8.0	Same
	Small metro	2002	8.3	2019	7.5	-2.7	Improving	=====			7.5	-10.4	Same
	Nonmetropolitan	2002	8.4	2019	8.7	-1.8	Improving	=====			8.7	4.1	Same
	Micropolitan	2002	7.4	2019	8.3	-1.7	No change	=====			8.3	-0.1	Same
	Noncore	2002	10.4	2019	9.2	-2.1	No change	=====			9.2	10.4	Same
Age	18-44	2002	10.3	2019	8.6	-2.8	Improving	=====	=====	=====	=====	=====	=====
	45-64	2002	8.2	2019	8.2	-1.7	Improving	=====	18-44	8.6	8.2	-4.4	Same
	65 and over	2002	7.4	2019	7.1	-2.2	Improving	=====			7.1	-17.2	Same
Disability status	Without disability	2013	4.9	2019	7.3	9.5	Worsening	=====	=====	=====	=====	=====	=====
	With any disability	2013	9.6	2019	11.0	5.0	No change	=====	Without disability	7.3	11.0	51.6	Worse
Gender	Male	2002	9.1	2019	8.3	-2.0	Improving	=====	=====	=====	=====	=====	=====
	Female	2002	8.9	2019	7.9	-2.7	Improving	=====	Male	8.3	7.9	-5.4	Same
Education	At least some college	2002	6.8	2019	6.3	-2.1	Improving	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2002	13.1	2019	12.8	-1.4	Improving	=====	At least some college	6.3	12.8	102.1	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	High school graduate	2002	9.9	2019	10.4	-1.8	Improving	=====			10.4	65.0	Worse

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.4. Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never showed respect for what they had to say

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Lower estimates are better for this measure. The measure unit is percentage.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2002	8.8	2019	6.8	-2.2	Improving	=====	=====	=====	=====	=====	=====
Race	White	2002	8.6	2019	6.7	-2.1	Improving	=====	=====	=====	=====	=====	=====
	AI/AN	2002	15.4	2019	11.8	-1.7	No change	=====	White	6.7	11.8	75.1	Same
	Asian	2002	12.2	2019	7.5	-2.9	Improving	=====			7.5	12.4	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Black	2002	8.9	2019	6.2	-2.7	Improving	=====			6.2	-7.5	Same
	Multiple races	2002	10.7	2019	8.2	-3.9	Improving	=====			8.2	22.5	Same
Ethnicity	Non-Hispanic, White	2002	8.3	2019	6.8	-2.1	Improving	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2002	11.0	2019	6.8	-2.7	Improving	=====	Non-Hispanic, White	6.8	6.8	-0.1	Same
	Non-Hispanic, all races	2002	8.6	2019	6.8	-2.2	Improving	=====			6.8	-0.1	Same
	Non-Hispanic, Asian	2002	12.2	2019	7.0	-3.1	Improving	=====			7.0	3.2	Same
	Non-Hispanic, Black	2002	9.0	2019	6.0	-2.8	Improving	=====			6.0	-11.5	Same
	Non-Hispanic, others	2002	11.9	2019	8.8	-3.1	Improving	=====			8.8	29.7	Same
Income	400% of PL or more	2002	7.1	2019	5.5	-2.2	Improving	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2002	13.1	2019	10.3	-1.8	Improving	=====	400% of PL or more	5.5	10.3	87.9	Worse
	100%-199% of PL	2002	10.5	2019	7.8	-2.1	Improving	=====			7.8	42.0	Worse
	200%-399% of PL	2002	9.2	2019	7.4	-2.5	Improving	=====			7.4	36.0	Worse
Health insurance	Any private	2002	8.6	2019	6.3	-2.4	Improving	=====	=====	=====	=====	=====	=====
	Public only	2002	12.6	2019	11.9	-1.6	Improving	=====	Any private	6.3	11.9	87.4	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Uninsured	2002	15.8	2019	10.6	-2.1	Improving	=====			10.6	67.8	Same
Metropolitan status	Large fringe metro	2002	8.6	2019	6.2	-2.8	Improving	=====	=====	=====	=====	=====	=====
	Metropolitan	2002	9.0	2019	6.7	-2.3	Improving	=====	Large fringe metro	6.2	6.7	8.9	Same
	Large central metro	2002	10.3	2019	7.7	-2.7	Improving	=====			7.7	23.8	Worse
	Medium metro	2002	7.8	2019	5.9	-1.8	Improving	=====			5.9	-4.2	Same
	Small metro	2002	8.7	2019	6.8	-1.1	No change	=====			6.8	10.0	Same
	Nonmetropolitan	2002	8.1	2019	7.2	-1.6	Improving	=====			7.2	16.0	Same
	Micropolitan	2002	7.5	2019	7.1	-1.7	Improving	=====			7.1	15.4	Same
	Noncore	2002	9.3	2019	7.2	-1.1	No change	=====			7.2	17.0	Same
Age	18-44	2002	10.6	2019	7.6	-2.1	Improving	=====	=====	=====	=====	=====	=====
	45-64	2002	8.3	2019	7.2	-1.9	Improving	=====	18-44	7.6	7.2	-5.2	Same
	65 and over	2002	5.7	2019	5.0	-1.9	Improving	=====			5.0	-34.6	Better
Disability status	Without disability	2013	5.3	2019	6.1	5.4	No change	=====	=====	=====	=====	=====	=====
	With any disability	2013	8.9	2019	9.2	1.4	No change	=====	Without disability	6.1	9.2	50.5	Worse
Gender	Male	2002	8.6	2019	6.6	-2.0	Improving	=====	=====	=====	=====	=====	=====
	Female	2002	9.0	2019	7.0	-2.4	Improving	=====	Male	6.6	7.0	6.3	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Education	At least some college	2002	7.9	2019	6.2	-1.9	Improving	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2002	11.1	2019	7.5	-2.2	Improving	=====	At least some college	6.2	7.5	20.5	Same
	High school graduate	2002	9.0	2019	7.9	-1.7	Improving	=====			7.9	27.0	Worse

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.5. Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never spent enough time with them

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Lower estimates are better for this measure. The measure unit is percentage.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2002	15.3	2019	11.9	-2.5	Improving	=====	=====	=====	=====	=====	=====
Race	White	2002	14.8	2019	11.7	-2.5	Improving	=====	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	AI/AN	2002	22.2	2019	16.4	0.7	No change	=====	White	11.7	16.4	40.2	Same
	Asian	2002	20.0	2019	13.5	-3.9	Improving	=====			13.5	15.4	Same
	Black	2002	15.9	2019	12.0	-2.3	Improving	=====			12.0	2.6	Same
	Multiple races	2002	21.7	2019	14.7	-2.9	Improving	=====			14.7	25.6	Same
Ethnicity	Non-Hispanic, White	2002	14.0	2019	11.7	-2.5	Improving	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2002	21.6	2019	12.4	-3.1	Improving	=====	Non-Hispanic, White	11.7	12.4	6.0	Same
	Non-Hispanic, all races	2002	14.6	2019	11.9	-2.4	Improving	=====			11.9	1.7	Same
	Non-Hispanic, Asian	2002	19.9	2019	12.9	-4.0	Improving	=====			12.9	10.3	Same
	Non-Hispanic, Black	2002	15.9	2019	11.8	-2.2	Improving	=====			11.8	0.9	Same
	Non-Hispanic, others	2002	22.1	2019	15.3	-2.2	Improving	=====			15.3	30.8	Same
Income	400% of PL or more	2002	13.3	2019	10.6	-2.5	Improving	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2002	20.5	2019	16.2	-2.1	Improving	=====	400% of PL or more	10.6	16.2	52.8	Worse
	100%-199% of PL	2002	16.4	2019	13.3	-2.1	Improving	=====			13.3	25.5	Worse
	200%-399% of PL	2002	15.9	2019	12.1	-2.8	Improving	=====			12.1	14.2	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Health insurance	Any private	2002	15.3	2019	12.3	-2.4	Improving	=====	=====	=====	=====	=====	=====
	Public only	2002	19.7	2019	17.1	-1.8	Improving	=====	Any private	12.3	17.1	39.0	Worse
	Uninsured	2002	24.7	2019	19.1	-1.9	Improving	=====			19.1	55.3	Worse
Metropolitan status	Large fringe metro	2002	15.4	2019	11.7	-2.7	Improving	=====	=====	=====	=====	=====	=====
	Metropolitan	2002	15.7	2019	12.2	-2.5	Improving	=====	Large fringe metro	11.7	12.2	4.3	Same
	Large central metro	2002	18.2	2019	12.9	-3.0	Improving	=====			12.9	10.3	Same
	Medium metro	2002	13.3	2019	12.1	-1.9	Improving	=====			12.1	3.4	Same
	Small metro	2002	14.7	2019	11.2	-1.7	Improving	=====			11.2	-4.3	Same
	Nonmetropolitan	2002	12.9	2019	10.5	-2.3	Improving	=====			10.5	-10.3	Same
	Micropolitan	2002	12.6	2019	10.4	-2.4	Improving	=====			10.4	-11.1	Same
	Noncore	2002	13.3	2019	10.7	-2.0	Improving	=====			10.7	-8.5	Same
Age	18-44	2002	19.2	2019	14.8	-2.5	Improving	=====	=====	=====	=====	=====	=====
	45-64	2002	13.1	2019	11.9	-1.6	Improving	=====	18-44	14.8	11.9	-19.6	Better
	65 and over	2002	9.8	2019	7.9	-2.5	Improving	=====			7.9	-46.6	Better
Disability status	Without disability	2013	9.5	2019	11.3	3.8	No change	=====	=====	=====	=====	=====	=====
	With any disability	2013	13.2	2019	14.6	2.6	No change	=====	Without disability	11.3	14.6	29.2	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Gender	Male	2002	14.9	2019	12.1	-2.0	Improving	=====	=====	=====	=====	=====	=====
	Female	2002	15.5	2019	11.9	-2.8	Improving	=====	Male	12.1	11.9	-1.7	Same
Education	At least some college	2002	14.8	2019	11.6	-2.6	Improving	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2002	17.3	2019	13.4	-2.1	Improving	=====	At least some college	11.6	13.4	15.5	Same
	High school graduate	2002	14.7	2019	12.0	-2.2	Improving	=====			12.0	3.4	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.6. Adults who rated their healthcare received in the last 12 months as poor (0-6) on a scale of 0-10 (where 0 is the worst and 10 is the best)

