

CAHPS™ 2.0

**SAMPLE
TELEPHONE SCRIPT**

October, 1998

INTRODUCTION

Hello, this is {INTERVIEWER NAME} calling from {DATA COLLECTION CONTRACTOR} on behalf of {SPONSOR NAME}. May I please speak to {SAMPLE MEMBER'S NAME}?

IF SPEAKING WITH SAMPLE MEMBER:

{DATA COLLECTION CONTRACTOR} is conducting a study for {SPONSOR NAME} to find out how satisfied you are with {HEALTH PLAN NAME}. The results of this study will be used to help people compare health plans, including yours, the next time they choose health insurance. → GO TO CONSENT STATEMENT BELOW

IF SAMPLE MEMBER IS NOT AVAILABLE, SCHEDULE TIME TO CALL BACK:

Can you tell me a convenient time to call back to speak with (him/her).

**RECORD CALLBACK TIME ON CALL RECORD (IF CATI, ENTER ON
CALLBACK/APPOINTMENT SCREEN).**

CONSENT STATEMENTS:

We recently sent you a package of material about this study, but just in case you didn't receive it, let me tell you a little about the study before we continue. We have selected you at random along with several others to represent all people in {HEALTH PLAN NAME}. Your answers are very important to our study.

You may choose to do this interview or not. If you do, your responses will be kept private. Your decision to do the interview will not affect any benefits you get. The questions should take about 15 minutes to answer.

I will ask about the health care you receive from {HEALTH PLAN NAME} and how you feel about {HEALTH PLAN NAME}. Members of other health insurance plans will be asked the same questions. In this way, people will be able to compare health insurance plans they can choose from the next time they select a health plan.

I'd like to begin the interview now, but before we begin, do you have any questions about the survey?

ANSWER ANY QUESTIONS, THEN GO TO QUESTION 1.

IF SAMPLE MEMBER DOES NOT HAVE TIME TO PARTICIPATE IN INTERVIEW NOW, GO TO CALL BACK SCREEN AND ARRANGE AN APPOINTMENT TO CALL BACK.

1. Our records show that you are now in {health plan name}. Is that right?

1 Yes → Go to Question 3

2 No

2. What is the name of your health plan?

RECORD PLAN NAME _____

3. Is this the health plan you use for all or most of your health care?

1 Yes

2 No

4. How many months or years in a row have you been in this health plan?

Was it[READ LIST]

1 Less than 12 months

2 12 up to 24 months

3 2 up to 5 years

4 5 up to 10 years

5 10 or more years

The next questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

5. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

When you joined your health plan or at any time since then, did you get a new personal doctor or nurse?

1 Yes

2 No → Go to Question 7

6. With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?
Would you say that it was.....[READ LIST]

- 1 A big problem
- 2 A small problem
- 3 Not a problem

7. Do you have one person you think of as your personal doctor or nurse?

- 1 Yes
- 2 No → Go to Question 9

8. We want to know your rating of your personal doctor or nurse.

Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?

- 0 Worst personal doctor or nurse possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor or nurse possible

When you answer the next questions, do not include dental visits.

9. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.

In the last 12 months, did you or a doctor think you needed to see a specialist?

- 1 Yes
- 2 No → Go to Question 11

10. In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?

Would you say that it was.....[READ LIST]

- 1 A big problem
- 2 A small problem
- 3 Not a problem

11. In the last 12 months, did you see a specialist?

- 1 Yes
- 2 No → Go to Question 14

12. We want to know your rating of the specialist you saw most often in the last 12 months, including a personal doctor if he or she is a specialist.

Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible

13. In the last 12 months, was the specialist you saw most often the same doctor as your personal doctor?

- 1 Yes
- 2 No

14. In the last 12 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?

1 Yes

2 No → Go to Question 16

15. In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?

Would you say ...[READ LIST]

1 Never

2 Sometimes

3 Usually

4 Always

16. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.

In the last 12 months, did you make any appointments with a doctor or other health provider for regular or routine health care?

1 Yes

2 No → Go to Question 18

17. In the last 12 months, how often did you get an appointment for regular or routine health care as soon as you wanted?

Would you say ...[READ LIST]

1 Never

2 Sometimes

3 Usually

4 Always

18. In the last 12 months, did you have an illness or injury that needed care right away from a doctor's office, clinic, or emergency room?

1 Yes

2 No → Go to Question 20

19. In the last 12 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?

Would you say ...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

20. In the last 12 months, how many times did you go to an emergency room to get care for yourself?

None

_____ (ENTER NUMBER)

21. In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?

Would you say...[READ LIST]

- 1 None → Go to Question 32
- 2 1
- 3 2
- 4 3
- 5 4
- 6 5 to 9
- 7 10 or more

22. In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?

Would you say it was...[READ LIST]

- 1 A big problem
- 2 A small problem
- 3 Not a problem

23. In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?

Would you say it was...[READ LIST]

- 1 A big problem
- 2 A small problem
- 3 Not a problem

24. In the last 12 months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see?

Would you say...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

25. In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

Would you say...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

26. In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

Would you say...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

27. In the last 12 months, how often did doctors or other health providers listen carefully to you?

Would you say...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

28. In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?

Would you say...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

29. In the last 12 months, how often did doctors or other health providers show respect for what you had to say?

Would you say...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

30. In the last 12 months, how often did doctors or other health providers spend enough time with you?

Would you say...[READ LIST]

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

31. We want to know your rating of all your health care in the last 12 months from all doctors and other health providers.

Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

The next questions ask about your experience with your health plan.

32. In the last 12 months, did you look for any information in written materials from your health plan?

- 1 Yes
- 2 No → Go to Question 34

33. In the last 12 months, how much of a problem, if any, was it to find or understand information in the written materials?

Would you say it was...[READ LIST]

- 1 A big problem
- 2 A small problem
- 3 Not a problem

34. In the last 12 months, did you call your health plan's customer service to get information or help?

- 1 Yes
- 2 No → Go to Question 36

**35. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?
Would you say it was...[READ LIST]**

- 1 A big problem
- 2 A small problem
- 3 Not a problem

36. Paperwork means things like getting your ID card, having your records changed, processing forms, or other paperwork related to getting care.

In the last 12 months, did you have any experiences with paperwork for your health plan?

- 1 Yes
- 2 No → Go to Question 38

**37. In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?
Would you say it was...[READ LIST]**

- 1 A big problem
- 2 A small problem
- 3 Not a problem

38. We want to know your rating of all your experience with your health plan.

Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

The next questions are about you.

39. In general, how would you rate your overall health now?

[READ LIST]

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

40. What is your age now?

[READ LIST]

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75 or older

41. [ASK IF NECESSARY] Are you male or female?

- 1 Male
- 2 Female

42. What is the highest grade or level of school that you have completed?

Is it... [READ LIST]

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 Some college or 2-year degree
- 5 4-year college graduate
- 6 More than 4-year college degree

43. Are you of Hispanic or Latino origin or descent?

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

**44. What is your race? Are you...
[MARK ALL THAT APPLY].**

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native

**Those are all the questions that I have.
Thank you very much for your help with this survey.
Have a nice (day/evening). Good Bye.**