

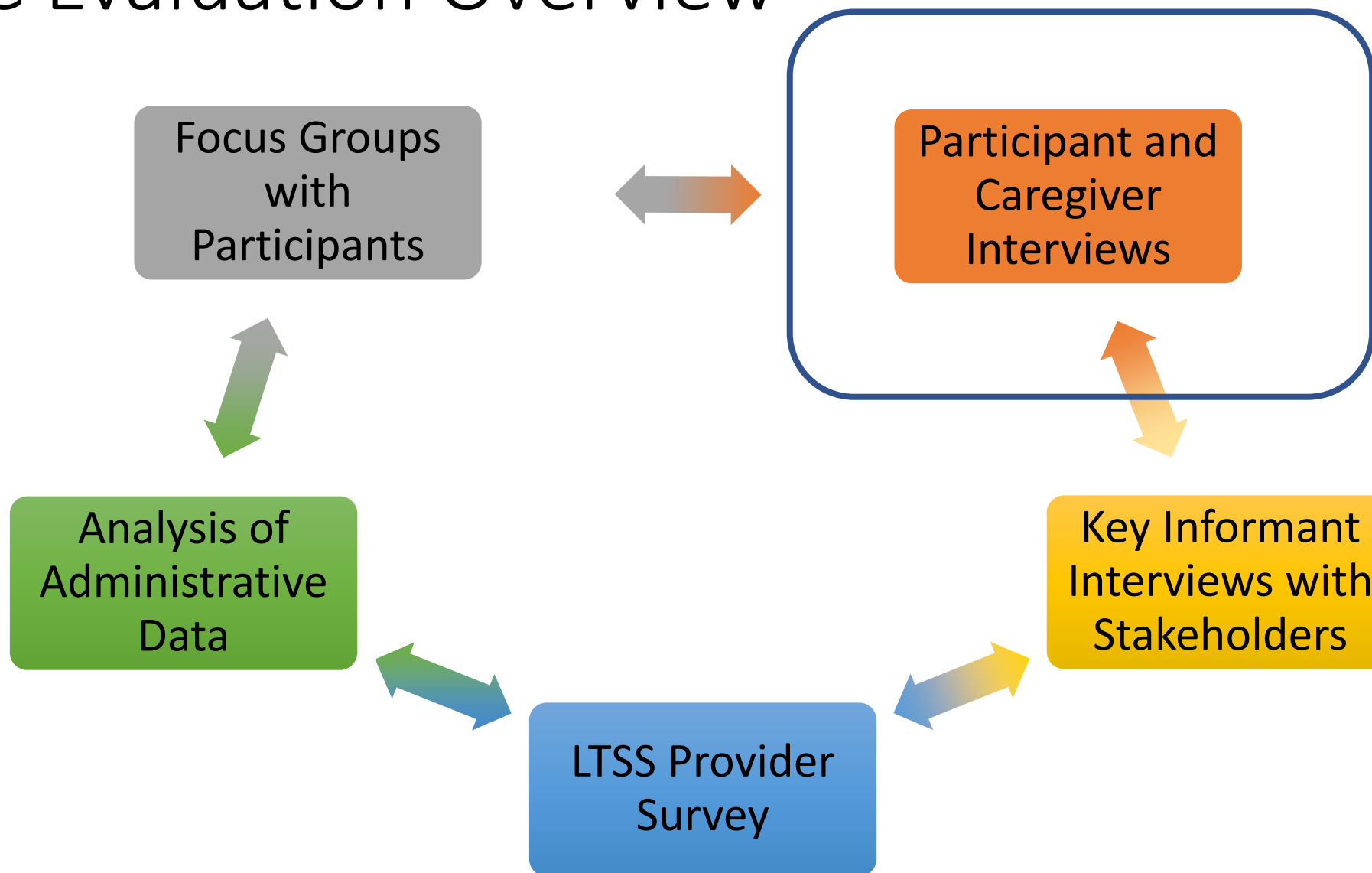
# Community HealthChoices (CHC) Participant Experience: Before and After Implementation

Howard Degenholtz, PhD  
Medicaid Research Center  
University of Pittsburgh

MLTSS Sub-MAAC

July 7, 2021

# CHC Evaluation Overview



# Methodology

- Consumer Assessment of Health Providers – Home and Community-Based Services
  - Required for all MCOs to conduct annually
  - OLTL has presented findings on performance of each plan within each of the 5 regions
    - Plans must meet numerical targets and submit performance improvement plans
- These data can be used to gauge overall impact of CHC program at the population level
- Combine multiple surveys over past three years to produce comprehensive look
  - Medicaid Research Center Surveys
    - Population based surveys conducted before implementation in each region (SW, SE and NW/NE/LCAP)
    - Longitudinal samples re-interviewed after 18 months (SW, SE are complete)
    - Comparison group of people in NW/NE/LCAP interviewed in 2018 and 2019
  - CHC Managed Care Organization Surveys
    - Each MCO is required to survey a sample of members in each region
    - Starts in SW in 2018 Q4, add SE in 2019 Q4 and Statewide in 2020 Q4
      - Data from NE/NW/LCAP are combined to be comparable with MRC data
    - Individual level 2018 data are not available, so not used for this analysis