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Lower estimates are better for this measure. The measure unit is percentage.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2002	14.4	2019	13.5	-1.3	Improving	=====	=====	=====	=====	=====	=====
Race	White	2002	13.8	2019	13.1	-1.3	Improving	=====	=====	=====	=====	=====	=====
	AI/AN	2002	23.9	2019	16.6	-0.4	No change	=====	White	13.1	16.6	26.7	Same
	Asian	2002	19.4	2019	14.0	-3.0	Improving	=====			14.0	6.9	Same
	Black	2002	16.2	2019	15.2	-1.5	Improving	=====			15.2	16.0	Same
	Multiple races	2002	20.1	2019	16.1	-2.5	Improving	=====			16.1	22.9	Same
Ethnicity	Non-Hispanic, White	2002	13.2	2019	12.9	-1.1	Improving	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2002	18.9	2019	14.0	-2.6	Improving	=====	Non-Hispanic, White	12.9	14.0	8.5	Same
	Non-Hispanic, all races	2002	14.0	2019	13.4	-1.2	Improving	=====			13.4	3.9	Same
	Non-Hispanic, Asian	2002	19.3	2019	13.6	-3.1	Improving	=====			13.6	5.4	Same
	Non-Hispanic, Black	2002	16.1	2019	15.3	-1.4	Improving	=====			15.3	18.6	Worse
	Non-Hispanic, others	2002	21.6	2019	17.5	-1.7	Improving	=====			17.5	35.7	Same
Income	400% of PL or more	2002	12.0	2019	10.6	-1.7	Improving	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2002	21.3	2019	20.1	-1.0	No change	=====	400% of PL or more	10.6	20.1	89.6	Worse
	100%-199% of PL	2002	17.1	2019	16.9	-0.9	No change	=====			16.9	59.4	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	200%-399% of PL	2002	14.5	2019	14.6	-1.3	Improving	=====			14.6	37.7	Worse
Health insurance	Any private	2002	13.5	2019	13.0	-1.4	Improving	=====	=====	=====	=====	=====	=====
	Public only	2002	22.2	2019	20.8	-1.0	Improving	=====	Any private	13.0	20.8	60.0	Worse
	Uninsured	2002	25.7	2019	23.7	-0.9	No change	=====			23.7	82.3	Worse
Metropolitan status	Large fringe metro	2002	13.5	2019	12.3	-1.5	Improving	=====	=====	=====	=====	=====	=====
	Metropolitan	2002	14.7	2019	13.2	-1.5	Improving	=====	Large fringe metro	12.3	13.2	7.3	Same
	Large central metro	2002	17.5	2019	13.4	-2.5	Improving	=====			13.4	8.9	Same
	Medium metro	2002	12.9	2019	12.5	-0.6	No change	=====			12.5	1.6	Same
	Small metro	2002	13.0	2019	16.5	0.0	No change	=====			16.5	34.1	Worse
	Nonmetropolitan	2002	13.0	2019	14.9	-0.4	No change	=====			14.9	21.1	Same
	Micropolitan	2002	12.4	2019	15.9	-0.2	No change	=====			15.9	29.3	Worse
	Noncore	2002	14.5	2019	13.2	-0.8	No change	=====			13.2	7.3	Same
Age	18-44	2002	16.3	2019	15.8	-1.4	Improving	=====	=====	=====	=====	=====	=====
	45-64	2002	14.1	2019	13.5	-0.8	No change	=====	18-44	15.8	13.5	-14.6	Better
	65 and over	2002	10.3	2019	10.1	-1.2	Improving	=====			10.1	-36.1	Better
Disability status	Without disability	2013	10.2	2019	12.0	3.9	No change	=====	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	With any disability	2013	16.9	2019	19.1	3.4	No change	=====	Without disability	12.0	19.1	59.2	Worse
Gender	Male	2002	14.6	2019	14.0	-1.2	Improving	=====	=====	=====	=====	=====	=====
	Female	2002	14.2	2019	13.1	-1.4	Improving	=====	Male	14.0	13.1	-6.4	Same
Education	At least some college	2002	12.5	2019	11.6	-1.3	Improving	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2002	18.1	2019	18.0	-1.0	No change	=====	At least some college	11.6	18.0	55.2	Worse
	High school graduate	2002	15.1	2019	16.2	-0.5	No change	=====			16.2	39.7	Worse

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Appendix Table 6.1.7. Adults with limited English proficiency and usual source of care (USC) whose USC had language assistance

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2020

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2018	88.9	2020	92.0	-----	-----	=====	=====	=====	=====	=====	=====
Race	Asian	2018	68.5	2019	79.7	-----	-----	=====	-----	-----	-----	-----	-----
	White	2018	94.0	2020	96.6	-----	-----	=====	=====	=====	=====	=====	=====
Ethnicity	Hispanic, all races	2018	95.4	2020	98.1	-----	-----	=====	-----	-----	-----	-----	-----
	Non-Hispanic, all races	2018	69.4	2020	73.1	-----	-----	=====			-----	-----	-----
	Non-Hispanic, Asian	2018	68.2	2019	79.7	-----	-----	=====			-----	-----	-----
Income	400% of PL or more	2019	84.3	2020	81.3	-----	-----	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2018	86.2	2020	94.9	-----	-----	=====	400% of PL or more	81.3	94.9	-72.7	Better
	100%-199% of PL	2018	92.4	2020	94.0	-----	-----	=====			94.0	-67.9	Better

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	200%-399% of PL	2018	96.2	2020	94.6	-----	-----	=====			94.6	-71.1	Better
Health insurance	Any private	2018	88.1	2020	92.0	-----	-----	=====	=====	=====	=====	=====	=====
	Public only	2018	89.5	2020	91.6	-----	-----	=====	Any private	92.0	91.6	5.0	Same
	Uninsured	2018	92.4	2020	96.1	-----	-----	=====			96.1	-51.3	Same
Metropolitan status	Large fringe metro	2018	83.0	2020	93.8	-----	-----	=====	=====	=====	=====	=====	=====
	Metropolitan	2018	88.9	2020	92.0	-----	-----	=====	Large fringe metro	93.8	92.0	29.0	Same
	Large central metro	2018	90.0	2020	90.9	-----	-----	=====			90.9	46.8	Same
	Medium metro	2018	93.7	2020	95.4	-----	-----	=====			95.4	-25.8	Same
Age	18-44	2018	94.8	2020	92.5	-----	-----	=====	=====	=====	=====	=====	=====
	45-64	2018	86.7	2020	93.3	-----	-----	=====	18-44	92.5	93.3	-10.7	Same
	65 and over	2018	86.9	2020	89.8	-----	-----	=====			89.8	36.0	Same
Disability status	Without disability	2018	89.4	2020	92.7	-----	-----	=====	=====	=====	=====	=====	=====
	With any disability	2018	87.5	2020	88.8	-----	-----	=====	Without disability	92.7	88.8	53.4	Same
Gender	Male	2018	85.5	2020	93.5	-----	-----	=====	=====	=====	=====	=====	=====
	Female	2018	91.2	2020	91.1	-----	-----	=====	Male	93.5	91.1	36.9	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Education	At least some college	2018	88.6	2020	92.9	-----	-----	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2018	91.8	2020	93.4	-----	-----	=====	At least some college	92.9	93.4	-7.0	Same
	High school graduate	2018	83.8	2020	88.4	-----	-----	=====			88.4	63.4	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.8. Adults with limited English proficiency who had a usual source of care

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2020

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2018	59.6	2020	59.7	-----	-----	=====	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Race	White	2018	59.0	2020	56.9	-----	-----	=====					
	Asian	2018	67.2	2020	71.1	-----	-----	=====	White	56.9	71.1	-32.9	Better
Ethnicity	Hispanic, all races	2018	56.9	2020	56.3	-----	-----	=====					
	Non-Hispanic, all races	2018	68.9	2020	71.7	-----	-----	=====					
	Non-Hispanic, Asian	2018	67.0	2020	71.1	-----	-----	=====					
Income	400% of PL or more	2018	67.4	2020	69.0	-----	-----	=====					
	Less than 100% of PL	2018	57.8	2020	52.2	-----	-----	=====	400% of PL or more	69.0	52.2	54.2	Worse
	100%-199% of PL	2018	59.0	2020	61.8	-----	-----	=====			61.8	23.2	Same
	200%-399% of PL	2018	58.0	2020	57.6	-----	-----	=====			57.6	36.8	Same
Health insurance	Any private	2018	59.2	2020	66.1	-----	-----	=====					
	Public only	2018	67.9	2020	56.7	-----	-----	=====	Any private	66.1	56.7	27.7	Same
	Uninsured	2018	36.1	2020	36.8	-----	-----	=====			36.8	86.4	Worse
Metropolitan status	Small metro	2018	71.0	2018	71.0	-----	-----	=====					
	Large fringe metro	2018	51.4	2020	61.9	-----	-----	=====					
	Metropolitan	2018	59.1	2020	59.9	-----	-----	=====	Large fringe metro	61.9	59.9	5.2	Same
	Large central metro	2018	59.7	2020	61.1	-----	-----	=====			61.1	2.1	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Medium metro	2018	63.5	2020	47.9	-----	-----	=====			47.9	36.7	Worse
	Nonmetropolitan	2018	68.9	2020	54.9	-----	-----	=====			54.9	18.4	Same
	Micropolitan	2018	73.4	2020	51.3	-----	-----	=====			51.3	27.8	Same
Age	18-44	2018	41.1	2020	45.2	-----	-----	=====	-----	-----	-----	-----	-----
	45-64	2018	63.5	2020	60.9	-----	-----	=====	18-44	45.2	60.9	-28.6	Better
	65 and over	2018	85.6	2020	82.1	-----	-----	=====			82.1	-67.3	Better
Disability status	Without disability	2018	54.5	2020	56.4	-----	-----	=====	-----	-----	-----	-----	-----
	With any disability	2018	88.2	2020	79.8	-----	-----	=====	Without disability	56.4	79.8	-53.7	Better
Gender	Male	2018	52.9	2020	52.7	-----	-----	=====	-----	-----	-----	-----	-----
	Female	2018	64.9	2020	65.1	-----	-----	=====	Male	52.7	65.1	-26.2	Better
Education	At least some college	2018	58.6	2020	67.0	-----	-----	=====	-----	-----	-----	-----	-----
	Less than high school graduate	2018	59.5	2020	58.6	-----	-----	=====	At least some college	67.0	58.6	25.5	Same
	High school graduate	2018	62.0	2020	58.7	-----	-----	=====			58.7	25.2	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Appendix Table 6.1.9. People with a usual source of care whose providers sometimes or never asked them to help make decisions when there was a choice between treatments

