CAHPS III Reports Team Experimental Research:
Web Post-Exposure Survey for Consumer Choice Experiment: Health Plans
Health Plan Experiment – Post-Test Experimental Arm 4

1. How easy or difficult was it for you to use the website?

Very easy	**Somewhat easy**	**Neither easy nor difficult**	**Somewhat difficult**	**Very difficult**
☐	☐	☐	☐	☐

2. How easy or difficult was it for you to select a health plan?

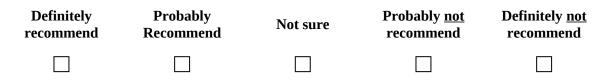| **Very easy**	**Somewhat easy**	**Neither easy nor difficult**	**Somewhat difficult**	**Very difficult**
☐	☐	☐	☐	☐

2a. How satisfied were you with the choice of health plans available to you?

Very satisfied	**Somewhat satisfied**	**Neither satisfied nor dissatisfied**	**Somewhat dissatisfied**	**Very dissatisfied**
☐	☐	☐	☐	☐

2b. If you checked **Somewhat dissatisfied** or **Very dissatisfied:** Why were you dissatisfied with the choices available to you?

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_____

3. If you could have free access to a website like this one when you need to choose a health plan in real life, how likely would you be to use this website?

Definitely would use	**Probably would use**	**Not sure**	**Probably would not use**	**Definitely would not use**
☐	☐	☐	☐	☐

4.   Would you recommend that your friends and family use a website like this one when they make their own choices about a health plan?

Definitely recommend	Probably Recommend	Not sure	Probably not recommend	Definitely not recommend
☐	☐	☐	☐	☐

5.   We're interested in knowing what you remember about the website and how useful the information was. This question is about **plan enrollees typically report when surveyed about their care and experiences with their health plan**. This type of information comes from a survey of a scientific sample of each doctor's patients.

Types of Information About Health Plans	Do you remember seeing this information?		If you do remember seeing the information: How easy or difficult was it to tell which plans were best using this information?			
	No	Yes ➔	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult
a. Survey results about the courtesy and helpfulness of plan staff.	☐	☐ ➔	☐	☐	☐	☐
b. Survey results about the ability of the plan's doctors to communicate.	☐	☐ ➔	☐	☐	☐	☐
c. Survey results about getting appointments and health care when needed.	☐	☐ ➔	☐	☐	☐	☐
d. Survey results about enrollees' overall ratings of the plan.	☐	☐ ➔	☐	☐	☐	☐

6. We're interested in knowing what you remember about the website and how useful the information was. This question is about **information on how closely the medical care provided by the plan matches the best care that is provided for people with particular illnesses.** This type of information comes from enrollees' medical records for services related to certain common medical conditions.

Types of Information About Health Plans	Do you remember seeing this information?		If you <u>do remember</u> seeing the information: How easy or difficult was it to tell which plans were best using this information?			
	No	Yes ➔	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult
a. How often the plan screens enrollees to identify high blood pressure, early stages of cancer, or risky behaviors such as smoking.	☐	☐ ➔	☐	☐	☐	☐
b. How often doctors affiliated with the plan provide the type of care recommended by experts for particular medical conditions such as asthma, diabetes and heart disease.	☐	☐ ➔	☐	☐	☐	☐

7. The website provided information from surveys of scientific samples of enrollees selected from all members of each health plan. How useful was this survey information in helping you select a plan?

Very useful	Somewhat Useful	Not very Useful	Not at all useful
☐	☐	☐	☐

8. If you said **"Not very useful"** or "**Not at all useful"**: Why wasn't the survey information useful to you?

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9. The website provided information on how closely the treatments offered by doctors at each health plan provided the care recommended by experts. How useful was this information in helping you select a plan?

Very useful	Somewhat Useful	Not very Useful	Not at all useful
☐	☐	☐	☐

10. If you said **"Not very useful"** or **"Not at all useful"**: Why wasn't the information on how often the plan's doctors provided the care recommended by experts useful to you?

