

## C-CAT Domain Score Calculations

C-CAT scores are calculated and reported on in 9 domains:

- Leadership commitment
- Information collection
- Community engagement
- Workforce development
- Patient engagement
- Cross-cultural communication
- Language services
- Health literacy
- Performance Evaluation

Domain scores are calculated based on responses from patient and staff surveys.

- Calculations are essentially averages
  - Two-point scales: No, Yes
  - Three-point scales: Never, Sometimes, Always
  - Four-point scales: Strongly Disagree, Disagree, Agree, Strongly Agree\*
  - Five point scales: Never, Rarely, Sometimes, Often, Always

Basic algorithm is applied generate scores

Items comprising each domain are then averaged and “patient” and “staff” scores are created

- “Patient” and “staff” scores are averaged to create domain scores
  - Domains with insufficient number of respondents are not calculated
    - 50 staff respondents and 100 patient respondents are required
    - To compare subgroups, a minimum of 50 surveys from each group (e.g., Spanish-speaking patients, patients over age 65, etc.) are required