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2020

Note: Lower estimates are better for this measure. The measure unit is percentage.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2002	21.9	2020	22.1	0.2	No change	=====	=====	=====	=====	=====	=====
Race	White	2002	21.0	2020	20.8	0.1	No change	=====	=====	=====	=====	=====	=====
	AI/AN	2002	25.2	2020	25.5	2.4	Worsening	=====	White	20.8	25.5	22.6	Same
	Asian	2002	25.5	2020	28.0	0.3	No change	=====			28.0	34.6	Worse
	Black	2002	26.4	2020	28.7	0.4	No change	=====			28.7	38.0	Worse
	Multiple races	2002	27.8	2020	16.4	-1.8	Improving	=====			16.4	-21.2	Better
Ethnicity	Non-Hispanic, White	2002	19.9	2020	18.5	-0.4	No change	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2002	27.6	2020	29.8	1.3	No change	=====	Non-Hispanic, White	18.5	29.8	61.1	Worse
	Non-Hispanic, all races	2002	21.1	2020	20.5	-0.2	No change	=====			20.5	10.8	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Non-Hispanic, Asian	2002	25.7	2020	28.1	0.3	No change	=====			28.1	51.9	Worse
	Non-Hispanic, Black	2002	26.4	2020	28.7	0.5	No change	=====			28.7	55.1	Worse
	Non-Hispanic, others	2002	24.9	2020	16.5	-1.4	Improving	=====			16.5	-10.8	Same
Income	400% of PL or more	2002	18.9	2020	18.5	0.1	No change	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2002	27.7	2020	30.2	0.3	No change	=====	400% of PL or more	18.5	30.2	63.2	Worse
	100%-199% of PL	2002	23.5	2020	28.2	0.7	No change	=====			28.2	52.4	Worse
	200%-399% of PL	2002	22.6	2020	21.3	-0.1	No change	=====			21.3	15.1	Worse
Health insurance	Any private	2002	20.6	2020	19.7	-0.2	No change	=====	=====	=====	=====	=====	=====
	Public only	2002	27.2	2020	27.4	0.2	No change	=====	Any private	19.7	27.4	39.1	Worse
	Uninsured	2002	25.2	2020	30.5	1.3	No change	=====			30.5	54.8	Worse
Metropolitan status	Large fringe metro	2002	20.8	2020	21.0	0.4	No change	=====	=====	=====	=====	=====	=====
	Metropolitan	2002	22.4	2020	22.3	0.2	No change	=====	Large fringe metro	21.0	22.3	6.2	Same
	Large central metro	2002	25.3	2020	25.3	0.4	No change	=====			25.3	20.5	Worse
	Medium metro	2002	20.9	2020	19.5	-0.4	No change	=====			19.5	-7.1	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Small metro	2002	20.5	2020	22.6	-0.1	No change	=====			22.6	7.6	Same
	Nonmetropolitan	2002	19.3	2020	20.6	0.2	No change	=====			20.6	-1.9	Same
	Micropolitan	2002	18.8	2020	21.2	0.0	No change	=====			21.2	1.0	Same
	Noncore	2002	20.3	2020	19.5	0.5	No change	=====			19.5	-7.1	Same
Age	18-44	2002	22.6	2020	23.8	0.5	No change	=====	=====	=====	=====	=====	=====
	0-17	2002	22.1	2020	19.6	-0.9	No change	=====	18-44	23.8	19.6	-17.6	Better
	45-64	2002	20.9	2020	22.4	0.6	No change	=====			22.4	-5.9	Same
	65 and over	2002	21.4	2020	22.6	0.4	No change	=====			22.6	-5.0	Same
Disability status	Without disability	2013	15.3	2020	22.3	7.8	Worsening	=====	=====	=====	=====	=====	=====
	With any disability	2013	22.1	2020	25.7	5.2	Worsening	=====	Without disability	22.3	25.7	15.2	Worse
Gender	Male	2002	22.0	2020	22.7	0.3	No change	=====	=====	=====	=====	=====	=====
	Female	2002	21.8	2020	21.5	0.1	No change	=====	Male	22.7	21.5	-5.3	Same
Education	At least some college	2002	19.4	2020	20.0	0.3	No change	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2002	25.9	2020	29.5	1.4	Worsening	=====	At least some college	20.0	29.5	47.5	Worse
	High school graduate	2002	22.6	2020	27.0	1.1	No change	=====			27.0	35.0	Worse

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.10. Adults who had a doctor's office or clinic visit in the last 12 months whose health providers always gave them easy-to-understand instructions about what to do for a specific illness or health condition

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2011	64.1	2019	70.2	-2.8	Improving	=====	=====	=====	=====	=====	=====
Race	White	2011	64.6	2019	70.9	-2.9	Improving	=====	=====	=====	=====	=====	=====
	Asian	2011	57.2	2019	64.8	-2.8	Improving	=====	White	70.9	64.8	21.0	Worse
	Black	2011	63.3	2019	69.4	-2.6	Improving	=====			69.4	5.2	Same
	Multiple races	2011	61.4	2019	68.6	-1.7	No change	=====			68.6	7.9	Same
Ethnicity	Non-Hispanic, White	2011	65.4	2019	71.6	-2.9	Improving	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2011	58.7	2019	66.1	-3.3	Improving	=====	Non-Hispanic, White	71.6	66.1	19.4	Worse
	Non-Hispanic, all races	2011	64.8	2019	70.8	-2.7	Improving	=====			70.8	2.8	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Non-Hispanic, Asian	2011	57.2	2019	64.8	-2.7	Improving	=====			64.8	23.9	Worse
	Non-Hispanic, Black	2011	64.0	2019	69.5	-2.5	Improving	=====			69.5	7.4	Same
	Non-Hispanic, others	2011	62.6	2019	64.2	-0.4	No change	=====			64.2	26.1	Same
Income	400% of PL or more	2011	68.3	2019	73.3	-2.9	Improving	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2011	55.4	2019	64.3	-2.6	Improving	=====	400% of PL or more	73.3	64.3	33.7	Worse
	100%-199% of PL	2011	60.3	2019	65.6	-2.1	Improving	=====			65.6	28.8	Worse
	200%-399% of PL	2011	63.2	2019	69.1	-2.4	Improving	=====			69.1	15.7	Worse
Health insurance	Any private	2011	66.0	2019	72.4	-3.1	Improving	=====	=====	=====	=====	=====	=====
	Public only	2011	55.7	2019	63.7	-2.5	Improving	=====	Any private	72.4	63.7	31.5	Worse
	Uninsured	2011	56.1	2019	59.2	-0.8	No change	=====			59.2	47.8	Worse
Metropolitan status	Large fringe metro	2011	66.1	2019	69.4	-2.6	Improving	=====	=====	=====	=====	=====	=====
	Metropolitan	2011	64.1	2019	70.3	-2.9	Improving	=====	Large fringe metro	69.4	70.3	-2.9	Same
	Large central metro	2011	63.3	2019	69.7	-3.1	Improving	=====			69.7	-1.0	Same
	Medium metro	2011	63.9	2019	71.7	-3.1	Improving	=====			71.7	-7.5	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Small metro	2011	62.0	2019	71.8	-3.3	Improving	=====			71.8	-7.8	Same
	Nonmetropolitan	2011	64.1	2019	69.7	-1.9	Improving	=====			69.7	-1.0	Same
	Micropolitan	2011	64.4	2019	69.0	-1.8	No change	=====			69.0	1.3	Same
	Noncore	2011	63.2	2019	70.9	-2.1	Improving	=====			70.9	-4.9	Same
Age	18-44	2011	63.0	2019	70.2	-3.1	Improving	=====	=====	=====	=====	=====	=====
	45-64	2011	64.7	2019	70.7	-2.8	Improving	=====	18-44	70.2	70.7	-1.7	Same
	65 and over	2011	65.2	2019	69.7	-2.3	Improving	=====			69.7	1.7	Same
Disability status	Without disability	2013	69.2	2019	72.7	-2.4	No change	=====	=====	=====	=====	=====	=====
	With any disability	2013	61.0	2019	61.9	-1.0	No change	=====	Without disability	72.7	61.9	39.6	Worse
Gender	Male	2011	64.0	2019	69.7	-2.3	Improving	=====	=====	=====	=====	=====	=====
	Female	2011	64.2	2019	70.6	-3.2	Improving	=====	Male	69.7	70.6	-3.0	Same
Education	At least some college	2011	66.1	2019	73.2	-3.5	Improving	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2011	59.6	2019	60.0	-0.4	No change	=====	At least some college	73.2	60.0	49.3	Worse
	High school graduate	2011	61.6	2019	66.5	-2.2	Improving	=====			66.5	25.0	Worse

