



2021 HCBS CAHPS® SURVEY CHC-MCO AREAS FOR IMPROVEMENT PLANS

MAY 10, 2022



pennsylvania
DEPARTMENT OF HUMAN SERVICES

2021 SUMMARY SURVEY RESULTS

Areas of Success

- Service Coordinator are reliable and helpful (continuous trend)
- Increase in receiving care from a dentist office or dental clinic (new)
- Increase in receiving SNAP benefits to help buy food (new)

Areas for Improvement

- Choice of services that matter to the participants (continuous trend)
- Assisting participants with being active in the community (continuous trend)
- Transportation to medical appointments (continuous trend)
- Increase participants knowledge of how to report abuse, neglect or exploitation (continuous trend)
- Assisting participants with planning their time and activities (new)
- Participants dental care and services (new)
- Increase participants' awareness of employment assistance, housing services and SNAP (new)

2021 HCBS CAHPS Survey Areas for Improvement Plan

Home and Community Based Services (HCBS)

Presented by PA Health & Wellness



Success and Areas for Improvements

Improvement from previous year ▲



Overall Rating and Recommendation Service Coordinator

(Based on Individual Questions)

5.0% Increase from 2020 on both measures



Service Coordinator is Helpful

2.9% Increase from 2020



Choosing Services That Matter

1.8% Increase from 2020



Planning your Time and Activities

0.6 % Increase from 2020

Areas for Improvements ▼



Personal safety and respect

0.6% Decrease from 2020



Staff are reliable and helpful

1.2% Decrease from 2020



Staff listen and communicate well

1.3% Decrease from 2020



Transportation to medical appointments

1.9% Decrease from 2020

2021 HCBS CAHPS Survey Areas for Improvement Plan



SURVEY CATEGORY



AREA TO IMPROVE



KEY INITIATIVES

Choice of services that matter to the participants

Ensuring that Service Coordinator is **aware of available services**

Research Best Practices and Refresh **Service Coordinator Training** on Effective Communications

Conduct Training and **monitor effectiveness**

Assisting participants with being active in the community

Improve Service Coordinator's **awareness of activities in the community** to communicate available activities in the community

Refresh **Service Coordinator Training** on the **Community Connect** Platform and documenting the efforts in case notes

Improve the Participants **awareness of activities in the community** through targeted outreach of community activities

Using the Community Connect platform, identify community activities in targeted areas throughout the PA region and conduct a **call campaign** to increase awareness and coordinate transportation, if available

Transportation to medical appointments

Improve communication and continue monitoring with Transportation Provider/Vendor

Enhanced **communication** with the Medical Assistance Transportation Program (MATP) liaisons

Monitor Medical Transportation Management (MTM) network fleet to **ensure vehicles can accommodate the participant's ride**

2021 HCBS CAHPS Survey Areas for Improvement Plan



SURVEY CATEGORY

Increase participants knowledge of how to report abuse, neglect or exploitation

Assisting participants with planning their time and activities



AREA TO IMPROVE

Improve the **communication to the participants** on how to report abuse, neglect or exploitation

Improve on the collaboration between PHW and Abuse Programs

Improve monitoring of potential indicators related to reporting abuse, neglect or exploitation

Improve the specificity in the participants Care Plans developed with the Service Coordinators to ensure the participants are comfortable that the Service Coordinator is assisting with planning their time and activities



KEY INITIATIVES

Update and administer **Service Coordination Training** around educating participants on how to report abuse and neglect during the NPO and Annual Assessments

Collaboration with Adult Proactive Services (APS)/Older Adult Proactive Services (OAPS) by creating job aid materials and disseminating to the Service Coordinators to define collaboration expectations when addressing an APS/OAPS issue

Refresh and Administer **training** to all PA Service Coordination's on Critical Incident Root Cause Analysis expectations

Track and trend high risk participants statewide through reporting to increase awareness and outreach by the Service Coordination for possible risk and require new hire and annual training on APS and OAPS

Add Plans of Care to HHA Exchange specific to each participant that define more details around the care needs, activities, preferences, and participant specific information that is pertinent to the providers and important to the participant

2021 HCBS CAHPS Survey Areas for Improvement Plan



SURVEY CATEGORY



AREA TO IMPROVE



KEY INITIATIVES

Increase participant's awareness of housing services

Increase the Service Coordination team's **awareness of housing related information**, including the use of PHW's standardized assessment tool to identify the housing needs of the participant

Develop and disseminated a monthly **housing memo** with identified resources, including Community Connect for Service Coordinators to provide to Participants.

