

MA & PDP CAHPS Publications by the MA & PDP CAHPS Project Team

- MacCarthy S, Elliott MN, Martino SC, Klein DJ, Haviland AM, Weech-Maldonado R, Dembosky JW, Tamayo L, Gaillot S, Schneider EC. Rural disparities in the quality of clinical care are notable and larger for males. *Journal of Rural Health*. 2022; 1-7. <https://doi.org/10.1111/jrh.12710>
- Weech-Maldonado R, Haviland AM, Hambarsoomian K, Martino SC, Dembosky JW, Tamayo L, Gaillot S, Elliott MN. (2022) “Patient Experience for Hispanic Older Adults Varies by Language Preference” *Medical Care* 60(12):895-900 DOI: <https://doi.org/10.1097/MLR.0000000000001783>
- Orr N, Zaslavsky AM, Hays RD, Cleary PD, Haviland AM, Brown JA, Dembosky JW, Martino SC, Gaillot S, Elliott MN. (2022). “Development, methodology, and adaptation of the Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS®) patient experience survey, 2007–2019” *Health Services and Outcomes Research Methodology* (published online ahead of print, July 29, 2022) <https://doi.org/10.1007/s10742-022-00277-913>
- Haas A, Adams JL, Haviland AM, Dembosky JW, Morrison PA, Gaillot S, Fremont AM, Gildner JL, Tamayo L, Elliott MN. (2022). “The Contribution of First-name Information to the Accuracy of Racial-and-Ethnic Imputations Varies by Sex and Race-and-Ethnicity Among Medicare Beneficiaries” *Medical Care* 60(8): 556-562. doi: 10.1097/MLR.0000000000001732
- Martino SC, Elliott MN, Klein DJ, Haas A, Haviland AM, 5, Adams JL, Dembosky JW, 7, Maksut JL, Gaillot SJ, Weech-Maldonado R. (2022) “Disparities in the Quality of Clinical Care Delivered to American Indian/Alaska Native Medicare Advantage Enrollees” *Health Affairs* 41(5): 663-670. doi: 10.1377/hlthaff.2021.01830
- Martino SC, Elliott MN, Hambarsoomian K, Weech-Maldonado R, Tamayo L, Gaillot S, Haviland AM (2022) “Disparities in Care Experienced by Older Hispanic Medicare Beneficiaries in Urban and Rural Areas” *Medical Care* 60(1):37-42. doi: <https://doi.org/10.1097/MLR.0000000000001667>
- Elliott MN, Adams JL, Klein DJ, Haviland AM, Beckett MK, Hays RD, Gaillot S, Edwards CA, Dembosky JW, Schneider EC (2021) “Patient-Reported Care Coordination is Associated with Better Performance on Clinical Care Measures” *Journal of General Internal Medicine* 1-7 DOI: 10.1007/s11606-021-07122-8
- Haviland AM, Elliott MN, Hambarsoomian K, Orr N, Klein DJ, Zaslavsky AM. (2021) “Do Dual Eligible Beneficiaries Experience Better Health Care in Special Needs Plans Versus Other Forms of Medicare Coverage?” *Health Services Research* doi: 10.1111/1475-6773.13620
- Burkhart Q, Elliott MN, Haviland AM, Weech-Maldonado R, Wilson-Frederick SM, Gaillot S, Dembosky JW, Edwards CA, MacCarthy S. (2020) “Gender Differences in Patient Experience Across Medicare Advantage Plans” *Women’s Health Issues* 30(6): 477-483. DOI: 10.1016/j.whi.2020.08.009
- Finch B, Haas A, Haviland AM, Dembosky JW, Gaillot S, Elliott MN. (2020) “Educational Attainment and Perceived Need for Urgent Care” *Medical Care Research and Review* 77(5) 428-441. DOI: 10.1177/1077558718804748
- Martino SC, Elliott MN, Hambarsoomian K, Garcia AN, Wilson-Frederick S, Gaillot S, Weech-Maldonado R, Haviland AM (2020) “Disparities in Care Experienced by American Indian and Alaska Native Medicare Beneficiaries” *Medical Care* 58(11): 981-987. DOI: 10.1097/MLR.0000000000001392
- Brault MW, Landon BE, Zaslavsky AM. Validating Reports of Chronic Conditions in the Medicare CAHPS Survey. *Medical care*. 2019 Oct 1;57(10):830-5