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Appendix Table 6.1.11. Adults who had a doctor's office or clinic visit in the last 12 months whose health providers always asked them to describe how they would follow the instructions

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2011	24.4	2019	25.6	-0.3	No change	=====	=====	=====	=====	=====	=====
Race	White	2011	22.8	2019	23.7	-0.2	No change	=====	=====	=====	=====	=====	=====
	Asian	2011	32.8	2019	30.5	0.0	No change	=====	White	23.7	30.5	-8.9	Same
	Black	2011	34.4	2019	37.3	-0.4	No change	=====			37.3	-17.8	Better
	Multiple races	2011	27.3	2019	30.4	-0.6	No change	=====			30.4	-8.8	Same
Ethnicity	Non-Hispanic, White	2011	21.3	2019	21.9	-0.2	No change	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2011	33.0	2019	36.2	-0.7	No change	=====	Non-Hispanic, White	21.9	36.2	-18.3	Better

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Non-Hispanic, all races	2011	23.4	2019	24.3	-0.2	No change	=====			24.3	-3.1	Same
	Non-Hispanic, Asian	2011	32.9	2019	30.7	-0.1	No change	=====			30.7	-11.3	Better
	Non-Hispanic, Black	2011	34.8	2019	37.5	-0.4	No change	=====			37.5	-20.0	Better
	Non-Hispanic, others	2011	26.5	2019	30.0	-0.3	No change	=====			30.0	-10.4	Better
Income	400% of PL or more	2011	22.3	2019	23.1	-0.2	No change	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2011	29.6	2019	31.1	-0.6	No change	=====	400% of PL or more	23.1	31.1	-10.4	Better
	100%-199% of PL	2011	26.6	2019	30.5	-0.7	No change	=====			30.5	-9.6	Same
	200%-399% of PL	2011	24.7	2019	26.0	-0.3	No change	=====			26.0	-3.8	Same
Health insurance	Any private	2011	22.8	2019	24.1	-0.3	No change	=====	=====	=====	=====	=====	=====
	Public only	2011	31.2	2019	32.0	-0.5	No change	=====	Any private	24.1	32.0	-10.4	Better
	Uninsured	2011	26.8	2019	30.1	-0.5	No change	=====			30.1	-7.9	Same
Metropolitan status	Large fringe metro	2011	24.7	2019	23.9	-0.2	No change	=====	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Metropolitan	2011	25.0	2019	25.7	-0.3	No change	=====	Large fringe metro	23.9	25.7	-2.4	Same
	Large central metro	2011	27.0	2019	27.8	-0.2	No change	=====			27.8	-5.1	Same
	Medium metro	2011	23.5	2019	25.0	-0.3	No change	=====			25.0	-1.4	Same
	Small metro	2011	24.0	2019	25.6	-0.4	No change	=====			25.6	-2.2	Same
	Nonmetropolitan	2011	21.4	2019	25.4	-0.3	No change	=====			25.4	-2.0	Same
	Micropolitan	2011	21.5	2019	24.0	-0.3	No change	=====			24.0	-0.1	Same
	Noncore	2011	21.2	2019	27.4	-0.1	No change	=====			27.4	-4.6	Same
Age	18-44	2011	23.0	2019	25.8	-0.6	No change	=====	=====	=====	=====	=====	=====
	45-64	2011	25.3	2019	25.6	-0.2	No change	=====	18-44	25.8	25.6	0.3	Same
	65 and over	2011	25.3	2019	25.5	0.1	No change	=====			25.5	0.4	Same
Disability status	Without disability	2013	28.5	2019	25.7	0.8	No change	=====	=====	=====	=====	=====	=====
	With any disability	2013	26.1	2019	25.4	0.5	No change	=====	Without disability	25.7	25.4	0.4	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Gender	Male	2011	26.1	2019	25.3	0.0	No change	=====	=====	=====	=====	=====	=====
	Female	2011	23.2	2019	25.9	-0.5	No change	=====	Male	25.3	25.9	-0.8	Same
Education	At least some college	2011	21.4	2019	23.4	-0.4	No change	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2011	33.9	2019	32.8	0.0	No change	=====	At least some college	23.4	32.8	-12.3	Better
	High school graduate	2011	27.1	2019	28.6	-0.1	No change	=====			28.6	-6.8	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.1.12. Adults who had a doctor's office or clinic visit in the last 12 months whose health providers always offered help in filling out forms

Source: MEPS

Benchmark: Not available

Data year for disparities analysis: 2019

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2011	14.8	2019	13.9	0.1	No change	=====	=====	=====	=====	=====	=====
Race	White	2011	14.1	2019	13.0	0.1	No change	=====	=====	=====	=====	=====	=====
	Asian	2011	19.3	2019	17.9	0.0	No change	=====	White	13.0	17.9	-5.6	Same
	Black	2011	18.1	2019	19.0	-0.1	No change	=====			19.0	-6.9	Same
	Multiple races	2011	12.2	2019	13.6	0.9	No change	=====			13.6	-0.7	Same
Ethnicity	Non-Hispanic, White	2011	13.7	2019	12.5	0.0	No change	=====	=====	=====	=====	=====	=====
	Hispanic, all races	2011	17.3	2019	17.7	0.1	No change	=====	Non-Hispanic, White	12.5	17.7	-5.9	Same
	Non-Hispanic, all races	2011	14.5	2019	13.4	0.1	No change	=====			13.4	-1.0	Same
	Non-Hispanic, Asian	2011	19.3	2019	18.2	0.0	No change	=====			18.2	-6.5	Same
	Non-Hispanic, Black	2011	18.1	2019	18.6	0.0	No change	=====			18.6	-7.0	Same
	Non-Hispanic, others	2011	19.4	2019	11.2	1.6	Worsening	=====			11.2	1.5	Same
Income	400% of PL or more	2011	14.1	2019	12.6	0.2	No change	=====	=====	=====	=====	=====	=====
	Less than 100% of PL	2011	16.3	2019	20.1	-0.4	No change	=====	400% of PL or more	12.6	20.1	-8.6	Same
	100%-199% of PL	2011	17.2	2019	16.1	0.1	No change	=====			16.1	-4.0	Same
	200%-399% of PL	2011	14.0	2019	13.3	-0.1	No change	=====			13.3	-0.8	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Health insurance	Any private	2011	13.4	2019	12.6	-0.1	No change	=====	=====	=====	=====	=====	=====
	Public only	2011	16.7	2019	18.8	-0.4	No change	=====	Any private	12.6	18.8	-7.1	Same
	Uninsured	2011	15.4	2019	19.5	-0.3	No change	=====			19.5	-7.9	Same
Metropolitan status	Large fringe metro	2011	13.5	2019	13.2	-0.2	No change	=====	=====	=====	=====	=====	=====
	Metropolitan	2011	14.3	2019	13.5	0.0	No change	=====	Large fringe metro	13.2	13.5	-0.3	Same
	Large central metro	2011	14.9	2019	13.9	0.2	No change	=====			13.9	-0.8	Same
	Medium metro	2011	15.0	2019	12.8	0.1	No change	=====			12.8	0.5	Same
	Small metro	2011	13.4	2019	13.9	0.1	No change	=====			13.9	-0.8	Same
	Nonmetropolitan	2011	17.3	2019	16.3	0.2	No change	=====			16.3	-3.6	Same
	Micropolitan	2011	16.2	2019	15.0	0.1	No change	=====			15.0	-2.1	Same
	Noncore	2011	20.0	2019	18.3	0.7	No change	=====			18.3	-5.9	Same
Age	18-44	2011	14.2	2019	14.9	-0.3	No change	=====	=====	=====	=====	=====	=====
	45-64	2011	13.7	2019	12.7	0.1	No change	=====	18-44	14.9	12.7	2.6	Same
	65 and over	2011	18.2	2019	13.8	0.8	No change	=====			13.8	1.3	Same
Disability status	Without disability	2013	15.4	2019	13.6	0.4	No change	=====	=====	=====	=====	=====	=====
	With any disability	2013	17.4	2019	15.0	0.6	No change	=====	Without disability	13.6	15.0	-1.6	Same

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Gender	Male	2011	16.3	2019	14.0	0.1	No change	=====	=====	=====	=====	=====	=====
	Female	2011	13.7	2019	13.8	0.0	No change	=====	Male	14.0	13.8	0.2	Same
Education	At least some college	2011	13.7	2019	12.7	0.1	No change	=====	=====	=====	=====	=====	=====
	Less than high school graduate	2011	19.2	2019	18.4	0.1	No change	=====	At least some college	12.7	18.4	-6.5	Same
	High school graduate	2011	15.5	2019	15.3	-0.1	No change	=====			15.3	-3.0	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 1. Patient Experience of Care

Measure Category: 6. Person-Centered Care, Subcategory: 2. Hospital Communication

Measure Category: 6. Person-Centered Care, Subcategory: 2. Hospital Communication

Appendix Table 6.2.1. Adult hospital patients who sometimes or never had good communication about medications they received in the hospital

Source: HCAHPS

Benchmark: 7.8 in 2015

Data year for disparities analysis: 2021

Note: Lower estimates are better for this measure. The measure unit is percentage.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2009	12.7	2021	13.1	0.1	No change	No progress	=====	=====	=====	=====	=====
Race	White	2009	13.0	2021	13.4	0.0	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2009	12.7	2021	11.1	-0.1	No change	No progress	White	13.4	11.1	-17.2	Better
	Asian	2009	12.8	2021	11.9	-0.7	No change	No progress			11.9	-11.2	Better
	NHPI	2009	10.9	2021	10.7	-0.3	No change	No progress			10.7	-20.1	Better
	Black	2009	11.8	2021	11.5	-0.2	No change	No progress			11.5	-14.2	Better
	Multiple races	2009	11.7	2021	13.0	0.6	No change	No progress			13.0	-3.0	Same
Ethnicity	Non-Hispanic, all races	2009	13.1	2021	13.5	0.0	No change	No progress	=====	=====	=====	=====	=====
	Hispanic, all races	2009	10.2	2021	10.3	-0.3	No change	No progress	Non-Hispanic, all races	13.5	10.3	-23.7	Better

