

# Video Interviewing on the Medical Expenditure Panel Survey

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# Agenda

Video Interviewing at Westat

Video Interviewing on MEPS

Respondents, Mode Effects, Design Quality

Video Interviewing Approaches Maturity

# Video Interviewing at Westat

- › What is a video interview?

Data collection from survey respondents by live interviewers with a laptop computer through video conferencing software.

- › Computer-Assisted Video Interviewing (CAVI)

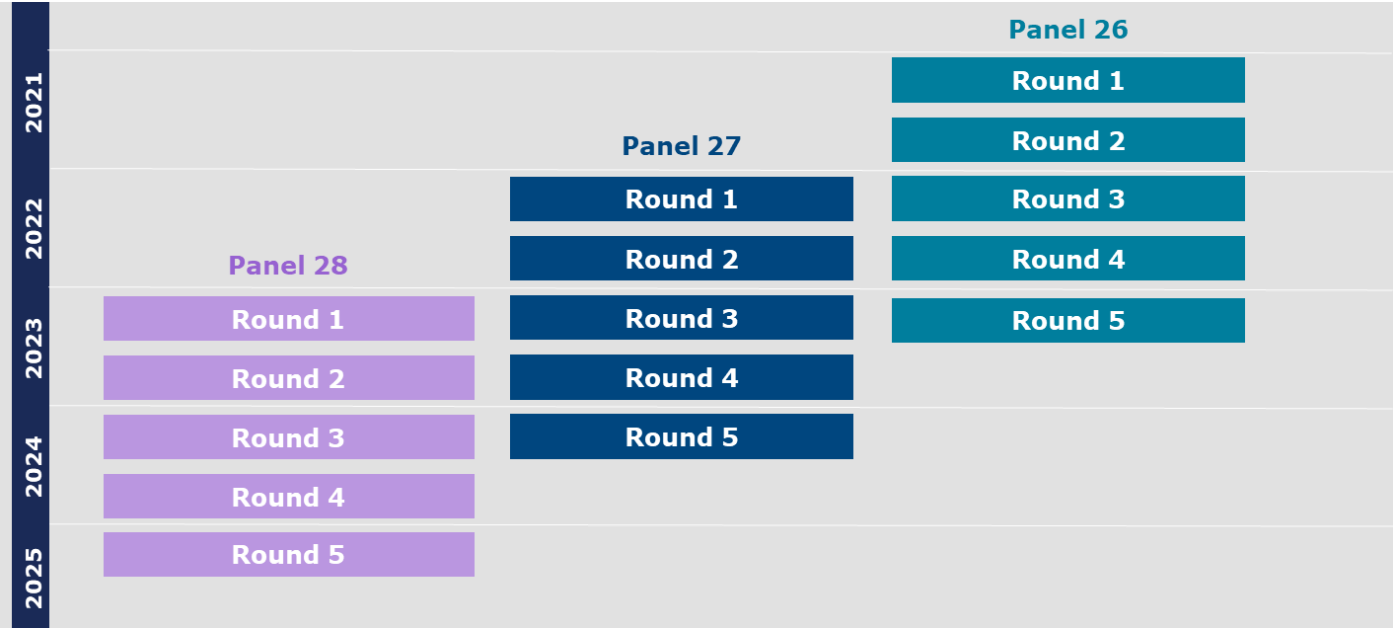
- › Early adoption on 2020 American National Election Study

# What is MEPS?

- › Medical Expenditure Panel Survey
- › MEPS measures how Americans use and pay for medical care, health care, and out-of-pocket spending.
- › MEPS collects data on use of health care services, including providers, medical events, insurance coverage and expenditures.
- › MEPS also collects data on health status, medical conditions and supplemental topics related to health care
- › In-person data collection

# What is MEPS?

Annual panel of 10K households, followed for 2 years



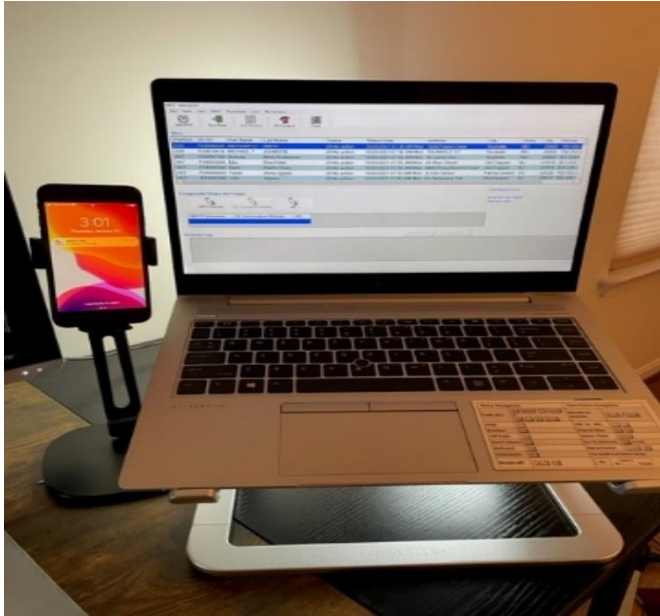
Approximately 30,000 completed interviews per year