MA & PDP CAHPS Publications by the MA & PDP CAHPS Project Team

- Burkhart Q, Orr N, Brown JA, Hays RD, Cleary PD, Beckett MK, Perry SE, Gaillot S, Elliott MN (2021) "Associations of Mail Survey Length and Layout with Response Rates" *Medical Care Research and Review* 78(4): 441-448. DOI: 10.1177/1077558719888407
- Beckett, MK, Elliott MN, Burkhart Q, Clearly PD, Orr N, Brown JA, Gaillot S, Liu K, Hays RD. (2019) "The Effects of Survey Version on Patient Experience Scores and Plan Rankings" *Health Services Research* 54(5): 1016-1022. DOI: 10.1111/1475-6773.13172
- Cai T, Zaslavsky AM. (2019) "Bayesian hierarchical modeling of substate area estimates from the Medicare CAHPS survey." *Statistics in Medicine* 38(9): 1662-1677.
- Collins RL, Elliott MN, Burkhart Q, Haviland AM, Gaillot S, Orr N, Friedberg MW (2019) "Medicare Beneficiaries with a Specialist as Their Personal Doctor Report Better Experiences with Care" *Medical Care* DOI: 10.1097/MLR.0000000000001122
- Fenton AT, Burkhart Q, Weech-Maldonado R, Haviland AM, Dembosky JW, Shih R, Wilson-Frederick S, Gaillot S, Elliott MN (2019) "Geographic Context of Black-White Disparities in Medicare CAHPS Patient Experience Measures" *Health Services Research* 54(Suppl 1): 275-286 DOI: 10.1111/1475-6773.13091
- MacCarthy S, Burkhart Q, Haviland AM, Dembosky JW, Wilson-Frederick S, Saliba D, Gaillot S, Elliott MN (2019) "Exploring disparities in influenza immunization for older women" *Journal of the American Geriatrics Society* 67(6):1268-1273 <https://doi.org/10.1111/jgs.15887>
- Martino SC, Mathews M, Agniel D, Orr N, Wilson-Frederick S, Ng JH, Ormson AE, Elliott MN (2019) "National Racial/Ethnic and Geographic Disparities in Experiences with Health Care among Adult Medicaid Beneficiaries" *Health Services Research* 54(Suppl 1): 287-296 DOI: 10.1111/1475-6773.13106
- Bird CE, Elliott MN, Adams JL, Schneider EC, Klein DJ, Dembosky JW, Gaillot S, Fremont AM, Haviland AM (2018) "How do gender differences in quality of care vary across Medicare Advantage plans?" *Journal of General Internal Medicine* 33(10):1752-1759 DOI: 10.1007/s11606-018-4605-5
- Breslau J, Elliott MN, Haviland AM, Klein DJ, Dembosky JW, Adams JL, Gaillot S, Horvitz-Lennon M, Schneider EC. (2018) "Racial/Ethnic Disparities in Attainment of Behavioral Health Quality Measures in Medicare Advantage Plans" *Health Affairs* 37(10) 1685-1692. [Health Affairs Top 10 Articles of 2018]
- Dembosky JW, Haviland AM, Haas A, Hambarsoomian K, Weech-Maldonado R, Wilson-Frederick SM, Gaillot S, Elliott MN. (2018) "Indirect Estimation of Race/Ethnicity for Survey Respondents who do not Report Race/Ethnicity" *Medical Care* doi: 10.1097/MLR.0000000000001011
- Elliott MN, Klein DJ, Kallaur P, Brown JA, Hays RD, Orr NE, Zaslavsky AM, Beckett MK, Gaillot S, Edwards CA, Haviland AM. (2018) "Using Predicted Spanish Preference to Target Bilingual Mailings in a Mail Survey with Telephone Follow-up" *Health Services Research* 54(1): 5-12. DOI: 10.1111/1475-6773.13088
- Haas A, Elliott MN, Dembosky JW, Adams JL, Wilson-Frederick S, Mallett JS, Gaillot S, Haffer SC, Haviland, AM. (2018) "Imputation of Race/Ethnicity to Enable Measurement of HEDIS Performance by Race/Ethnicity" *Health Services Research* 54(1): 13-23. DOI: 10.1111/1475-6773.13099
- Hatfield LA, Zaslavsky AM. (2018) "Separable covariance models for health care quality measures across years and topics." *Statistics in Medicine* 37(12): 2053-2066.
- Hays RD, Mallett JS, Haas A, Kahn K, Martino S, Gaillot S, Elliott MN (2018) "Associations of CAHPS® Composites with Global Ratings Vary by Medicare Beneficiaries' Health Status" *Medical Care* 56(8): 736-739 doi: 10.1097/MLR.0000000000000942