# Analysis

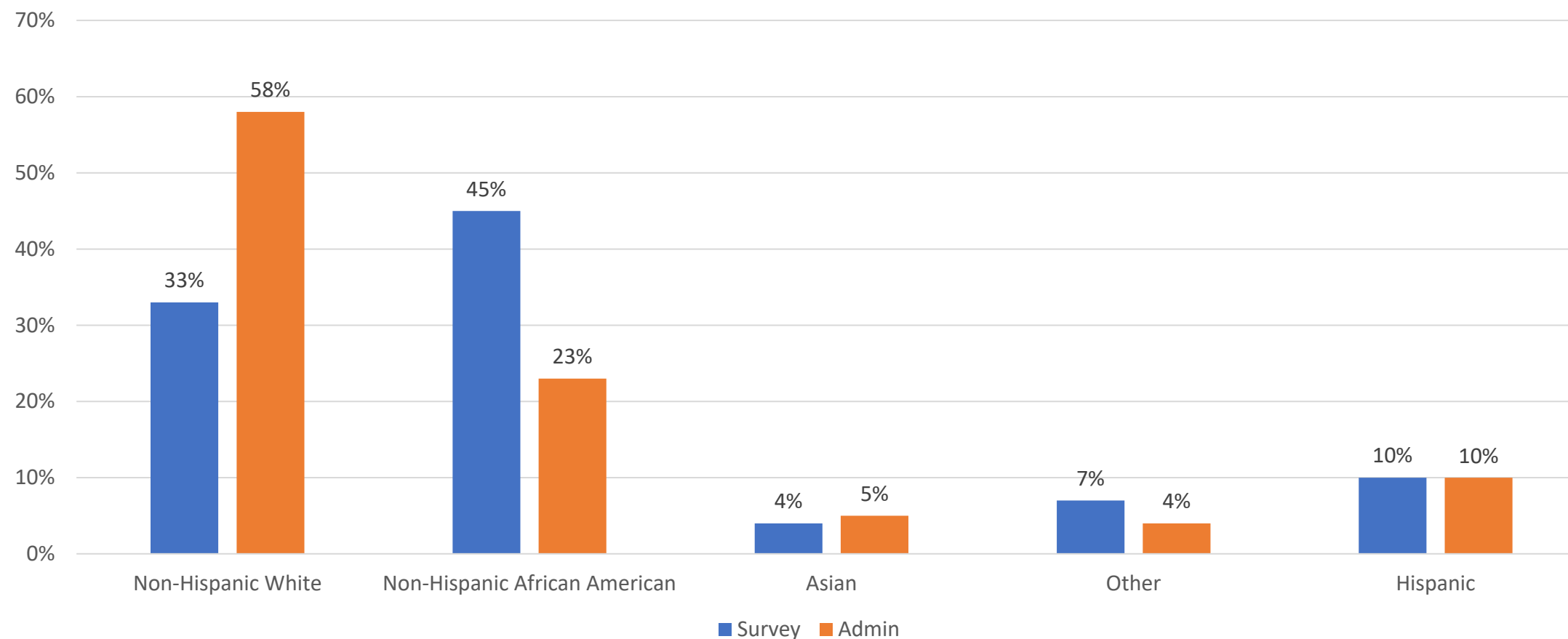
- Weighting
  - Survey data are weighted to produce population level estimates for each region
  - Focus is on the overall program, not the individual plan
  - Adjustment for non-response
  - MRC surveys stratified by age group (under/over age 60) and urban/rural
  - MCO surveys stratified by Hispanic ethnicity
- Interviews used the same CAHPS-HCBS questionnaire
  - Developed by CMS; measures of quality approved by National Committee on Quality Assurance
  - Data are used to construct multiple measures of quality from the perspective of program participants
  - MRC and MCOs added questions to the questionnaire to address other topics – we will focus on non-medical transportation
- Big picture and Deep Dive
  - To get an overall picture data from the entire state are combined to create “pre-CHC” and “post-CHC” estimates, controlling for differences in age and race/ethnicity
  - To test for differences within each region, we present separate estimates for each time point
  - We report only statistically significant differences associated with race and ethnicity

# Sample Sizes for CAHPS-HCBS Surveys (2018-2020)

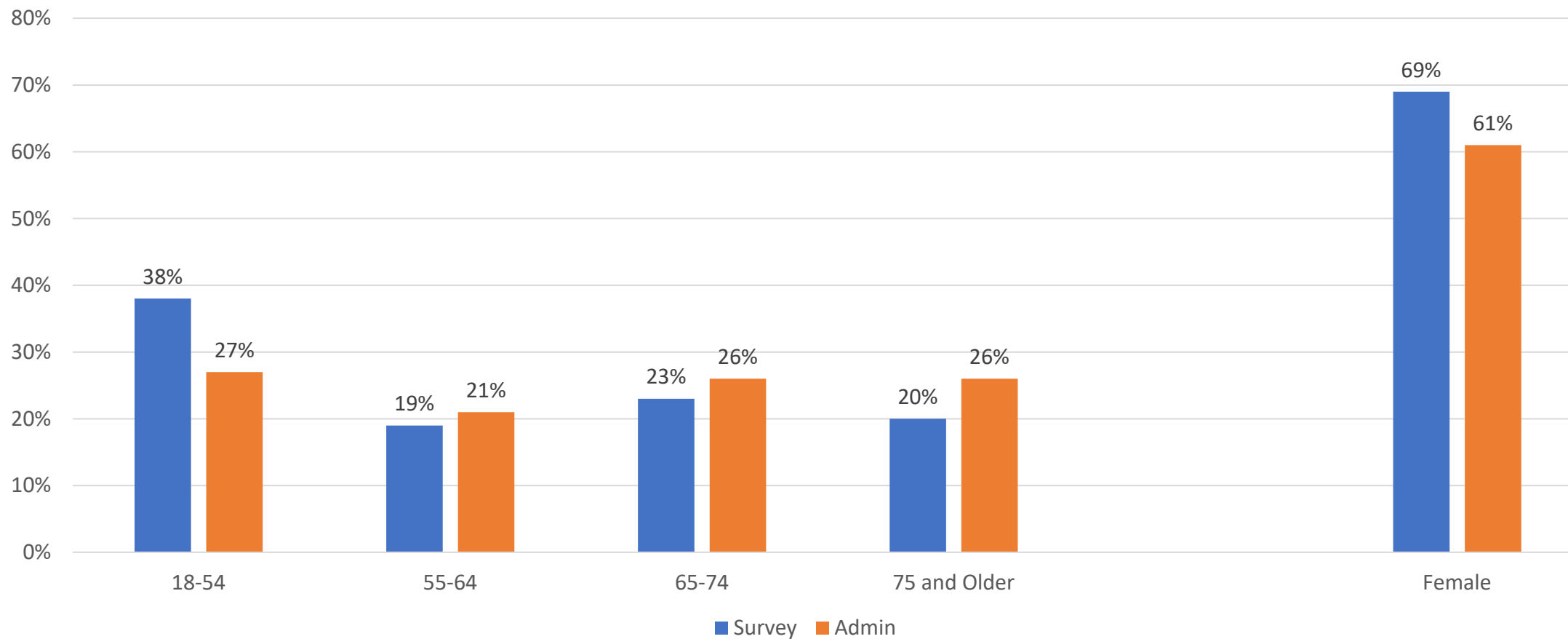
	Before	After
SW	1,256	1,097
SE	1,880	1,046
NW/NE/LCAP	2,505	1,181

