

Attachment Y

List of Outcome and Process Variables

Clinician Choice Experiment: Outcome Variables

Choice of physician (dichotomous variable)
CAHPS score of selected physician
Difficulty using the web site
Difficulty choosing a physician
Likelihood of using web site in real life
Likelihood of recommending web site to others

Clinician Choice Experiment: Process Variables

Satisfaction with choice of doctors
Remember seeing information on courtesy and helpfulness
Difficulty telling which doctor was best in courtesy, helpfulness
Remember seeing information on doctor's ability to communicate
Difficulty telling which doctor was best in ability to communicate
Remember seeing information on doctor providing needed medical care
Difficulty telling which doctor was best from information on providing needed medical care
Remember seeing patients' rating of doctors
Difficulty telling which doctor was best using patients' ratings
Remember seeing how often doctor provides recommended preventive care
Difficulty telling which doctor was best providing recommended preventive care
Remember seeing how often doctor provides recommended medical care for conditions
Difficulty telling which doctor was best providing recommended medical care for conditions
Remember seeing comments of individual patient experiences
Difficulty telling which doctor was best from comments on individual patient experiences
Usefulness of patient surveys
Usefulness of patient comments on experiences
Usefulness of information on how often doctor provided particular types of medical care
How much the web site told you about doctor quality

(From time stamps)"

Screen views clicked on the web site (including filters used to narrow choice options)
Time spent on each screen view

Clinician choice experiment: Individual difference variables:

Exposure to doctor quality information in last 12 months
Exposure to hospital quality information in last 12 months

Exposure to health plan quality information in last 12 months
Perceived differences in quality of primary care doctors
Self-rated health status
Doctor or clinic visits in last 12 months
Maximizing versus satisficing in decisions
Decision making style: rational, intuitive, avoidant, dependent
Regret scale
Ability to apply decision rules to consumer choices

{NOTE: Standard demographic information on participants is available from Knowledge Networks and will be merged with the data collected from participants.}

Health Plan Choice Experiment: Outcome Variables

Choice of health plan (dichotomous variable)
Self-reported Use of CAHPS score in selection of health plan
Difficulty using the web site
Difficulty choosing a health plan
Likelihood of using web site in real life
Likelihood of recommending web site to others

Health Plan Choice Experiment: Process Variables

Satisfaction with choice of plan
Remember seeing information on CAHPS measures
Difficulty telling which plan is best *within* CAHPS measures
Remember seeing information from HEDIS measures
Difficulty telling which health plan is best using HEDIS measures doctor was best
Remember seeing comments of individual enrollees' experiences
Difficulty telling which health plan was best from comments by individual enrollees
Usefulness of patient surveys (CAHPS)
Usefulness of patient comments on experiences
Usefulness of information on how often plan provided types of medical care (HEDIS)
How much the web site told you about health plan quality

(From time stamps):

Screen views clicked on the web site (including filters used to narrow choice options)
Time spent on each screen view

Health Plan choice experiment: Individual difference variables:

Exposure to doctor quality information in last 12 months
Exposure to hospital quality information in last 12 months
Exposure to health plan quality information in last 12 months
Perceived differences in quality of health plans doctors

Self-rated health status

Doctor or clinic visits in last 12 months

Maximizing versus satisficing in decisions

Decision making style: rational, intuitive, avoidant, dependent

Regret scale

Ability to apply decision rules to consumer choices

{NOTE: Standard demographic information on participants is available from Knowledge Networks and will be merged with the data collected from participants.}