Measure Category: 6. Person-Centered Care, Subcategory: 2. Hospital Communication

Measure Category: 6. Person-Centered Care, Subcategory: 2. Hospital Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Age	18-44	2009	11.3	2021	9.7	-1.5	Improving	No progress	=====	=====	=====	=====	=====
	45-64	2009	14.2	2021	13.7	-0.7	No change	No progress	18-44	9.7	13.7	41.2	Worse
	65 and over	2009	12.5	2021	13.7	0.7	No change	No progress			13.7	41.2	Worse
Education	At least some college	2009	14.6	2021	14.3	-0.4	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2009	9.8	2021	10.0	0.2	No change	No progress	At least some college	14.3	10.0	-30.1	Better
	High school graduate	2009	11.5	2021	11.8	0.1	No change	No progress			11.8	-17.5	Better

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 2. Hospital Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Appendix Table 6.3.1. Adults who reported being told what care and services they would get when they first started getting home health care

Source: HHCAHPS

Benchmark: 91.3 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	88.2	2022	89.1	-0.6	No change	No progress	=====	=====	=====	=====	=====
Race	White	2012	88.7	2022	89.4	-0.4	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2012	85.9	2022	86.8	-0.5	No change	No progress	White	89.4	86.8	24.5	Worse
	Asian	2012	85.3	2022	86.4	-0.3	No change	No progress			86.4	28.3	Worse
	NHPI	2012	87.4	2022	89.0	-1.1	Improving	17 years			89.0	3.8	Same
	Black	2012	88.8	2022	89.6	-0.7	No change	More than 20 years			89.6	-1.9	Same
	Multiple races	2012	85.8	2022	85.8	0.6	No change	No progress			85.8	34.0	Worse
	Ethnicity	Non-Hispanic, all races	2012	88.6	2022	89.3	-0.4	No change	No progress	=====	=====	=====	=====
Hispanic, all races		2012	87.9	2022	88.7	-0.3	No change	No progress	Non-Hispanic, all races	89.3	88.7	5.6	Same

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Age	18-44	2012	89.2	2022	89.3	0.1	No change	No progress	=====	=====	=====	=====	=====
	45-64	2012	89.1	2022	89.2	0.0	No change	No progress	18-44	89.3	89.2	0.9	Same
	65 and over	2012	88.1	2022	89.0	-0.6	No change	More than 20 years			89.0	2.8	Same
Education	At least some college	2012	87.9	2022	88.9	-0.6	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2012	88.4	2022	89.0	-0.5	No change	No progress	At least some college	88.9	89.0	-0.9	Same
	High school graduate	2012	89.2	2022	89.9	-0.5	No change	No progress			89.9	-9.0	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.3.2. Adults who reported that home health care providers talked about pain in the last 2 months of care

Source: HHCAHPS

Benchmark: 91.3 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	87.5	2022	90.2	-2.4	Improving	4 years	=====	=====	=====	=====	=====
Race	White	2012	87.9	2022	90.7	-2.5	Improving	2 years	=====	=====	=====	=====	=====
	AI/AN	2012	88.6	2022	89.5	-0.8	No change	No progress	White	90.7	89.5	12.9	Worse
	Asian	2012	85.5	2022	87.5	-1.7	Improving	17 years			87.5	34.4	Worse
	NHPI	2012	86.4	2022	89.2	-1.9	Improving	9 years			89.2	16.1	Worse
	Black	2012	87.6	2022	89.7	-1.7	Improving	8 years			89.7	10.8	Worse
	Multiple races	2012	87.4	2022	87.3	2.2	Worsening	No progress			87.3	36.6	Worse
Ethnicity	Non-Hispanic, all races	2012	88.0	2022	90.7	-2.5	Improving	2 years	=====	=====	=====	=====	=====
	Hispanic, all races	2012	85.0	2022	85.9	-0.6	No change	More than 20 years	Non-Hispanic, all races	90.7	85.9	51.6	Worse
Age	18-44	2012	83.7	2022	82.4	0.9	No change	No progress	=====	=====	=====	=====	=====
	45-64	2012	90.0	2022	90.2	0.1	No change	No progress	18-44	82.4	90.2	-44.3	Better
	65 and over	2012	87.2	2022	90.3	-2.7	Improving	3 years			90.3	-44.9	Better
Education	At least some college	2012	87.4	2022	90.4	-2.6	Improving	3 years	=====	=====	=====	=====	=====
	Less than high school graduate	2012	87.8	2022	89.5	-1.6	Improving	10 years	At least some college	90.4	89.5	9.4	Same
	High school graduate	2012	88.2	2022	90.8	-2.4	Improving	2 years			90.8	-4.2	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.3.3. Adults who reported that home health care providers always kept them informed about when they would arrive at their home in the last 2 months of care

Source: HHCAHPS

Benchmark: 83.3 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	78.8	2022	81.2	-1.0	Improving	10 years	=====	=====	=====	=====	=====
Race	White	2012	79.4	2022	81.7	-1.0	No change	8 years	=====	=====	=====	=====	=====
	AI/AN	2012	75.8	2022	78.6	-1.4	Improving	14 years	White	81.7	78.6	16.9	Worse
	Asian	2012	69.8	2022	75.1	-2.0	Improving	15 years			75.1	36.1	Worse
	NHPI	2012	77.4	2022	78.7	-0.8	No change	No progress			78.7	16.4	Worse
	Black	2012	80.8	2022	82.1	-0.7	No change	9 years			82.1	-2.2	Same
	Multiple races	2012	77.2	2022	76.8	0.5	No change	No progress			76.8	26.8	Worse
Ethnicity	Non-Hispanic, all races	2012	79.4	2022	81.7	-1.0	Improving	8 years	=====	=====	=====	=====	=====
	Hispanic, all races	2012	76.9	2022	78.5	-0.6	No change	More than 20 years	Non-Hispanic, all races	81.7	78.5	17.5	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Age	18-44	2012	76.8	2022	77.9	-0.6	No change	More than 20 years	=====	=====	=====	=====	=====
	45-64	2012	79.2	2022	80.8	-0.7	No change	19 years	18-44	77.9	80.8	-13.1	Better
	65 and over	2012	78.8	2022	81.3	-1.1	Improving	9 years			81.3	-15.4	Better
Education	At least some college	2012	78.1	2022	80.8	-1.1	Improving	11 years	=====	=====	=====	=====	=====
	Less than high school graduate	2012	79.5	2022	81.5	-0.9	No change	11 years	At least some college	80.8	81.5	-3.6	Same
	High school graduate	2012	80.2	2022	82.6	-1.2	Improving	3 years			82.6	-9.4	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.3.4. Adults who reported that home health care providers always treated them as gently as possible in the last 2 months of care

Source: HHCAHPS

Benchmark: 92.5 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	90.0	2022	90.8	-0.8	No change	More than 20 years	=====	=====	=====	=====	=====
Race	White	2012	90.9	2022	91.6	-0.6	No change	15 years	=====	=====	=====	=====	=====
	AI/AN	2012	87.3	2022	87.8	-1.1	No change	No progress	White	91.6	87.8	45.2	Worse
	Asian	2012	78.4	2022	82.5	-2.2	Improving	More than 20 years			82.5	108.3	Worse
	NHPI	2012	85.9	2022	87.3	-1.4	No change	No progress			87.3	51.2	Worse
	Black	2012	89.7	2022	89.5	0.1	No change	No progress			89.5	25.0	Worse
	Multiple races	2012	88.6	2022	86.8	2.7	Worsening	No progress			86.8	57.1	Worse
Ethnicity	Non-Hispanic, all races	2012	90.6	2022	91.3	-0.7	No change	19 years	=====	=====	=====	=====	=====
	Hispanic, all races	2012	88.2	2022	88.2	0.1	No change	No progress	Non-Hispanic, all races	91.3	88.2	35.6	Worse
Age	18-44	2012	87.1	2022	87.8	-0.8	No change	More than 20 years	=====	=====	=====	=====	=====
	45-64	2012	88.6	2022	89.3	-0.5	No change	More than 20 years	18-44	87.8	89.3	-12.3	Better
	65 and over	2012	90.3	2022	91.0	-0.7	No change	More than 20 years			91.0	-26.2	Better
Education	At least some college	2012	89.5	2022	90.6	-1.0	Improving	18 years	=====	=====	=====	=====	=====
	Less than high school graduate	2012	90.8	2022	90.8	0.0	No change	No progress	At least some college	90.6	90.8	-2.1	Same

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	High school graduate	2012	91.3	2022	92.0	-0.8	No change	7 years			92.0	-14.9	Better

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.3.5. Adults who reported that home health care providers always explained things in a way that was easy to understand in the last 2 months of care