- Annual CAHPS-HCBS surveys
  - Conducted by CHC MCOs
  - Fall of each year in active regions
- Data from MRC Surveys
  - Same instrument
- MRC pre-CHC surveys conducted prior to implementation:
  - SW: Fall of 2017 and early 2018
  - SE: Fall of 2018 and early 2019
  - NW/NE/LCAP: Fall of 2019 and early 2020

# Comparison of Race and Ethnicity in Surveys to Enrollment Data



# Comparison of Gender in Surveys to Enrollment Data

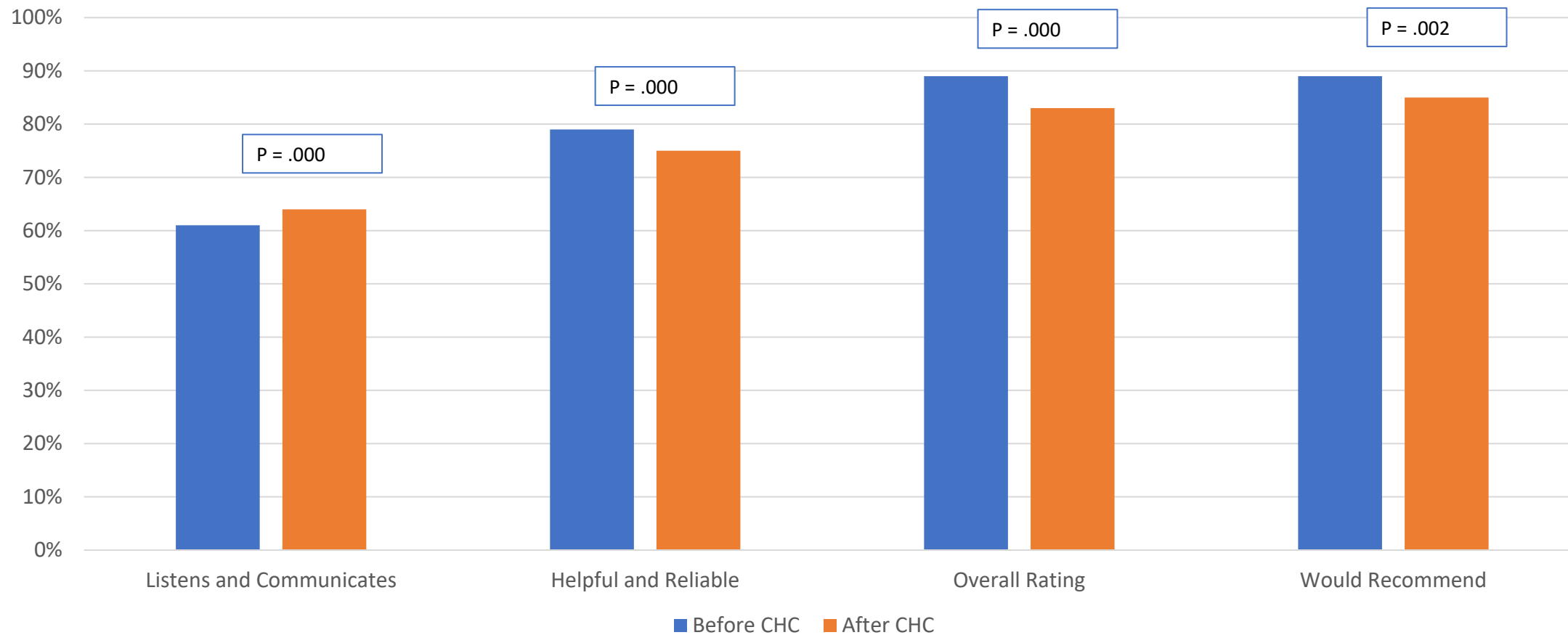


# Personal Attendant Service: Composite Quality Measures

- Listen and Communicate Well
  - PAS worker treats you with courtesy and respect
  - Explanations hard to understand because of accent or they way they spoke English?
  - Treat you the way you wanted them to
  - PAS explain things in way that was easy to understand
  - PAS listen carefully to you
  - Know what kind of help you need
- Reliable and Helpful
  - Come to work on time
  - Work as long as they are supposed to
  - Someone tells you if PAS cannot come
- Overall Rating of PAS Worker
  - 0 = worst / 10 = best
- Would you Recommend?
  - Agree / Disagree



