

## Healthy People 2010 Operational Definition

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### **11-6. Increase the proportion of persons who report that their health care providers have satisfactory communication skills**

#### **11-6a. Patients reporting that doctors or other health providers always listen carefully to them.**

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| <b>National Data Source</b>                                | Medical Expenditure Panel Survey (MEPS), AHRQ.  |
| <b>State Data Source</b>                                   | Not identified.   |
| <b>Healthy People 2000 Objective</b>                       | Not applicable.   |
| <b>Changes since the 2000 Publication</b>                  | New subobjective (see Comments).<br>Revised baseline (see Comments).<br>Revised target (see Comments).  |
| <b>Measure</b>   | Percent.  |
| <b>Baseline (Year)</b>                                     | 57 (2000)   |
| <b>Target</b>  | 65  |
| <b>Target-Setting Method</b>                               | Better than the best racial/ethnic subgroup.<br><br>For a discussion of target-setting methods, see Part A, section 4.  |
| <b>Numerator</b>   | Number of persons aged 18 years and older who reported that doctors or other health care providers always listed carefully to them.   |
| <b>Denominator</b>   | Number of persons aged 18 years and older.  |
| <b>Population Targeted</b>                                 | U.S. civilian, noninstitutionalized population.   |
| <b>Questions Used to Obtain the National Baseline Data</b> | From the 2000 Medical Expenditure Panel Survey:<br><br>➤ <i>In the last 12 months, how often did doctors or other health providers listen carefully to you?</i><br><br>1) <i>Never</i><br>2) <i>Sometimes</i><br>3) <i>Usually</i><br>4) <i>Always</i><br>5) <i>I had no visits in the last 12 months</i> |

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| <b>Expected Periodicity</b> | Periodic.   |
| <b>Comments</b>             | <p>Responses of “always” to the above question were considered to be “satisfactory communication skills” for purposes of measuring this subobjective.</p> <p>The 2000 baseline data were collected as part of a supplement to the MEPS using provider communication questions (referred to as CAHPS<sup>(R)</sup> 2.0 questions) developed for the National CAHPS<sup>(R)</sup> Benchmarking Database.</p> <p>The original baseline was revised from 56 percent to 57 percent by the data provider in December, 2005. The target was proportionally adjusted from 64 percent to 65 percent to reflect the revised baseline using the original target-setting method.</p> <p>Objective 11-6 moved from developmental to measurable at the Healthy People Midcourse Review. Four subobjectives were created, each focusing on a different aspect of provider communication skills.</p> <p>For some objectives, data do not meet the criteria for statistical reliability, data quality, or confidentiality and have been suppressed. Information on suppression of data for the major Healthy People 2010 data systems has been published in a <i>Healthy People Statistical Note</i>.<sup>1</sup></p> <p>See Part C for a description of MEPS and Appendix A for focus area contact information.</p> |

## References

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1. Klein, R.J.; Proctor, S.E.; Boudreault, M.A.; Turczyn, K.M. Healthy People 2010 Criteria for Data Suppression. *Statistical Notes* No. 24. Hyattsville, MD: National Center for Health Statistics. 2002.