MA & PDP CAHPS Publications by the MA & PDP CAHPS Project Team

- Klein DJ, Elliott MN, Haviland AM, Orr N, Weech-Maldonado R. (2018) “A Comparison of Methods for Classifying and Modeling Respondents Who Endorse Multiple Racial-Ethnic Categories: A Healthcare Experience Application” *Medical Care* doi: 10.1097/MLR.0000000000001012
- Martino SC, Elliott MN, Mallett JS, Orr N, Gaillot S, Haviland AM (2018) “Speaking Up and Walking Out: Are Vulnerable Patients Less Likely to Disagree with or Change Doctors?” *Medical Care* DOI: 10.1097/MLR.0000000000000936
- Martolf GR, Elliott MN, Haviland A, Burkhart Q, Orr N, Gaillot S, Saliba D (2018) “Care experiences among Medicare beneficiaries with and without a personal physician” *Medical Care* 56(4): 329-336 doi: 10.1097/MLR.0000000000000886
- Quigley DD, Haviland AM, Dembosky JW, Klein DJ, Elliott MN. (2018) “Patient-Reported Denials, Appeals, and Complaints: Associations With Overall Plan Ratings.” *American Journal of Managed Care* 1;24(3):e86-e92.
- Martino SC, Kanouse DE, Miranda DJ, Elliott MN. (2017). “Can a More User-Friendly Medicare Plan Finder Improve Consumers' Selection of Medicare Plans?” *Health Services Research*, 52(5): 1749-1771. DOI: 10.1111/1475-6773.12582.
- Winpenny E, Elliott MN, Haas A, Haviland AM, Orr N, Shadel W, Ma Sai, Friedberg MW, Cleary PD. (2017) “Advice to quit smoking and ratings of healthcare among Medicare beneficiaries aged 65+” *HSR* DOI: 10.1111/1475-6773.12491.
- Beckett MK, Elliott MN, Gaillot S, Haas A, Dembosky JW, Giordano LA, Brown, J. (2016) “Establishing Limits for Supplemental Items on a Standardized National Survey” *Public Opinion Quarterly* 80 (4): 964-976. DOI: 10.1093/poq/nfw028.
- Elliott MN, Landon B, Zaslavsky AM, Edwards C, Orr N, Beckett MK, Mallet JS, Cleary PD. (2016) “Medicare Prescription Drug Plan Enrollees Report Less Positive Experiences Than Their Medicare Advantage Counterparts.” *Health Affairs*. 35(3): 456-463.
- Hays RD, Mallett JS, Gaillot S, Elliott MN. (2016) “Performance of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Physical Functioning Items” Brief Report. *Medical Care*, 54(2): 205-209.
- Martino S, Elliott MN, Hambarsoomian K, Weech-Maldonado R, Gaillot S, Haffer SC, Hays RD. (2016) “Racial/Ethnic disparities in Medicare beneficiaries’ care coordination experiences.” *Medical Care* 54(8):765-771
- Anhang-Price R, Haviland AM, Hambarsoomian K, Dembosky JW, Gaillot S, Weech-Maldonado R, Williams MV, Elliott MN. (2015) “Do Experiences with Medicare Managed Care Vary According to the Proportion of Same-Race/Ethnicity/Language Individuals Enrolled in One’s Contract?” *HSR*. DOI: 10.1111/1475-6773.12292
- Beckett MK, Elliott MN, Haviland AM, Burkhart Q, Gaillot S, Montfort D, Saliba D. (2015) “Living Alone and Patient Care Experiences: The Role of Gender in a National Sample of Medicare Beneficiaries.” *Journal of Gerontology: Medical Sciences* DOI: 10.1093/gerona/glv037
- Martino S, Elliott MN, Haviland A, Saliba D, Burkhart Q, Kanouse DE. (2015) “Comparing the Health Care Experiences of Medicare Beneficiaries With and Without Depressive Symptoms in Medicare Managed Care versus Fee-For-Service” *HSR* DOI: 10.1111/1475-6773.12359
- Shadel W, Elliott MN, Haas A, Haviland AM, Orr N, Farmer Coste M, Ma S, Weech-Maldonado R, Farley DO, Cleary PD. (2015) “Clinician Advice to Quit Smoking Among Seniors.” *Preventive Medicine* DOI: 10.1016/j.ypmed.2014.11.020