# Overall Summary: Personal Attendant Services

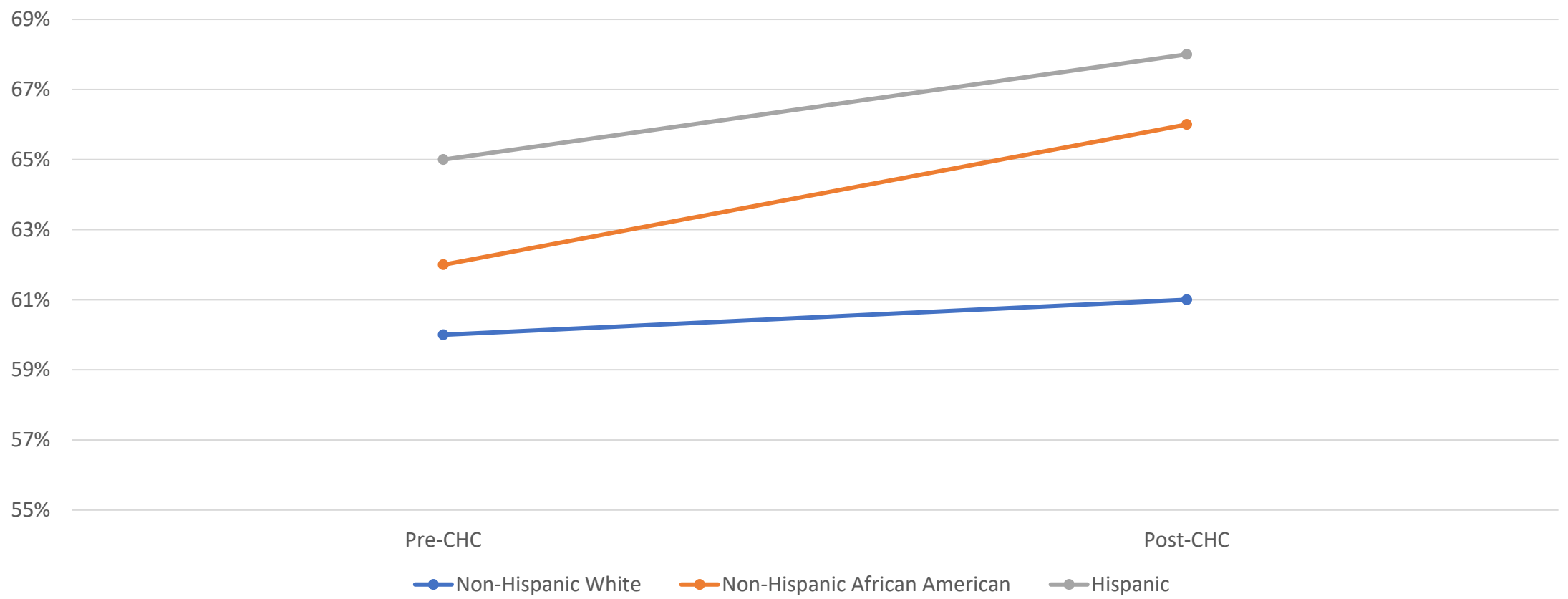


Note: Models control for race, age, and gender.

**Summary:**

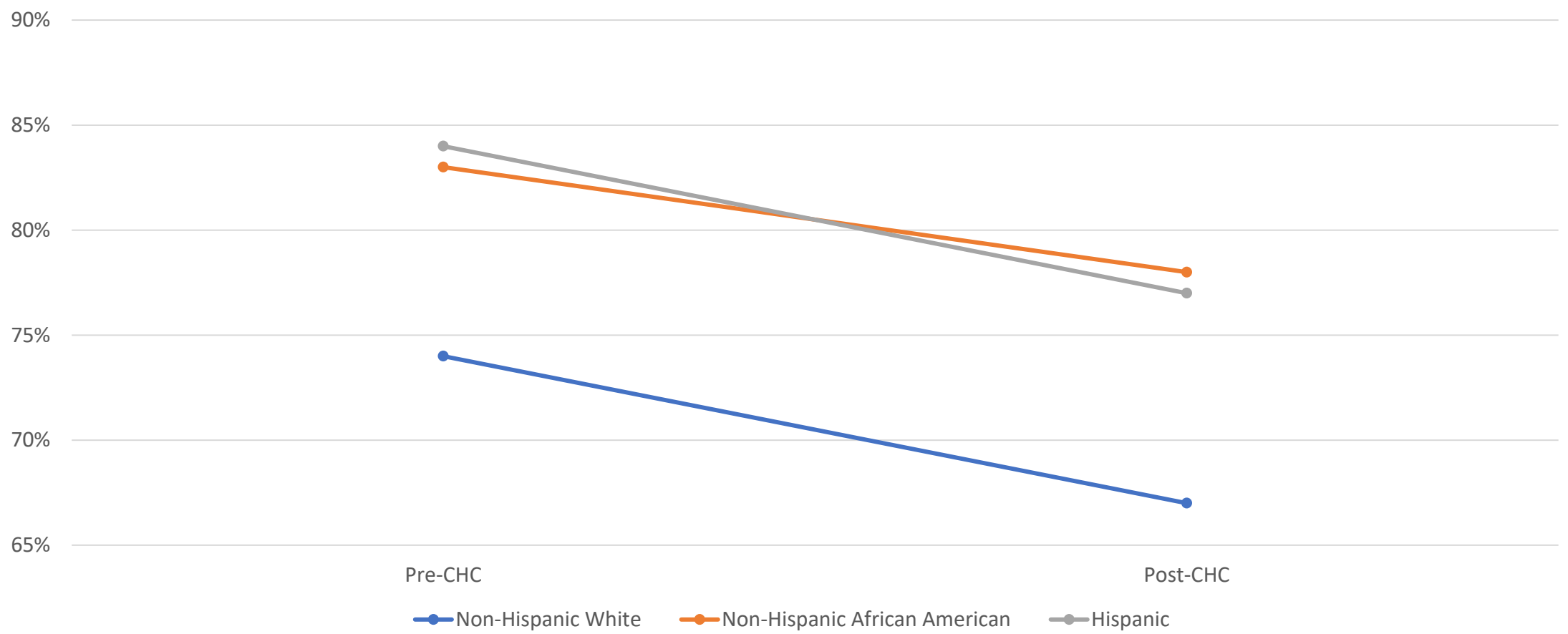
- 1 measure improves
- 3 measures decline