Source: HHCAHPS

Benchmark: 86.8 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	82.3	2022	84.5	-1.3	Improving	11 years	=====	=====	=====	=====	=====
Race	White	2012	83.0	2022	85.3	-1.3	Improving	7 years	=====	=====	=====	=====	=====
	AI/AN	2012	79.8	2022	80.8	-1.1	Improving	More than 20 years	White	85.3	80.8	30.6	Worse
	Asian	2012	71.1	2022	75.3	-1.8	Improving	More than 20 years			75.3	68.0	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	NHPI	2012	79.0	2022	82.0	-1.2	Improving	No progress			82.0	22.4	Worse
	Black	2012	83.9	2022	84.4	-0.6	No change	More than 20 years			84.4	6.1	Same
	Multiple races	2012	82.0	2022	81.9	0.7	No change	No progress			81.9	23.1	Worse
Ethnicity	Non-Hispanic, all races	2012	82.9	2022	85.1	-1.3	Improving	8 years	=====	=====	=====	=====	=====
	Hispanic, all races	2012	81.4	2022	82.2	-0.4	No change	More than 20 years	Non-Hispanic, all races	85.1	82.2	19.5	Worse
Age	18-44	2012	82.5	2022	83.3	-0.6	No change	More than 20 years	=====	=====	=====	=====	=====
	45-64	2012	83.9	2022	85.0	-0.7	No change	17 years	18-44	83.3	85.0	-10.2	Better
	65 and over	2012	82.1	2022	84.5	-1.4	Improving	10 years			84.5	-7.2	Same
Education	At least some college	2012	82.6	2022	85.1	-1.4	Improving	7 years	=====	=====	=====	=====	=====
	Less than high school graduate	2012	82.4	2022	83.6	-0.5	No change	More than 20 years	At least some college	85.1	83.6	10.1	Worse
	High school graduate	2012	83.3	2022	85.0	-1.1	Improving	10 years			85.0	0.7	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Appendix Table 6.3.6. Adults who reported that home health care providers always listened carefully to them in the last 2 months of care

Source: HHCAHPS

Benchmark: 88.0 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	83.9	2022	85.5	-1.0	No change	16 years	=====	=====	=====	=====	=====
Race	White	2012	84.4	2022	86.1	-1.0	No change	13 years	=====	=====	=====	=====	=====
	AI/AN	2012	81.8	2022	82.3	-0.7	No change	No progress	White	86.1	82.3	27.3	Worse
	Asian	2012	74.0	2022	77.8	-1.9	Improving	More than 20 years			77.8	59.7	Worse
	NHPI	2012	81.0	2022	83.6	-1.2	No change	No progress			83.6	18.0	Worse
	Black	2012	85.8	2022	85.8	-0.2	No change	No progress			85.8	2.2	Same
	Multiple races	2012	82.7	2022	81.2	1.1	Worsening	No progress			81.2	35.3	Worse
Ethnicity	Non-Hispanic, all races	2012	84.2	2022	85.9	-1.0	No change	14 years	=====	=====	=====	=====	=====
	Hispanic, all races	2012	85.8	2022	85.4	0.3	No change	No progress	Non-Hispanic, all races	85.9	85.4	3.5	Same
Age	18-44	2012	82.4	2022	82.9	-0.6	No change	More than 20 years	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	45-64	2012	84.0	2022	85.1	-0.6	No change	More than 20 years	18-44	82.9	85.1	-12.9	Better
	65 and over	2012	83.9	2022	85.6	-1.0	Improving	15 years			85.6	-15.8	Better
Education	At least some college	2012	82.5	2022	85.0	-1.4	Improving	13 years	=====	=====	=====	=====	=====
	Less than high school graduate	2012	85.9	2022	86.6	-0.4	No change	More than 20 years	At least some college	85.0	86.6	-10.7	Better
	High school graduate	2012	85.2	2022	86.9	-1.1	Improving	6 years			86.9	-12.7	Better

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.3.7. Adults who reported that home health care providers always treated them with courtesy and respect in the last 2 months of care

Source: HHCAHPS

Benchmark: 95.0 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	93.2	2022	94.1	-1.5	Improving	9 years	=====	=====	=====	=====	=====
Race	White	2012	94.0	2022	94.9	-1.4	Improving	1 years	=====	=====	=====	=====	=====
	AI/AN	2012	90.5	2022	91.3	-1.6	Improving	No progress	White	94.9	91.3	70.6	Worse
	Asian	2012	83.4	2022	86.6	-2.6	Improving	More than 20 years			86.6	162.7	Worse
	NHPI	2012	88.9	2022	91.2	-2.1	Improving	19 years			91.2	72.5	Worse
	Black	2012	93.0	2022	93.1	-0.3	No change	No progress			93.1	35.3	Worse
	Multiple races	2012	91.9	2022	90.5	2.2	Worsening	No progress			90.5	86.3	Worse
Ethnicity	Non-Hispanic, all races	2012	93.7	2022	94.6	-1.5	Improving	5 years	=====	=====	=====	=====	=====
	Hispanic, all races	2012	92.5	2022	92.5	-0.2	No change	No progress	Non-Hispanic, all races	94.6	92.5	38.9	Worse
Age	18-44	2012	89.0	2022	90.1	-1.2	Improving	More than 20 years	=====	=====	=====	=====	=====
	45-64	2012	91.3	2022	91.9	-0.8	No change	More than 20 years	18-44	90.1	91.9	-18.2	Better
	65 and over	2012	93.5	2022	94.4	-1.5	Improving	7 years			94.4	-43.4	Better
Education	At least some college	2012	93.1	2022	94.3	-1.8	Improving	6 years	=====	=====	=====	=====	=====
	Less than high school graduate	2012	93.7	2022	93.8	-0.2	No change	No progress	At least some college	94.3	93.8	8.8	Same
	High school graduate	2012	94.2	2022	95.0	-1.4	Improving	Reached			95.0	-12.3	Better

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.3.8. Adults who reported getting the help or advice they needed when they contacted their home health care providers in the last 2 months of care

Source: HHCAHPS

Benchmark: 30.4 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	28.2	2022	22.6	0.7	No change	No progress	=====	=====	=====	=====	=====
Race	White	2012	28.3	2022	22.6	0.7	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2012	34.7	2022	26.9	1.1	Worsening	No progress	White	22.6	26.9	-5.6	Same
	Asian	2012	29.8	2022	27.3	0.2	No change	No progress			27.3	-6.1	Same
	NHPI	2012	31.2	2022	26.9	0.7	No change	No progress			26.9	-5.6	Same
	Black	2012	28.4	2022	22.9	0.7	No change	No progress			22.9	-0.4	Same
	Multiple races	2012	33.7	2022	24.9	1.0	Worsening	No progress			24.9	-3.0	Same
Ethnicity	Non-Hispanic, all races	2012	28.3	2022	22.5	0.7	No change	No progress	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Hispanic, all races	2012	31.8	2022	27.7	0.6	No change	No progress	Non-Hispanic, all races	22.5	27.7	-6.7	Same
Age	18-44	2012	39.0	2022	31.4	1.2	Worsening	Reached, getting worse	=====	=====	=====	=====	=====
	45-64	2012	36.9	2022	28.0	1.2	Worsening	No progress	18-44	31.4	28.0	5.0	Same
	65 and over	2012	26.8	2022	22.0	0.6	No change	No progress			22.0	13.7	Worse
Education	At least some college	2012	29.2	2022	23.3	0.7	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2012	28.9	2022	24.0	0.6	No change	No progress	At least some college	23.3	24.0	-0.9	Same
	High school graduate	2012	27.2	2022	21.4	0.7	No change	No progress			21.4	2.5	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.3.9. Adults who did not have any problem with the care they received from their home health care providers in the last 2 months of care

Source: HHCAHPS

Benchmark: 94.0 in 2015

Data year for disparities analysis: 2022

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2012	92.6	2022	92.8	-0.4	No change	More than 20 years	=====	=====	=====	=====	=====
Race	White	2012	93.7	2022	93.9	-0.3	No change	7 years	=====	=====	=====	=====	=====
	AI/AN	2012	90.5	2022	90.9	-1.1	Improving	More than 20 years	White	93.9	90.9	49.2	Worse
	Asian	2012	90.9	2022	91.5	-1.0	Improving	More than 20 years			91.5	39.3	Worse
	NHPI	2012	89.0	2022	91.1	-2.0	Improving	15 years			91.1	45.9	Worse
	Black	2012	91.7	2022	91.6	-0.1	No change	No progress			91.6	37.7	Worse
	Multiple races	2012	91.1	2022	88.8	3.6	Worsening	No progress			88.8	83.6	Worse
Ethnicity	Non-Hispanic, all races	2012	93.5	2022	93.8	-0.5	No change	7 years	=====	=====	=====	=====	=====
	Hispanic, all races	2012	92.2	2022	91.6	0.7	No change	No progress	Non-Hispanic, all races	93.8	91.6	35.5	Worse
Age	18-44	2012	87.6	2022	87.6	-0.5	No change	No progress	=====	=====	=====	=====	=====
	45-64	2012	89.6	2022	89.7	-0.1	No change	No progress	18-44	87.6	89.7	-16.9	Better
	65 and over	2012	93.1	2022	93.2	-0.2	No change	No progress			93.2	-45.2	Better
Education	At least some college	2012	92.6	2022	93.1	-0.7	No change	19 years	=====	=====	=====	=====	=====
	Less than high school graduate	2012	93.5	2022	93.4	0.3	No change	No progress	At least some college	93.1	93.4	-4.3	Same

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Measure Category: 6. Person-Centered Care, Subcategory: 3. Home Health Communication

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	High school graduate	2012	94.1	2022	94.5	-0.8	No change	Reached			94.5	-20.3	Better

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Appendix Table 6.4.1. Hospice patients whose hospice care team always communicated well with their family caregivers about taking care of them

Source: HOSPICE_CAHPS

Benchmark: 83.3 in 2015

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	79.4	2021	80.5	-1.1	Improving	13 years	=====	=====	=====	=====	=====
Race	White	2015	79.5	2021	80.8	-1.2	Improving	10 years	=====	=====	=====	=====	=====
	AI/AN	2015	79.9	2021	79.7	0.1	No change	No progress	White	80.8	79.7	5.7	Same
	Asian	2015	75.1	2021	75.8	-1.1	Improving	No progress			75.8	26.0	Worse
	NHPI	2016	82.7	2021	81.3	-0.3	No change	No progress			81.3	-2.6	Same
	Black	2015	81.9	2021	82.2	-0.8	No change	No progress			82.2	-7.3	Same
	Multiple races	2015	79.2	2021	78.4	-0.4	No change	No progress			78.4	12.5	Worse
Ethnicity	Non-Hispanic, White	2015	79.5	2021	80.8	-1.2	Improving	10 years	=====	=====	=====	=====	=====
	Hispanic, all races	2015	80.4	2021	81.1	-0.7	No change	No progress	Non-Hispanic, White	80.8	81.1	-1.6	Same
	Non-Hispanic, all races	2015	79.5	2021	80.7	-1.2	Improving	11 years			80.7	0.5	Same

