

# Improving the Survey Instruments

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- Created in response to:
  - y Increased use of telehealth associated with COVID-19 pandemic.
  - y Changes in healthcare delivery
- C-G 4.0 (beta) survey
  - y Focuses on the most recent visit
  - y Applicable to:
    - í Primary and specialty care
    - í In-person, phone, and video visits



- CAHPS 5.1 Health Plan/CAHPS 3.1 Clinician & Group surveys
- Will use RAND online platform for iterative feedback
  - y ExpertLens (Dalal et al., 2011, Technological Forecasting & Social Change)
- Group Consensus
  - y Evaluation of response variation and changes in views between rounds.

- Mail only had the lowest yield for Black, Hispanic, and Multiracial.
- Web-Mail-Phone had the highest yield for 3 of 5 racial/ethnic groups.

Survey Administration Protocol	Response Rate
Current HCAHPS Modes	
Mail only	22%
Phone only	23%
Mail-Phone	31%
Web-first Modes	
Web-Mail	29%
Web-Phone	30%
Web-Mail-Phone	36%



- Randomized CAHPS C- G survey 3.1 and easier (EZ) version
  - y Patients at federally qualified health center
  - y Serving 13,432 patients (64% Hispanic/Latino, 30% Spanish)