# Racial and Ethnic Differences: PAS Listens and Communicates



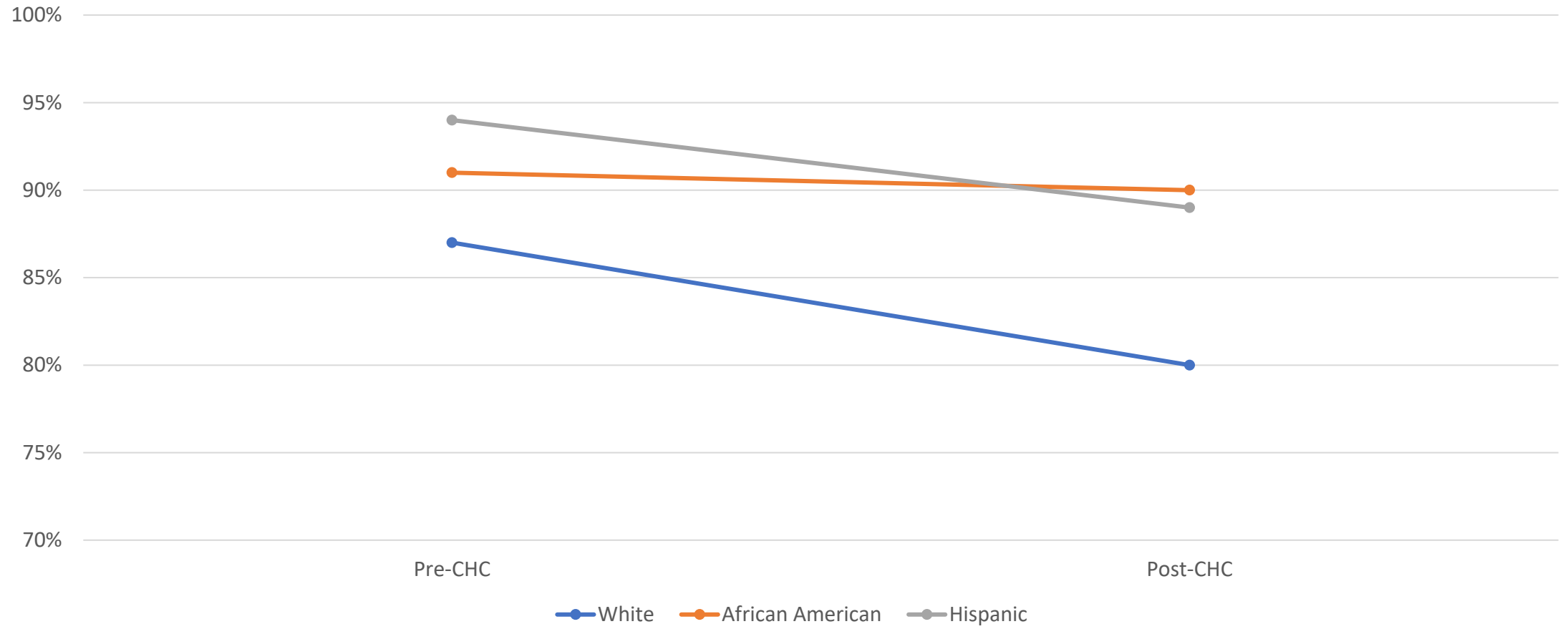
Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

# Racial and Ethnic Differences: PAS is Reliable and Helpful



Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

# Race/Ethnic Difference: Would Recommend PAS Worker



Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

# Service Coordination: Composite Measures

- Helpful and Reliable
  - Able to contact SC when needed
  - SCC helped with getting or fixing equipment
  - SC helped getting changes to services
- Overall Rating of Service Coordinator
  - 0 = worst / 10 = best
- Would you Recommend?
  - Agree / Disagree

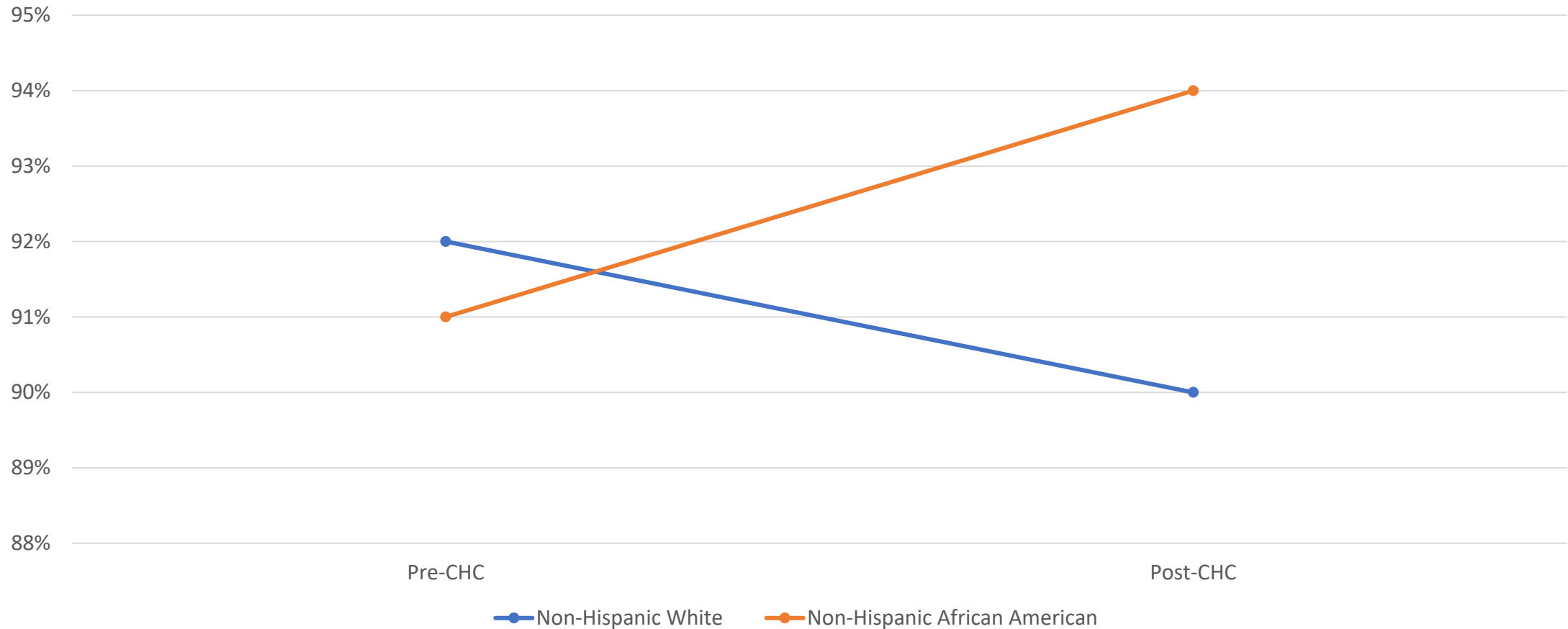
# Overall Summary: Service Coordination

**Summary:**

- 3 measures unchanged

Note: Models control for race, age, and gender.