Re-educate the Service Coordination team on the use of PHW's standardized housing assessment tool

Increase participants' awareness of employment assistance

Improve awareness to participants on the Employment services under the CHC program

Disseminate an employment services **post card**

Provide ongoing **updated information about employment services** on PHW's website and social channels media channels

Increase participants' awareness of Supplemental Nutrition Assistance Program (SNAP) Benefit

Improve the **identification of participants** who are eligible for the SNAP benefits and strengthen outreach to raise awareness

Develop a process to **identify all members** who do not have SNAP benefits but may be eligible and conducted target outreach

Participants dental care and services

Partner with dental providers to increase the number of dental visits

Sponsor Dental Clinics

Increase awareness of Dental kits available from PHW

Notify participants (newsletters) and disseminate dental kits

2021 HCBS CAHPS Survey Areas for Improvement Plan



SURVEY CATEGORY

Personal Assistance Services (PAS)/Behavioral Health (BH) Staff are reliable and helpful



AREA TO IMPROVE

Improve PHW's **monitoring of missed appointments** and communicate any trends to providers

Increase frequency of **participant satisfaction** feedback, monitor and act on trends



KEY INITIATIVES

Monitor trends and identify PAS providers **who are late to appointments**

Communicate to Homecare Agencies and **request action to mitigate**

Explore the use of the alert capabilities of the HHA exchange to become aware in “real time” when PAS providers are late appointment

Service Coordination staff will **ask participant satisfaction questions** during Participant contact. PHW will monitor results monthly and address any trends

Q&A

Home- and Community-Based Services (HCBS) CAHPS Survey 2021 Areas for Improvement – April 2022 Update



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Areas for Improvement - Updates

Choices that matter

- Update the Participant Centered Service Plan (PCSP) to include a goal for activities in which the Participant wishes to participate.
- Create a long-term services and supports (LTSS) benefits video that will be posted to the Plan's websites. Service Coordinators can show the video during face-to-face visits.
- Develop an "All About Me" magnet to leave with Participant. The magnet will include important phone numbers and have a place for notes.

Being active in the community

- Service Coordinators have access to www.findhelp.org to locate community resources/services.
- Using the Participant Services and Support Tool the Service Coordinator and Participant can map out routines and activities of daily living with which the Participant may need assistance.
- Include upcoming activities and events on the Participant Advisor Committee (PAC) agenda. This information will also be shared with Participants unable to attend PAC.
- Expand the Participant newsletter to include community events.

Areas for Improvement - Updates

Transportation to medical appointments

- Continue regular meetings with Medical Transportation Management (MTM) to review issues/concerns.
- Conduct associate training on the transportation grid and questionnaire developed to support Service Coordinators and help Participants identify available transportation resources in Pennsylvania.
- Develop a Participant survey to include questions about transportation services.
- Create magnet with numbers for local transportation services.

Abuse, neglect and exploitation – reporting knowledge

- Train Quality and Service Coordination Associates:
 - Service Coordinator Process – Participants with Protective Services Involvement.
 - Workflow for Critical Incidents (CIs) that involve abuse, neglect and exploitation.
- “All About Me” magnet will contain phone numbers for Adult Protective Services and Older Adult Protective Services.
- Evaluate Adult Protective Services Media Toolkit for additional resources.

