

CAHPS III Reports Team Experimental Research:
Web Post-Exposure Survey for Consumer Choice Experiment: Health Plans
Health Plan Experiment – Post-Test Experimental Arm 5

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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 <u>not</u> use	Definitely would <u>not</u> use
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 <u>not</u> recommend	Definitely <u>not</u> recommend
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 <u>remember</u> seeing this information?		<i>If you <u>do remember</u> seeing the information:</i> 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.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Survey results about the ability of the plan's doctors to communicate.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Survey results about getting appointments and health care when needed.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Survey results about enrollees' overall ratings of the plan.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 <u>remember</u> seeing this information?		<i>If you <u>do remember</u> seeing the information:</i> 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.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. We're interested in knowing what you remember about the website and how useful the information was. This question is about **reports from enrollees about their experiences with their health plan**. These are remarks about the plan volunteered by individuals.

Type of Information About Health Plans	Do you <u>remember</u> seeing this information?		<i>If you <u>do remember</u> seeing the information:</i> 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. The number of complaints that enrollees had filed against their plan with state regulators.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Reviews from individual enrollees on experiences with their plan.	<input type="checkbox"/>	<input type="checkbox"/> →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. ***If you remember seeing reviews from individual enrollees on their experiences with a health plan:*** What do you remember about those comments? Do you remember one comment in particular? If so, which one?

9a. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9b. If you said “**Not very useful**” or “**Not at all useful**”: Why wasn’t the survey information useful to you?

10a. The website provided reviews from individual enrollees about their experiences with their plans. How useful were these comments in helping you select a plan?

Very useful	Somewhat Useful	Not very Useful	Not at all useful
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b. If you said “**Not very useful**” or “**Not at all useful**”: Why weren’t the comments useful to you?

11a. 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

11b. 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?

12. 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

13. 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?

14. 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?

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
15. Whenever I make a choice, I'm curious about what would have happened if I had chosen differently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Whenever I make a choice, I try to get information about how the other alternatives turned out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. When I think about how I'm doing in life, I often assess opportunities I have passed up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Once I make a decision, I don't look back.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. When I watch TV, I channel search, often scanning through the available options even while attempting to watch one program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Renting movies is really difficult. I'm always struggling to pick the best one.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Finally, we'd like to learn more about how you make decisions about consumer products. The information below represents a choice among DVD players. 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

34. 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
35. 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
36. 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

37. 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