# Racial and Ethnic Difference: Service Coordinators are Helpful and Reliable



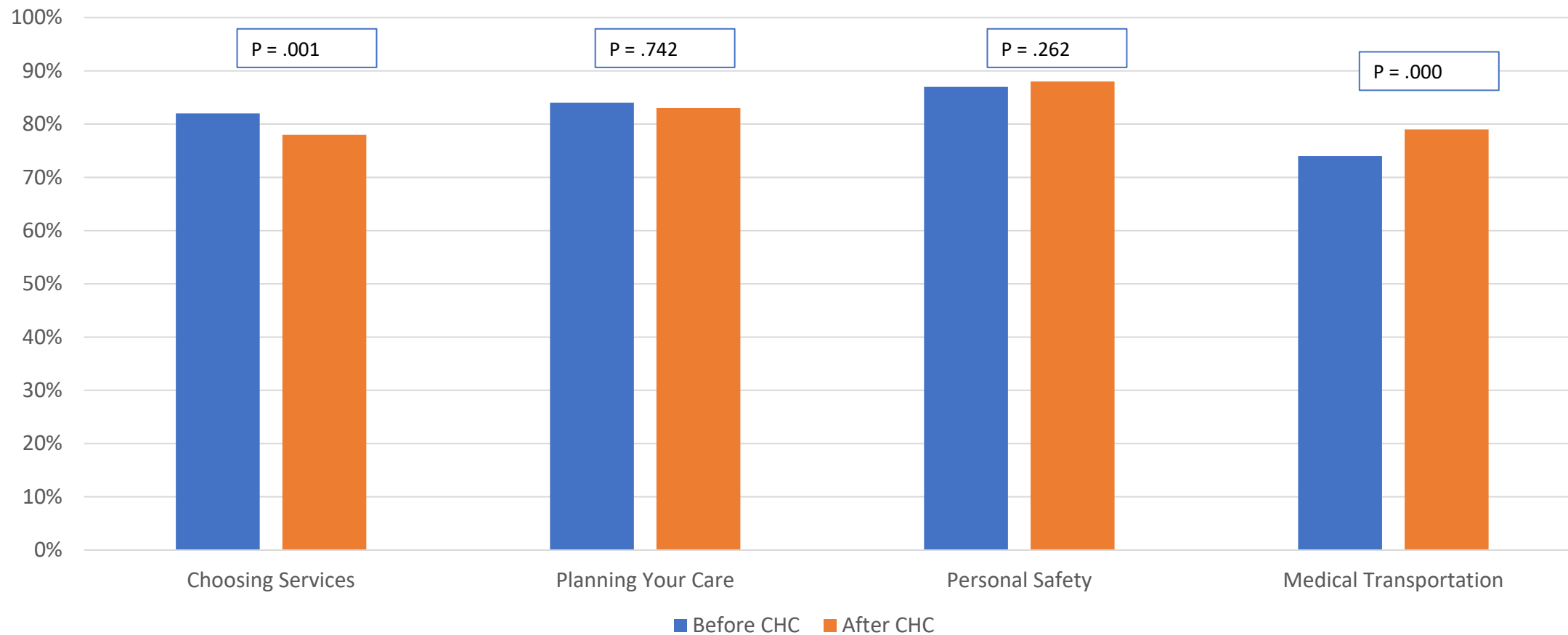
Note: Statistically significant interaction term between race/ethnicity and Post-CHC period. No other comparisons were statistically significant

# Person-Centered Care, Personal Safety, Medical Transportation

- Choosing the Services that Matter to You
  - Person-centered service plan included all of the things that are important
  - Staff knows what's on service plan
- Planning your Time and Activities
  - Takes part in deciding what to do with time
  - Takes part in deciding when to do things each day
- Medical Transportation
  - Have a way to get to appointments
  - Able to get in and out of ride easily
  - Ride is on time
- Personal Safety
  - Have someone to talk to if someone hurts you



# Overall Summary: Person Centered Service Planning, Safety, Medical Transportation

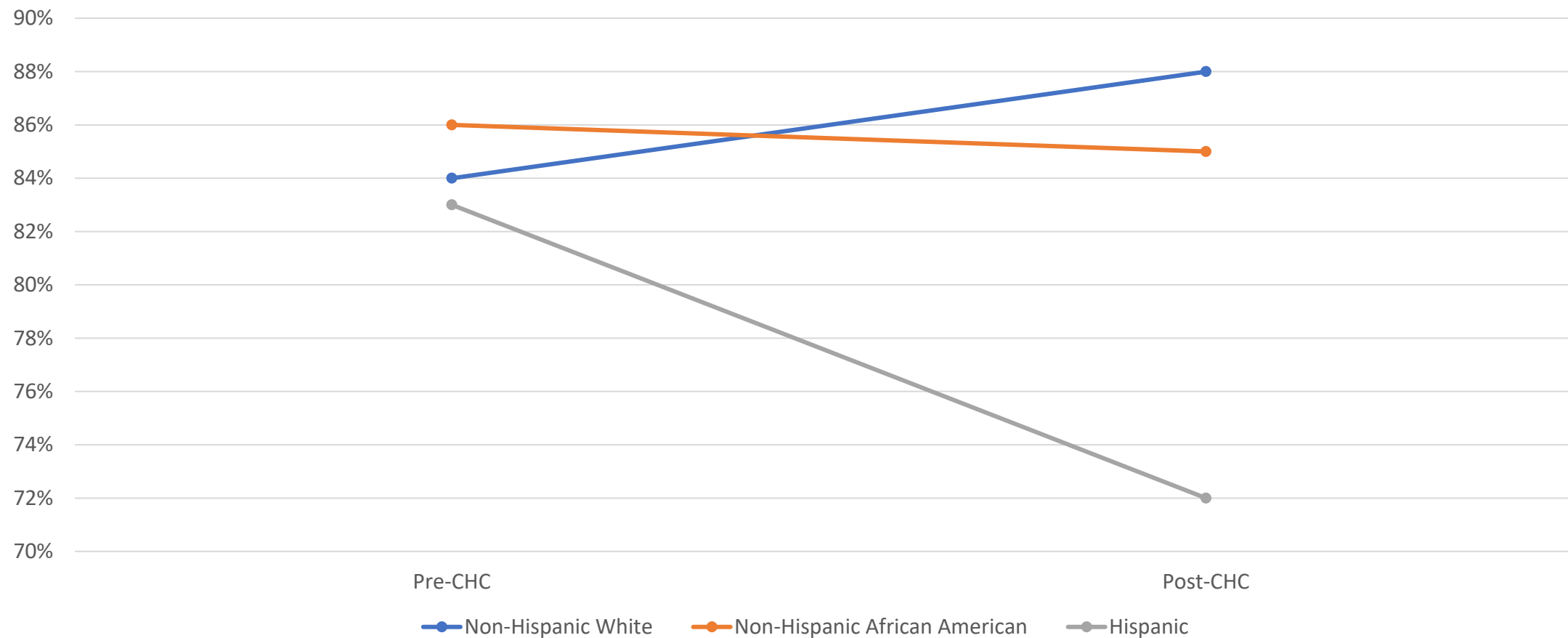


Note: Models control for race, age, and gender.