MA & PDP CAHPS Publications by the MA & PDP CAHPS Project Team

- Weech-Maldonado R, Elliott MN, Adams JL, Haviland AM, Klein DJ, Hambarsoomian K, Edwards CA, Dembosky JW, Gaillot S. (2015) “Do Racial/Ethnic Disparities in Clinical Quality and Patient Experience within Medicare Plans Generalize across Measures and Racial/Ethnic Groups?” *HSR* 50(6): 1829-1849. DOI: 10.1111/1475-6773.12297
- Burkhart Q, Haviland A, Kallaur P, Edwards C, Brown J, Elliott MN. (2014) “How Much Do Additional Mailings and Telephone Calls Contribute to Response Rates in a Survey of Medicare Beneficiaries?” *Field Methods* DOI: 10.1177/1525822X14555309
- Hays RD, Martino S, Brown J, Cui M, Cleary PD, Gaillot S, Elliott MN. (2014) “Evaluation of a Care Coordination Measure for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Medicare Survey” *MCRR* 71(2):192-202.
- Weinick R, Haviland AM, Hambarsoomian K, Elliott MN. (2014) “Does the Racial/Ethnic Composition of Medicare Advantage Plans Reflect their Areas of Operation?” *Health Services Research*. 49(2): 526–545.
- Dembosky J, Haviland AM, Elliott MN, Kallaur P, Edwards CA, Sekscenski E, Zaslavsky AM, Brown, JA. (2013) “Does naming the focal plan in a CAHPS survey of health care quality affect response rates and beneficiary evaluations?” *Public Opinion Quarterly* 77 (2): 455-473.
- Elliott MN, Haviland AM, Cleary PD, Zaslavsky AM, Farley DO, Klein DJ, Edwards CA, Beckett MK, Orr N, Saliba D. (2013) “Care experiences of Managed Care Medicare Enrollees near the End of life.” *Journal of the American Geriatrics Society* 61(3):407-412.
- Martino S, Weinick R, Kanouse DE, Brown J, Haviland AM, Goldstein E, Adams JL, Hambarsoomian K, Elliott MN. (2013) “Reporting CAHPS and HEDIS Data by Race/Ethnicity for Medicare Beneficiaries.” *Health Services Research* 48(2):417-434.
- Orr N, Elliott MN, Burkhart Q, Haviland AM, Weinick RM. (2013) “Racial/Ethnic Differences in Medicare Experiences and Immunization: The Role of Disease Burden.” *Medical Care* 51(9): 823-831.
- Paddison CAM, Elliott MN, Haviland AM, Farley DO, Lyrtzopoulos G, Hambarsoomian K, Dembosky JW, Roland MO. (2013) “Experiences of Care among Medicare Beneficiaries with ESRD: Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results.” *American Journal of Kidney Diseases* 61(3): 440–449.
- Elliott MN, Edwards WS, Klein DJ, Heller A. (2012) “Differences by Survey Language and Mode among Chinese Respondents to a CAHPS Health Plan Survey.” *Public Opinion Quarterly*. 76(2): 238-264.
- Elliott MN, Haviland AM, Dembosky J, Hambarsoomian K, Weech-Maldonado RW. (2012) “Are there Differences in the Medicare Experiences of Beneficiaries in Puerto Rico Compared to those in the U.S. Mainland?” *Medical Care*. 50(3): 243–248.
- Haviland AM, Elliott MN, Weech-Maldonado R, Hambarsoomian K, Orr N, Hays RD. (2012) “Racial/Ethnic Disparities in Medicare Part D Experiences” *Medical Care* 50 (Advances from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Project): S40-S47.
- Zaslavsky AM, Ayanian JZ, Zaboriski LB. (2012) “The validity of race and ethnicity in enrollment data for Medicare beneficiaries.” *Health Services Research*, 47(3(II)):1300-1321.
- Elliott MN, Haviland AM, Orr N, Hambarsoomian K, Cleary PD. (2011) “How do the Experiences of Medicare Beneficiary Subgroups Differ Between Managed Care and Original Medicare” *Health Services Research*. 46(4): 1039-1058.

