# COMMUNICATION BETWEEN PROVIDERS AND PATIENTS

## 5.2 Reliability

### 5.2.3 [If reliability testing was conducted] Reliability Testing Results (derived) \*

Table 1 presents the Cronbach’s alphas for the Communication between Providers and Patients composite measure and Cronbach’s alpha if each individual item was deleted from the measure, using respondent-level data. In addition, the Pearson’s correlations between each item and the remaining items (i.e., the composite if the corresponding item is removed) based on respondent-level data. Table 2 includes the inter-unit reliability of the Communication between Providers and Patients HHCAHPS composite measure and the items comprising the measure, using agency-level data. Analyses of inter-unit reliability included agencies with 100 or more respondents.

Table 1. Cronbach’s Alpha Coefficients (Overall and With Removal of Each Item) and Item-Total Correlations for CAHPS Home Healthcare Survey Communication between Providers and Patients Composite

| Composite/Item | Item-Total Correlation | Alpha if Item Deleted |
| --- | --- | --- |
| **Communication between Providers and Patients (Cronbach’s alpha=0.78)** |  |  |
| In the last 2 months, how often did home health staff from this agency keep you informed about when they would arrive at your home? | 0.57 | 0.74 |
| In the last 2 months, how often did home health staff from this agency explain things in a way that was easy to understand? | 0.65 | 0.71 |
| In the last 2 months, how often did home health staff from this agency listen carefully to you? | 0.68 | 0.70 |
| In the last 2 months, did home health staff from this agency provide your family or friends with information or instructions about your care as much as you wanted? | 0.49 | 0.76 |
| When you contacted this agency’s office, did you get the help or advice you needed? | 0.42 | 0.79 |

Table 2. Agency-Level Inter-Unit Reliability for CAHPS Home Healthcare Survey Communication between Providers and Patients Composite and Individual Items

|  |  |
| --- | --- |
| Composite/Item | Inter-Unit Reliability |
| **Communication between Providers and Patients** | **0.75** |
| In the last 2 months, how often did home health staff from this agency keep you informed about when they would arrive at your home? | 0.75 |
| In the last 2 months, how often did home health staff from this agency explain things in a way that was easy to understand? | 0.41 |
| In the last 2 months, how often did home health staff from this agency listen carefully to you? | 0.58 |
| In the last 2 months, did home health staff from this agency provide your family or friends with information or instructions about your care as much as you wanted? | 0.67 |
| When you contacted this agency’s office, did you get the help or advice you needed? | 0.78 |

Note: Analyses of inter-unit reliability include agencies with 100 or more respondents

## 5.3 Validity

### 5.3.4 [If validity testing was conducted] Validity Testing Results (derived) \*

Table 3. Factor Loadings From Two-Factor Confirmatory Factor Model

| Factor/survey questions | Factor Loading |
| --- | --- |
| **Factor 1: Care of patients** |  |
| Q7. In the last 2 months, how often did home health staff from this agency seem to be aware of all of the care or treatment you got at home? | 0.87 |
| Q8. In the last 2 months, how often did home health staff from this agency treat you with care – for example, when moving you around or changing a bandage? | 0.74 |
| Q11. In the last 2 months, how often did home health staff from this agency treat you with courtesy and respect? | 0.92 |

(continued)

Table 3. Factor Loadings From Two-Factor Confirmatory Factor Model (continued)

| Factor/survey questions | Factor Loading |
| --- | --- |
| Q12. In the last 2 months, how often did you feel that home health staff from the agency cared about you as a person? | 0.91 |
| Q14. In the last 2 months, have the services you received from this agency helped you take care of your health? | 0.82 |
| Factor 2: Communication between providers and patients |  |
| Q6. In the last 2 months, how often did home health staff from this agency keep you informed about when they would arrive at your home? | 0.79 |
| Q9. In the last 2 months, how often did home health staff from this agency explain things in a way that was easy to understand? | 0.88 |
| Q10. In the last 2 months, how often did home health staff from this agency listen carefully to you? | 0.90 |
| Q13. In the last 2 months, did home health staff from this agency provide your family or friends with information or instructions about your care as much as you wanted? | 0.75 |
| Q17. When you contacted this agency’s office, did you get the help or advice you needed? | 0.68 |
| **Model fit indices** |  |
| Comparative Fit Index (CFI) | 0.99 |
| Tucker-Lewis Fit Index (TLI) | 0.99 |
| Root Mean Square Error of Approximation (RMSEA) | 0.044 |

Table 4. Correlations between CAHPS Items and Composites: Respondent-Level

|  |  |  |
| --- | --- | --- |
| Composite/Item | Care of Patients | Communication between Providers and Patients |
| **Communication between Providers and Patients** |  |  |
| Q6. In the last 2 months, how often did home health staff from this agency keep you informed about when they would arrive at your home? | 0.57 | 0.57 |
| Q9. In the last 2 months, how often did home health staff from this agency explain things in a way that was easy to understand? | 0.64 | 0.65 |
| Q10. In the last 2 months, how often did home health staff from this agency listen carefully to you? | 0.68 | 0.68 |
| Q13. In the last 2 months, did home health staff from this agency provide your family or friends with information or instructions about your care as much as you wanted? | 0.43 | 0.49 |
| Q17. When you contacted this agency’s office, did you get the help or advice you needed? | 0.37 | 0.42 |

Note: Correlations between an item and its corresponding composite are item-total correlations which are adjusted to remove the item of interest.

Table 5. Correlations of CAHPS Composites and Global Items at Respondent--Level

|  |  |  |
| --- | --- | --- |
| Composite | Rating of Care | Would Recommend Agency |
| **Respondent-Level** |  |  |
| Care of Patients | 0.61 | 0.55 |
| **Agency-Level** |  |  |
| Care of Patients | 0.68 | 0.66 |