**Summary:**

- 1 measure improves
- 1 measure declines
- 2 measures unchanged

# Planning your Time and Activities

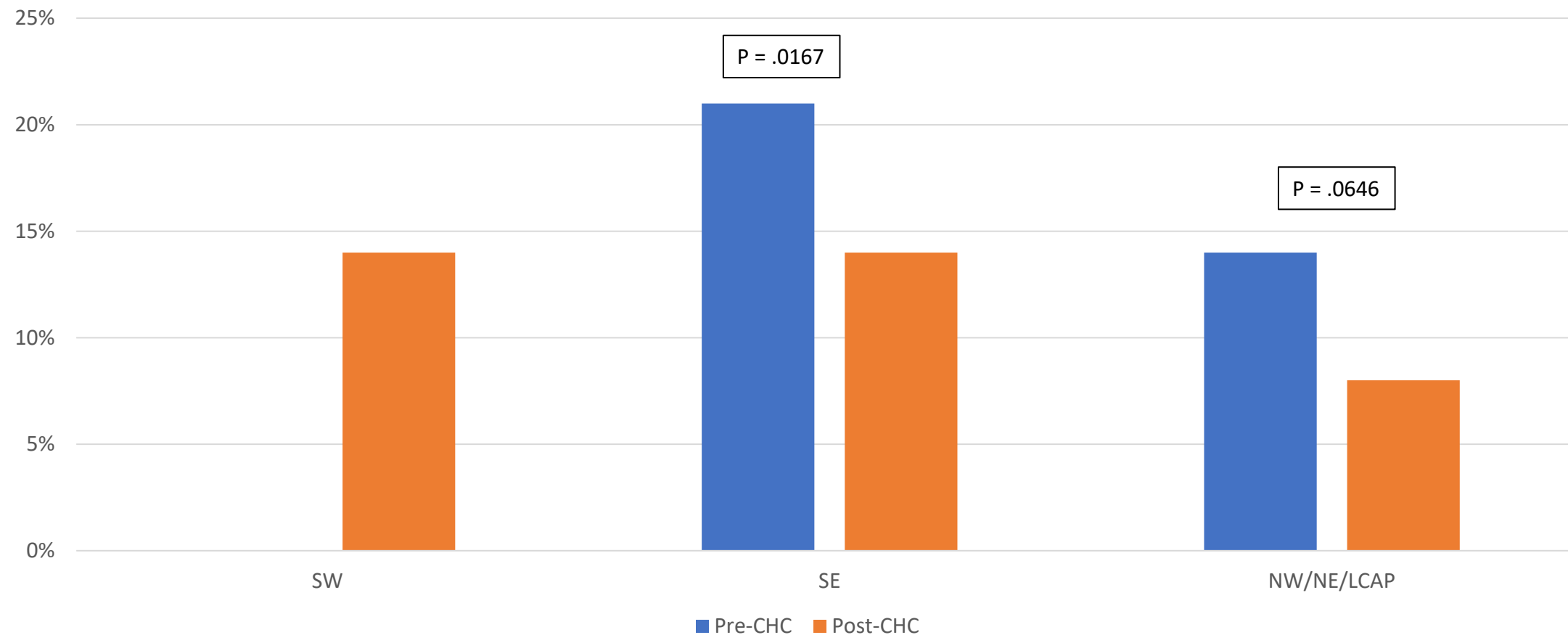


Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

# Missed Medical Appointment

- Item added to MRC surveys starting in 2019
  - Not asked in SouthWest pre-CHC
- Miss a medical appointment due to lack of transportation or difficulties with transportation?

# Missed Medical Appointments Due to Transportation



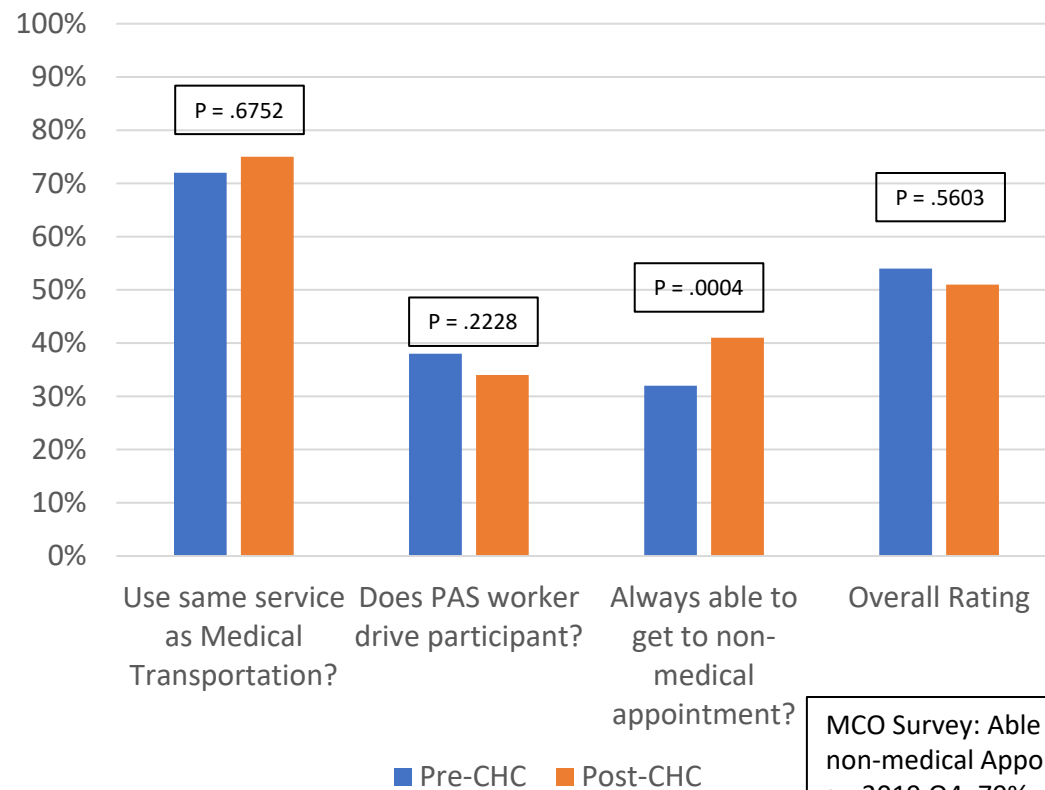
Note: Data are from MRC Surveys only. Question was not asked in SW pre-CHC.