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Non-Hispanic, Black	2015	82.2	2021	82.5	-0.9	No change	No progress			82.5	-8.9	Same
Age	18-64	2015	80.4	2021	81.1	-0.9	No change	12 years	=====	=====	=====	=====	=====
	65-74	2015	80.0	2021	81.1	-1.0	No change	12 years	18-64	81.1	81.1	0.0	Same
	75-84	2015	80.0	2021	80.9	-0.9	No change	14 years			80.9	1.1	Same
	85 and over	2015	78.8	2021	80.2	-1.4	Improving	11 years			80.2	4.8	Same
Gender	Male	2015	79.2	2021	80.2	-1.0	Improving	15 years	=====	=====	=====	=====	=====
	Female	2015	79.7	2021	80.9	-1.2	Improving	10 years	Male	80.2	80.9	-3.5	Same
Education	At least some college	2015	78.6	2021	79.7	-1.0	Improving	17 years	=====	=====	=====	=====	=====
	Less than high school graduate	2015	80.8	2021	82.2	-1.7	Improving	3 years	At least some college	79.7	82.2	-12.3	Better
	High school graduate	2015	80.0	2021	81.4	-1.3	Improving	7 years			81.4	-8.4	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.4.2. Hospice patients and family caregivers who always got help as soon as they needed from the hospice care team

Source: HOSPICE_CAHPs

Benchmark: 82.3 in 2015

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	77.4	2021	76.6	0.5	No change	No progress	=====	=====	=====	=====	=====
Race	White	2015	77.7	2021	77.0	0.4	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2015	76.2	2021	75.2	0.7	No change	No progress	White	77.0	75.2	7.8	Same
	Asian	2015	67.7	2021	69.5	-0.7	No change	No progress			69.5	32.6	Worse
	NHPI	2016	80.4	2021	76.7	3.6	Worsening	No progress			76.7	1.3	Same
	Black	2015	78.5	2021	77.2	0.7	No change	No progress			77.2	-0.9	Same
	Multiple races	2015	76.6	2021	74.0	1.2	No change	No progress			74.0	13.0	Worse
Ethnicity	Non-Hispanic, White	2015	77.7	2021	77.1	0.3	No change	No progress	=====	=====	=====	=====	=====
	Hispanic, all races	2015	76.7	2021	74.8	1.2	Worsening	No progress	Non-Hispanic, White	77.1	74.8	10.0	Worse
	Non-Hispanic, all races	2015	77.6	2021	76.9	0.3	No change	No progress			76.9	0.9	Same
	Non-Hispanic, Black	2015	78.6	2021	77.3	0.7	No change	No progress			77.3	-0.9	Same
Age	18-64	2015	77.8	2021	77.3	0.2	No change	No progress	=====	=====	=====	=====	=====
	65-74	2015	78.1	2021	77.5	0.5	No change	No progress	18-64	77.3	77.5	-0.9	Same
	75-84	2015	77.8	2021	77.3	0.3	No change	No progress			77.3	0.0	Same
	85 and over	2015	77.0	2021	76.0	0.5	No change	No progress			76.0	5.7	Same
Gender	Male	2015	77.0	2021	76.4	0.4	No change	No progress	=====	=====	=====	=====	=====
	Female	2015	77.9	2021	77.0	0.5	No change	No progress	Male	76.4	77.0	-2.5	Same

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Education	At least some college	2015	76.3	2021	75.4	0.5	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2015	78.8	2021	78.6	-0.2	No change	No progress	At least some college	75.4	78.6	-13.0	Better
	High school graduate	2015	78.4	2021	77.8	0.2	No change	No progress			77.8	-9.8	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.4.3. Hospice patients whose hospice care team always treated them with dignity and respect and really cared about them

Source: HOSPICE_CAHPs

Benchmark: 92.1 in 2015

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	89.5	2021	89.6	-0.2	No change	No progress	=====	=====	=====	=====	=====
Race	White	2015	89.8	2021	89.9	-0.3	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2015	89.5	2021	87.8	3.4	No change	No progress	White	89.9	87.8	20.8	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Asian	2015	84.0	2021	84.8	-1.6	Improving	No progress			84.8	50.5	Worse
	NHPI	2016	91.9	2021	87.7	6.0	No change	No progress			87.7	21.8	Same
	Black	2015	89.8	2021	89.0	0.9	No change	No progress			89.0	8.9	Same
	Multiple races	2015	88.6	2021	88.4	0.5	No change	No progress			88.4	14.9	Worse
Ethnicity	Non-Hispanic, White	2015	89.8	2021	90.0	-0.4	No change	No progress	=====	=====	=====	=====	=====
	Hispanic, all races	2015	88.7	2021	88.6	-0.3	No change	No progress	Non-Hispanic, White	90.0	88.6	14.0	Worse
	Non-Hispanic, all races	2015	89.7	2021	89.8	-0.2	No change	No progress			89.8	2.0	Same
	Non-Hispanic, Black	2015	89.6	2021	89.0	0.7	No change	No progress			89.0	10.0	Worse
Age	18-64	2015	89.2	2021	89.3	0.0	No change	No progress	=====	=====	=====	=====	=====
	65-74	2015	89.4	2021	89.5	0.1	No change	No progress	18-64	89.3	89.5	-1.9	Same
	75-84	2015	89.8	2021	89.7	0.1	No change	No progress			89.7	-3.7	Same
	85 and over	2015	89.6	2021	89.8	-0.5	No change	More than 20 years			89.8	-4.7	Same
Gender	Male	2015	89.4	2021	89.3	0.1	No change	No progress	=====	=====	=====	=====	=====
	Female	2015	89.8	2021	90.0	-0.3	No change	No progress	Male	89.3	90.0	-6.5	Same
Education	At least some college	2015	89.1	2021	89.1	0.0	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2015	90.2	2021	90.2	-0.3	No change	No progress	At least some college	89.1	90.2	-10.1	Better

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	High school graduate	2015	90.0	2021	90.4	-0.6	No change	More than 20 years			90.4	-11.9	Better

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.4.4. Hospice patients who always received enough help for pain, sadness, breathing, or constipation from the hospice care team

Source: HOSPICE_CAHPs

Benchmark: 79.0 in 2015

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	74.7	2021	74.6	-0.1	No change	No progress	=====	=====	=====	=====	=====
Race	White	2015	74.9	2021	75.0	-0.2	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2015	73.7	2021	73.4	-0.2	No change	No progress	White	75.0	73.4	6.4	Same
	Asian	2015	68.6	2021	68.1	0.2	No change	No progress			68.1	27.6	Worse
	NHPI	2018	74.8	2021	74.7	-----	-----	-----			74.7	1.2	Same
	Black	2015	75.1	2021	73.6	0.5	No change	No progress			73.6	5.6	Same

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Multiple races	2015	74.8	2021	72.6	0.4	No change	No progress			72.6	9.6	Same
Ethnicity	Non-Hispanic, White	2015	75.0	2021	75.1	-0.2	No change	No progress	=====	=====	=====	=====	=====
	Hispanic, all races	2015	74.7	2021	74.4	-0.2	No change	No progress	Non-Hispanic, White	75.1	74.4	2.8	Same
	Non-Hispanic, all races	2015	74.9	2021	74.8	-0.1	No change	No progress			74.8	1.2	Same
	Non-Hispanic, Black	2015	75.5	2021	73.8	0.6	No change	No progress			73.8	5.2	Same
Age	18-64	2015	75.4	2021	75.1	0.0	No change	No progress	=====	=====	=====	=====	=====
	65-74	2015	75.4	2021	75.4	0.0	No change	No progress	18-64	75.1	75.4	-1.2	Same
	75-84	2015	75.0	2021	75.1	-0.2	No change	No progress			75.1	0.0	Same
	85 and over	2015	74.2	2021	74.0	-0.1	No change	No progress			74.0	4.4	Same
Gender	Male	2015	74.4	2021	74.1	0.0	No change	No progress	=====	=====	=====	=====	=====
	Female	2015	75.1	2021	75.1	-0.1	No change	No progress	Male	74.1	75.1	-3.9	Same
Education	At least some college	2015	73.8	2021	73.6	0.0	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2015	75.6	2021	76.2	-0.8	No change	15 years	At least some college	73.6	76.2	-9.8	Same
	High school graduate	2015	75.6	2021	75.6	-0.1	No change	No progress			75.6	-7.6	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Appendix Table 6.4.5. Family members who definitely received training about taking care of their family member from the hospice care team

Source: HOSPICE_CAHPs

Benchmark: 78.4 in 2015

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	72.6	2021	73.3	-0.5	No change	More than 20 years	=====	=====	=====	=====	=====
Race	White	2015	72.7	2021	73.4	-0.5	No change	More than 20 years	=====	=====	=====	=====	=====
	AI/AN	2015	73.6	2021	73.8	-0.3	No change	No progress	White	73.4	73.8	-1.5	Same
	Asian	2015	72.6	2021	72.5	-0.2	No change	No progress			72.5	3.4	Same
	NHPI	2019	76.1	2021	76.6	-----	-----	-----			76.6	-12.0	Better
	Black	2015	74.4	2021	74.6	-0.4	No change	No progress			74.6	-4.5	Same
	Multiple races	2015	71.5	2021	72.7	-0.7	No change	No progress			72.7	2.6	Same
	Ethnicity	Non-Hispanic, White	2015	72.6	2021	73.4	-0.6	No change	More than 20 years	=====	=====	=====	=====
Hispanic, all races		2015	75.9	2021	75.3	0.2	No change	No progress	Non-Hispanic, White	73.4	75.3	-7.1	Same
Non-Hispanic, all races		2015	72.7	2021	73.4	-0.5	No change	More than 20 years			73.4	0.0	Same