# Video Interviewing on MEPS

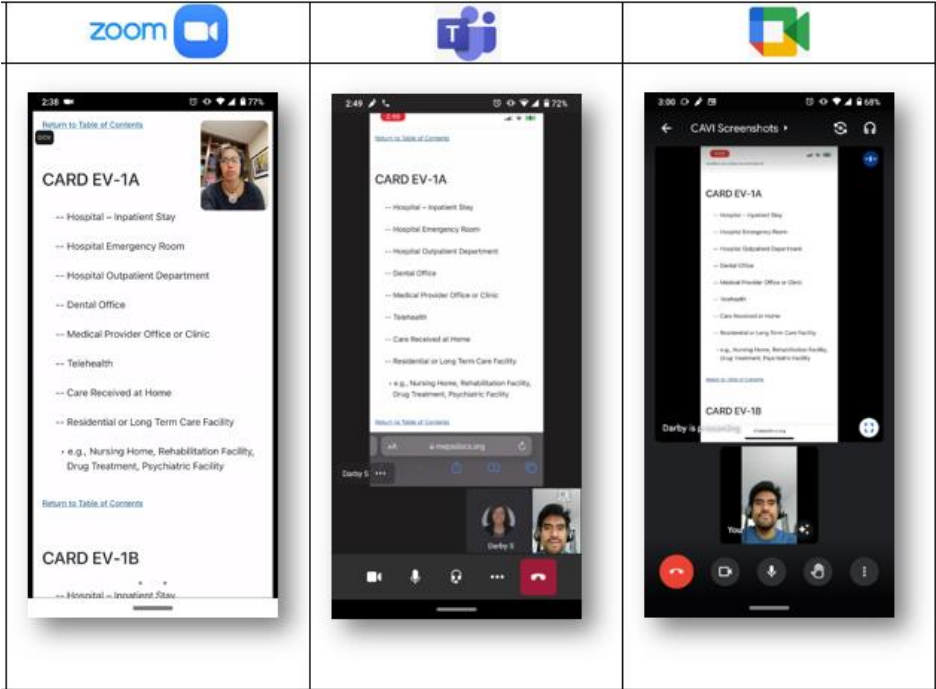
- › Effects of the pandemic
  - Shifted to CATI interviewing
  - Concerns about mode effects and data quality
- › Introduced CAVI while in production
  - Developed and tested technical approach
  - Trained 300+ field data collectors
- › Technology issues
  - iPhones already in use as part of our field management systems
  - Required secure, reliable, usable video conferencing software

# Video Interviewing on MEPS

## Interviewer Experience



## Respondent Experience



# MEPS CAVI Production

Production during the past two years:

	Number CAVI	CAVI % of Completes
<b>Spring 2022</b>	708	3%
<b>Fall 2022</b>	2558	21%
<b>Spring 2023</b>	4401	25%
<b>Fall 2023</b>	1583	15%

Including current round in progress, over 10,000 CAVI cases



# Looking More Closely at CAVI

Ongoing analysis of CAVI operations

- › Who is responding?
- › Is there an impact on data quality?

# Respondents

- › Who is responding?
  - Recall that MEPS respondents are offered CAVI
  - Respondents generally choose the mode of completion
- › In comparison to other modes, CAVI respondents tend to be more:
  - Young and middle-aged (18-54)
  - College educated
  - Either married or never married
  - Non-Hispanic white
  - English-speaking

## Data quality indicators compared to other modes

- CAVI interviewers maintain the meaning of questions at a higher rate
- CAVI has the lowest rate of questions with timing durations faster than 4 w/s, suggesting that interviewers may be better able to adhere to study protocols in CAVI as compared to CATI or CAPI
- CAVI respondents reported higher use of records than CAPI and CATI
- No statistically significant differences between CAVI and CAPI in terms of the number of events reported
- CAVI interviews slightly longer than CAPI

# Video Interviewing Approaches Maturity

- › Pivoting from reaction to rational: technology life cycle
  - Innovation
  - Syndication
  - Maturity
  - Decline
- › Learning as we go
- › When is CAVI effective?
- › Focus on later rounds
- › CAVI as specialization

# Thank You

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