# Non-Medical Transportation

- Questions were added to MRC surveys after 2018 interviews were conducted
  - Pre-post comparisons only possible for SE and NW/NE/LCAP
- Single Question added to MCO data for 2019 and 2020 surveys
  - Wording is different than MRC survey
  - Compare trend, but direct comparison not possible
- Use same service as medical transportation?
- Does PAS worker drive?
- Able to get to non-medical appointments?
- Overall Rating of Transportation
  - 0 = worst / 10 = best

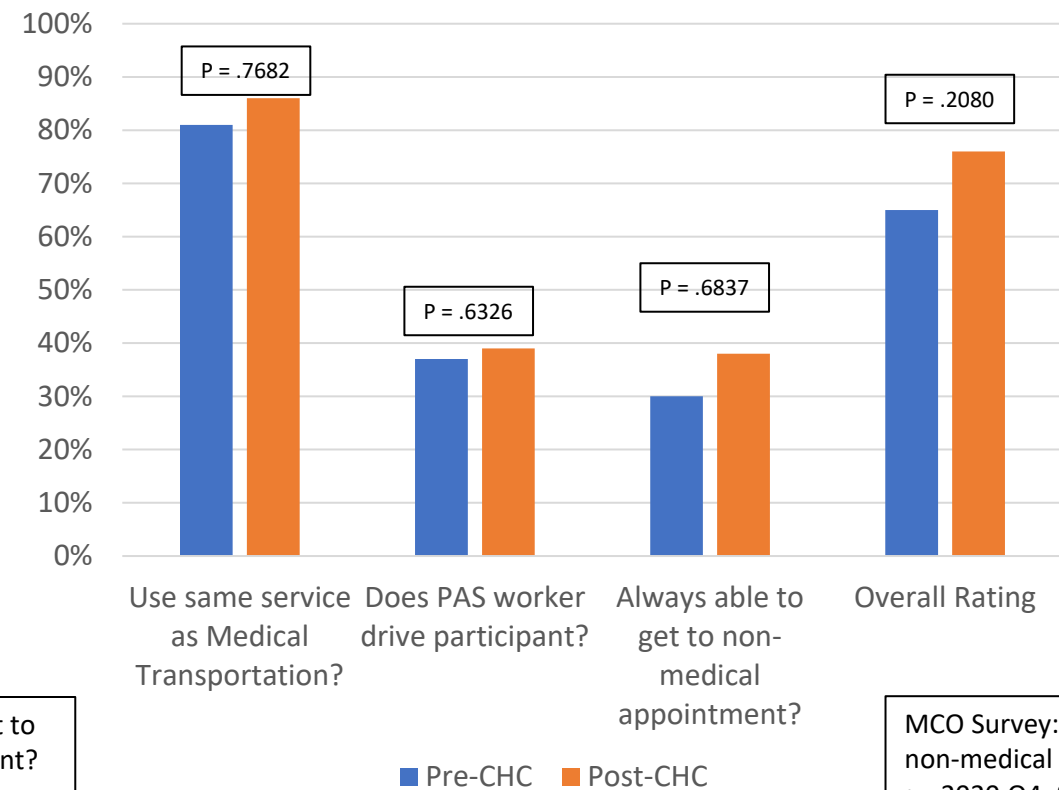
# Non-Medical Transportation

## SouthEast



MCO Survey: Able to get to non-medical Appointment?  
 • 2019 Q4: 79%  
 • 2020 Q4: 84%

## NW/ME/LCAP



MCO Survey: Able to get to non-medical Appointment?  
 • 2020 Q4: 85%

Note: Data are from MRC Surveys only. Questions were not asked in SW pre-CHC.

# Conclusions and Next Steps

- Areas of Improvement:
  - PAS Worker Listens
  - Medical Transportation Rating
  - Missed Medical Appointments
  - Ability to get to Non-Medical Appointments
- Areas of Decline:
  - PAS Worker is Helpful
  - PAS Worker Overall Rating
  - Would Recommend PAS Worker
  - Choosing your services
- All changes are small (<5%)
- Differences by Race and Ethnicity raise important questions about equity and geography
  - May be related to quality difference by region
- Service Coordination is unchanged overall
  - Explore differences across regions
- MRC is planning focus groups with providers and advocacy organizations to address innovation:
  - Housing
  - Employment
  - Transportation
  - Sign up online: [http://bit.ly/CHC\\_2021\\_Innovation](http://bit.ly/CHC_2021_Innovation)
- Participant Experience Surveys
  - Follow-Up surveys in 2021
  - Final round in 2<sup>nd</sup> half of 2022
- Nursing Home Resident Interviews
  - Planning for late 2021
- Public Report on Evaluation Activities Available Online:
  - <https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/CHC-Evaluation-Plan.aspx>

# Contact Information

Howard B. Degenholtz, PhD, Lead Evaluator

Department of Health Policy and Management  
Graduate School of Public Health  
Center for Bioethics and Health Law  
Health Policy Institute  
Medicaid Research Center  
University of Pittsburgh

Working remote for the foreseeable future.

(412) 624-6870

degen@pitt.edu