

**RAND**

*Testing CAHPS® Health  
Plan Performance  
Reports in the Florida  
Medicaid Program*

*Donna O. Farley, Pamela Farley Short,  
David E. Kanouse, Diane Schoeff,  
Julie A. Brown, Mark Spranca, and  
Ron D. Hays*

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# Testing Cahps Health Plan Performance Reports In The Florida Medicaid Program

**Robert R. Redfield**



## **Testing Cahps Health Plan Performance Reports In The Florida Medicaid Program:**

**Testing CAHPS Health Plan Performance Reports in the Florida Medicaid Program** Donna Farley, Pamela Farley Short, David E. Kanouse, Julie A. Brown, Diane Schoeff, 2000 This report describes the findings from a demonstration conducted by RAND with the Florida Medicaid program to test applications of Consumer Assessment of Health Plans Study CAHPS consumer reports in the Medicaid sector In collaboration with the Florida Agency for Health Care Administration AHCA we designed both paper and computer based report formats which were tested in field applications in Volusia County Florida This demonstration was the first of RAND s CAHPS demonstrations Results of this work have been applied in subsequent demonstrations with the New Jersey and Iowa Medicaid programs      **Testing CAHPS Health Plan**

**Performance Reports in the Florida Medicaid Program** ,2000 This report describes the findings from a demonstration conducted by RAND with the Florida Medicaid program to test applications of Consumer Assessment of Health Plans Study CAHPS consumer reports in the Medicaid sector In collaboration with the Florida Agency for Health Care Administration AHCA we designed both paper and computer based report formats which were tested in field applications in Volusia County Florida This demonstration was the first of RAND s CAHPS demonstrations Results of this work have been applied in subsequent demonstrations with the New Jersey and Iowa Medicaid programs      **Testing CAHPS Health Plan**

**Performance Reports in the Florida Medicaid Program** Donna Farley, 2000 The Agency for Health Care Policy and Research now the Agency for Healthcare Research and Quality AHRQ initiated the Consumer Assessment of Health Plans Study CAHPS project in 1995 to develop and test methods to provide consumers with comparative information on performance of health plans as reported by current health plan enrollees In collaboration with the Florida Agency for Health Care Administration AHCA RAND conducted a CAHPS demonstration with the Florida Medicaid program to test applications of plan performance reports in the Medicaid sector Both paper and computer based report formats were designed and tested in field applications in Volusia County Florida Evidence was found that failures in any of four dimension of a consumer information strategy can impede consumer use of the information These dimensions are 1 the types amounts and display of the plan performance information itself 2 design of the report medium including the paper report document and the software and hardware of the Decision Helper 3 the physical environment in which the information is provided to potential users and 4 timing of information availability relative to when plan choices are being made Both appropriate timing and ease of use of plan performance information influenced whether Florida Medicaid consumers used the reports For the computer based system computer literacy was not a barrier for Medicaid recipients but attention to details in the system design and physical environment were critically important factors Results of this work have been applied in subsequent demonstrations with the New Jersey and Iowa Medicaid programs      Selected Rand Abstracts Rand Corporation, 2002 Includes publications previously listed in the supplements to the Index of selected publications of the Rand Corporation Oct 1962 Feb 1963

**National Summary of State Medicaid Managed Care Programs** ,2003      *NTIS Alert* ,2001      National Summary  
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Administration,2005      *HCFA Financial Report* United States. Health Care Financing Administration,      *Cumulated Index*  
*Medicus* ,1999      **Final Report** Florida. Task Force on Government Financed Health Care,1991

## **Testing Cahps Health Plan Performance Reports In The Florida Medicaid Program** Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the ability of words has become more evident than ever. They have the ability to inspire, provoke, and ignite change. Such could be the essence of the book **Testing Cahps Health Plan Performance Reports In The Florida Medicaid Program**, a literary masterpiece that delves deep into the significance of words and their affect our lives. Published by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book's key themes, examine its writing style, and analyze its overall affect readers.

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