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11. How much do you think the information on the website told you about the **quality** of each health plan listed there?

A lot	A little	Nothing	Don't know
☐	☐	☐	☐

12. Is there any other information (besides what was provided on the website) that you think would be useful in helping you to choose a plan?

☐ NO
☐ YES ➔ What information?

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13. Was there any information on the website that didn't make sense to you?

☐ NO
☐ YES ➔ What was it that didn't make sense to you?

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We'd like to ask you some questions about how you usually make decisions in your life. Please indicate how much you agree or disagree with each of the following statements:

	Completely disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Completely agree
14. Whenever I make a choice, I'm curious about what would have happened if I had chosen differently.	☐	☐	☐	☐	☐
15. Whenever I make a choice, I try to get information about how the other alternatives turned out.	☐	☐	☐	☐	☐
16. If I make a choice and it turns out well, I still feel like something of a failure if I find out that the other choice would have turned out better.	☐	☐	☐	☐	☐
17. When I think about how I'm doing in life, I often assess opportunities I have passed up.	☐	☐	☐	☐	☐
18. Once I make a decision, I don't look back.	☐	☐	☐	☐	☐
19. When I watch TV, I channel search, often scanning through the available options even while attempting to watch one program.	☐	☐	☐	☐	☐
20. While I am in the car listening to the radio, I often check other stations to see if something better is playing, even if I'm relatively satisfied with what I'm listening to.	☐	☐	☐	☐	☐
21. Renting movies is really difficult. I'm always struggling to pick the best one.	☐	☐	☐	☐	☐

		Completely disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Completely agree
22.	No matter what I do, I have the highest standards for myself.	☐	☐	☐	☐	☐
23.	I never settle for second best.	☐	☐	☐	☐	☐
24.	When making decisions, I rely on my instincts.	☐	☐	☐	☐	☐
25.	I often need the assistance of other people when making important decisions.	☐	☐	☐	☐	☐
26.	I avoid making important decisions until the pressure is on.	☐	☐	☐	☐	☐
27.	I make decisions in a logical and systematic way.	☐	☐	☐	☐	☐
28.	I rarely make important decisions without consulting other people.	☐	☐	☐	☐	☐
29.	My decision-making requires careful thought.	☐	☐	☐	☐	☐
30.	When I make a decision, I trust my inner feelings and reactions.	☐	☐	☐	☐	☐
31.	I often procrastinate when it comes to making important decisions.	☐	☐	☐	☐	☐
32.	I use the advice of other people in making my important decisions.	☐	☐	☐	☐	☐

Finally, we'd like to learn more about how you make decisions about consumer products. The information below represents a choice among <u>DVD players</u>. The ratings run from 1=Very Low to 3= Average to 5=Very High, with a ***higher number signifying better product performance***.

DVD Brand	Features				
	Picture Quality	Sound Quality	Programming Options	Reliability of Brand	Price
A	**2**	**5**	**5**	**1**	**$199**
B	**1**	**2**	**5**	**2**	**$199**
C	**5**	**5**	**4**	**2**	**$199**
D	**3**	**3**	**5**	**3**	**$199**
E	**2**	**5**	**2**	**4**	**$199**

33.   If one of your friends told you that he wanted to buy the most reliable DVD of this bunch, which would you recommend that he select?

☐ Brand A

☐ Brand B

☐ Brand C

☐ Brand D

☐ Brand E

34.   If another friend told you that she wanted to buy a DVD with the very highest sound quality and, among those with the best sound, the one with the best programming options, which would you recommend that she select?

☐ Brand A

☐ Brand B

☐ Brand C

☐ Brand D

☐ Brand E

35.   If a different friend told you that he cared about all these features equally and wanted to buy the DVD that had the best scores overall, which would you suggest that he select?

☐ Brand A

☐ Brand B

☐ Brand C

☐ Brand D

☐ Brand E

36.   If one other friend told you that she wanted a DVD that scored no worse than average on *every* feature, which would you advise her to select?

☐ Brand A

☐ Brand B

☐ Brand C

☐ Brand D

☐ Brand E