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Non-Hispanic, Black	2015	75.0	2021	74.7	-0.3	No change	No progress			74.7	-4.9	Same
Age	18-64	2015	73.6	2021	74.6	-0.5	No change	No progress	=====	=====	=====	=====	=====
	65-74	2015	74.1	2021	74.7	-0.2	No change	No progress	18-64	74.6	74.7	-0.4	Same
	75-84	2015	73.8	2021	74.2	-0.4	No change	More than 20 years			74.2	1.6	Same
	85 and over	2015	71.1	2021	72.1	-0.8	No change	More than 20 years			72.1	9.8	Same
Gender	Male	2015	72.1	2021	72.5	-0.4	No change	No progress	=====	=====	=====	=====	=====
	Female	2015	73.3	2021	74.1	-0.6	No change	More than 20 years	Male	72.5	74.1	-5.8	Same
Education	At least some college	2015	71.7	2021	72.3	-0.4	No change	More than 20 years	=====	=====	=====	=====	=====
	Less than high school graduate	2015	74.7	2021	75.7	-1.1	Improving	10 years	At least some college	72.3	75.7	-12.3	Better
	High school graduate	2015	73.0	2021	74.0	-0.7	No change	More than 20 years			74.0	-6.1	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.4.6. Family caregivers who received the right amount of emotional and spiritual support from the hospice care team

Source: HOSPICE_CAHPs

Benchmark: 90.9 in 2015

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	88.8	2021	89.3	-1.0	No change	No progress	=====	=====	=====	=====	=====
Race	White	2015	89.3	2021	89.7	-0.9	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2015	85.5	2021	86.2	-0.3	No change	No progress	White	89.7	86.2	34.0	Worse
	Asian	2015	85.3	2021	87.8	-3.8	Improving	6 years			87.8	18.4	Worse
	NHPI	2016	85.9	2021	88.9	-4.7	No change	No progress			88.9	7.8	Same
	Black	2015	86.5	2021	86.5	-0.8	No change	No progress			86.5	31.1	Worse
	Multiple races	2015	86.8	2021	87.6	-1.6	No change	No progress			87.6	20.4	Worse
Ethnicity	Non-Hispanic, White	2015	89.7	2021	90.0	-0.6	No change	No progress	=====	=====	=====	=====	=====
	Hispanic, all races	2015	82.5	2021	85.2	-4.5	Improving	8 years	Non-Hispanic, White	90.0	85.2	48.0	Worse
	Non-Hispanic, all races	2015	89.4	2021	89.8	-0.8	No change	No progress			89.8	2.0	Same
	Non-Hispanic, Black	2015	87.0	2021	86.6	-0.4	No change	No progress			86.6	34.0	Worse
Age	18-64	2015	88.3	2021	88.5	-0.3	No change	No progress	=====	=====	=====	=====	=====
	65-74	2015	88.4	2021	89.1	-1.1	No change	No progress	18-64	88.5	89.1	-5.2	Same
	75-84	2015	88.9	2021	89.2	-0.8	No change	No progress			89.2	-6.1	Same
	85 and over	2015	89.2	2021	89.7	-1.2	Improving	No progress			89.7	-10.4	Better

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Gender	Male	2015	88.3	2021	88.9	-1.1	No change	No progress	=====	=====	=====	=====	=====
	Female	2015	89.3	2021	89.8	-1.1	No change	No progress	Male	88.9	89.8	-8.1	Same
Education	At least some college	2015	88.9	2021	89.4	-1.0	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2015	88.8	2021	88.8	-0.8	No change	No progress	At least some college	89.4	88.8	5.7	Same
	High school graduate	2015	89.3	2021	89.9	-1.0	No change	No progress			89.9	-4.7	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.4.7. Family caregivers who rated the hospice care for their family member best (9-10) on a scale of 0-10 (where 0 is the worst and 10 is the best)

Source: HOSPICE_CAHPs

Benchmark: 83.9 in 2015

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	79.9	2021	80.3	-0.6	No change	No progress	=====	=====	=====	=====	=====

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Race	White	2015	80.3	2021	80.8	-0.7	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2015	77.7	2021	78.2	0.3	No change	No progress	White	80.8	78.2	13.5	Worse
	Asian	2015	72.6	2021	74.9	-1.7	Improving	20 years			74.9	30.7	Worse
	NHPI	2016	80.1	2021	80.6	-0.8	No change	No progress			80.6	1.0	Same
	Black	2015	79.4	2021	78.5	0.3	No change	No progress			78.5	12.0	Worse
	Multiple races	2015	80.2	2021	78.2	0.7	No change	No progress			78.2	13.5	Worse
Ethnicity	Non-Hispanic, White	2015	80.2	2021	80.9	-0.8	No change	No progress	=====	=====	=====	=====	=====
	Hispanic, all races	2015	80.3	2021	79.7	0.2	No change	No progress	Non-Hispanic, White	80.9	79.7	6.3	Same
	Non-Hispanic, all races	2015	80.0	2021	80.6	-0.7	No change	No progress			80.6	1.6	Same
	Non-Hispanic, Black	2015	79.3	2021	78.5	0.2	No change	No progress			78.5	12.6	Worse
Age	18-64	2015	80.3	2021	80.1	-0.2	No change	No progress	=====	=====	=====	=====	=====
	65-74	2015	80.2	2021	80.3	-0.4	No change	No progress	18-64	80.1	80.3	-1.0	Same
	75-84	2015	80.3	2021	80.8	-0.6	No change	No progress			80.8	-3.5	Same
	85 and over	2015	79.6	2021	80.2	-0.7	No change	No progress			80.2	-0.5	Same
Gender	Male	2015	79.7	2021	79.9	-0.4	No change	No progress	=====	=====	=====	=====	=====
	Female	2015	80.3	2021	80.8	-0.6	No change	No progress	Male	79.9	80.8	-4.5	Same
Education	At least some college	2015	79.4	2021	79.7	-0.4	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2015	80.6	2021	81.2	-1.0	No change	No progress	At least some college	79.7	81.2	-7.4	Same

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	High school graduate	2015	80.4	2021	81.1	-0.8	No change	No progress			81.1	-6.9	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Appendix Table 6.4.8. Family caregivers who would definitely recommend this hospice to their friends and family

Source: HOSPICE_CAHPs

Benchmark: 88.4 in 2015

Data year for disparities analysis: 2021

Note: Higher estimates (percentages) are better for this measure. Percentages were flipped to negative direction for calculations.

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
Total	Total	2015	84.6	2021	84.1	0.4	No change	No progress	=====	=====	=====	=====	=====
Race	White	2015	85.0	2021	84.8	0.1	No change	No progress	=====	=====	=====	=====	=====
	AI/AN	2015	84.7	2021	81.5	2.8	No change	No progress	White	84.8	81.5	21.7	Worse
	Asian	2015	78.9	2021	78.7	-0.5	No change	No progress			78.7	40.1	Worse
	NHPI	2016	86.4	2021	85.3	1.8	No change	No progress			85.3	-3.3	Same
	Black	2015	81.7	2021	80.2	1.1	Worsening	No progress			80.2	30.3	Worse

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care

Population Category	Subgroup	Baseline Year	Baseline Estimate	Current Year	Current Estimate	Average Annual Change %	Change Over Time	Years to Benchmark	Reference Group	Estimate for Reference Group	Estimate for Comparison Group	Relative Difference	Disparities
	Multiple races	2015	84.4	2021	82.2	2.1	Worsening	No progress			82.2	17.1	Worse
Ethnicity	Non-Hispanic, White	2015	85.2	2021	85.0	0.0	No change	No progress	=====	=====	=====	=====	=====
	Hispanic, all races	2015	83.4	2021	82.3	0.9	No change	No progress	Non-Hispanic, White	85.0	82.3	18.0	Worse
	Non-Hispanic, all races	2015	84.8	2021	84.5	0.1	No change	No progress			84.5	3.3	Same
	Non-Hispanic, Black	2015	81.8	2021	80.3	0.8	No change	No progress			80.3	31.3	Worse
Age	18-64	2015	84.5	2021	83.8	0.6	No change	No progress	=====	=====	=====	=====	=====
	65-74	2015	84.8	2021	84.3	0.5	No change	No progress	18-64	83.8	84.3	-3.1	Same
	75-84	2015	85.4	2021	84.6	0.6	No change	No progress			84.6	-4.9	Same
	85 and over	2015	84.1	2021	84.1	-0.1	No change	No progress			84.1	-1.9	Same
Gender	Male	2015	84.1	2021	83.6	0.3	No change	No progress	=====	=====	=====	=====	=====
	Female	2015	85.1	2021	84.8	0.1	No change	No progress	Male	83.6	84.8	-7.3	Same
Education	At least some college	2015	84.4	2021	83.8	0.5	No change	No progress	=====	=====	=====	=====	=====
	Less than high school graduate	2015	84.9	2021	84.7	-0.2	No change	No progress	At least some college	83.8	84.7	-5.6	Same
	High school graduate	2015	85.1	2021	85.0	0.0	No change	No progress			85.0	-7.4	Same

----- : Data were not available or reliable for the analysis. Subgroups without valid data in any year are not listed.

===== : Not applicable.

This measure is a core measure. More information and data are available at <https://datatools.ahrq.gov/nhqdr>.

Measure Category: 6. Person-Centered Care, Subcategory: 4. Hospice Care