MA & PDP CAHPS Publications by the MA & PDP CAHPS Project Team

- Farley DO, Elliott MN, Haviland A, Slaughter M, Heller A. (2011) "Understanding Variations in Medicare Consumer Assessment of Health Care Providers and Systems Scores: California as an Example" *Health Services Research* 46(5): 1646-1662.
- Haviland AM, Elliott MN, Hambarsoomian K, Lurie N. (2011) "Immunization Disparities by Hispanic Ethnicity and Language Preference" *Archives of Internal Medicine* 171(2):158-165.
- Klein DJ, Elliott MN, Haviland AM, Saliba D, Burkhart Q, Edwards C, Zaslavsky AM. (2011). "Understanding Nonresponse to the 2007 Medicare CAHPS Survey." *The Gerontologist* 51 (6): 843-855.
- Martino S, Elliott MN, Kanouse DE, Farley DO, Burkhart Q, Hays RD. (2011) "Depression and the Health Care Experiences of Medicare Beneficiaries." *Health Services Research* 46(6pt1): 1883-1904.
- Mittler JN, Landon BE, Zaslavsky AM, Cleary PD. (2011) "Market characteristics and awareness of managed care options among elderly beneficiaries enrolled in traditional Medicare." *Medicare Medicaid Res Rev*, 1(3):E1-E17.
- Keenan P, Landon BE, Cleary PD, Zaborski LS, Zaslavsky AM. (2010) "Geographic area variations in the Medicare health plan era." *Medical Care*, 48(3):260-266.
- Mittler JN, Landon BE, Cleary PD, Fisher E, Zaslavsky AM. (2010) "Market variations in intensity of Medicare service use and beneficiary experiences with care." *Health Services Research*, 45(3):647-669.
- Elliott MN, Haviland A, Kanouse DE, Hambarsoomian K, Hays RD. (2009). "Adjusting for Subgroup Differences in Extreme Response Tendency in Ratings of Health Care: Impact on Disparity Estimates." *Health Services Research*, 44(2p1): 542-561.
- Heller A, Elliott MN, Haviland AM, Klein DJ, Kanouse DE. (2009). "Patient Activation Status as a Predictor of Patient Experience among Medicare Beneficiaries." *Medical Care*, 47(8): 850-857.
- Keenan PS, Elliott MN, Zaslavsky AM, Cleary PD, Landon BE. (2009). "Quality Assessments by Sick and Healthy Medicare Beneficiaries in Traditional Medicare and Medicare Managed Care." *Medical Care*, (47)8:882-888.
- Martino SC, Elliott MN, Cleary PD, Kanouse DE, Brown JA, Spritzer KL, Heller A, Hays RD. (2009). "Psychometric Properties of an Instrument to Assess Medicare beneficiaries' Prescription Drug Plan Experiences." *Health Care Financing Review*, 30(3):41-53.
- Shimada SL, Zaslavsky AM, Zaborski LB, O'Malley AJ, Heller A, Cleary PD. (2009) "Market and beneficiary characteristics associated with enrollment in Medicare managed care plans and fee for service." *Medical Care*, 47(5):517-523.
- Elliott MN, Beckett MK, Chong K, Hambarsoomian K, Hays RD. (2008). "How Do Proxy Responses and Proxy-Assisted Responses Differ from What Medicare Beneficiaries Might Have Reported About Their Health Care?" *Health Services Research*, 43(3): 833-848.
- O'Malley AJ, Zaslavsky AM. (2008) "Domain-level covariance analysis for multilevel survey data with structured nonresponse." *Journal of the American Statistical Association*, 103(484):1405-1418.
- Elliott MN, Beckett M, Kanouse DE, Hambarsoomian K, Bernard S. (2007). "Problem-Oriented Reporting of CAHPS® Consumer Evaluations of Healthcare." *Medical Care Research and Review*, 64(5): 600-14.
- Zaslavsky AM. (2007) "Using hierarchical models to attribute sources of variation in consumer assessments of health care." *Statistics in Medicine*, 26(8):1885-1900.