Areas for Improvement - Updates

Assisting with planning time and activities

- The “All About Me Magnet” will have a place for the Participant to note important information and activities.
- Service Coordinators have access to www.findhelp.org to locate community resources/services.
- Using the Participant Services and Support Tool the Service Coordinator and Participant can map out routines and activities of daily living the Participant may need assistance with.
- Add to Participant Advisor Committee (PAC) agenda opportunity for organization to share calendar of upcoming activities; this information will also be shared with Participants unable to attend PAC.
- Expand Participant newsletter to include community events.

Dental services

- Collaborate with Oral Health Impact Project (OHIP) in the Southeast zone to call Participants with Mental Health/Behavioral Health diagnoses and care gaps for their Adult Dental Visit.
- Expand access/awareness of the availability of dental kits.
- Review use of Emergency Department for dental issues.
- Educate Participants and providers about the importance of good dental hygiene.

Areas for Improvement - Updates

Awareness of employment assistance

- The Office of Long-Term Living (OLTL) Employment Representative will present employment awareness information during all PAC meetings.
- A dedicated Employment Coordinator (subject matter expert of employment-related issues):
 - Meets regularly with Service Coordinators with Participants engaged with the Office of Vocational Rehabilitation (OVR).
 - Sends spreadsheet to OVR of Participants who have expressed interest in employment and for whom ACP CHC/KF CHC has a signed OVR consent form to track Participants OVR status.
 - Participates in case rounds.
 - Educate Service Coordinators and Participants on employment opportunities.

Supplemental Nutrition Assistance Program (SNAP) knowledge

- Educate Participants and PAC members on SNAP benefits.
- Outreach to Participants eligible but not enrolled in SNAP.
- Screen Participants for SNAP eligibility as well as eligibility for other assistance programs.
- Create a video about SNAP benefits that will be posted to the Plan's website. Service Coordinators can show the video during face-to-face visits.

Areas for Improvement - Updates

Housing services awareness

- Housing Coordinators:
 - Attend case rounds.
 - Educate/provide resources to Participants.
 - Participate in external Housing Collaborative meetings.
- Develop housing resources for Service Coordinators.
- Continue to assess for home and vehicle modification needs during Comprehensive Needs Assessment.
 - When need is identified, Home Modification team will conduct an evaluation.
- Home cleanliness and need for pest eradication are addressed during the Person Centered Planning/Comprehensive Needs Assessment process.

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35 YEARS
of making
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of our **work.**





UPMC CHC Action Plan in Response to 2021 HCBS CAHPS Survey Results

May 2022 MLTSS SubMAAC

Jamie Kennedy, Director
Quality Improvement, CHC

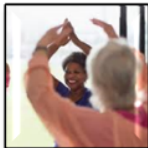
Action Plans for 2022

Choice of Services that matter



- Remind providers how to access the service plan on provider portal and the importance of training staff on plan before providing services
- Service Coordination (SC) training relating to offering choice and explaining the different service models available, emphasized a lot during the switch to *Tempus*

Friends, Family, Community



- Start new pilot to enhance support for community access and involvement
- It's Never Too Late (IN2L) Pilot – distributing a tablet that has Wi-Fi capability in it. Tablet will be loaned to selected participants. They will be trained on how to use it to connect to others, virtual and local community events to combat social isolation.

Dental



- Dental – High-Rise Events planned in 2022
- Mailing Dental Kits with benefit education
- Focused dental workgroup to learn more about dental services, benefits, complaints and denials and address issues or denial concerns as needed

Employment



- Creating library of stories pursuing and achieving employment and overcoming obstacles
- Employment testimonials in newsletters
- Virtual workshop
- New employment questionnaire
- New referral form for SCs to refer participants to Employment Concierge Team



Education on Recognizing and Reporting Abuse, Neglect & Exploitation

- ▶ Switching up training with SCs regarding how to educate participants, screen for high risks, and provide case studies and share great incident responses
- ▶ Reviewing data by zone to better understand where underreporting is occurring and work with different teams to discuss possible causes for underreporting
- ▶ Added education on recognizing and reporting abuse, neglect and exploitation to:
 - ❑ CHC Participant Handbook
 - ❑ Magnet with important numbers including the Protective Services Hotline
- ▶ In Quarter 2 and Quarter 3, language being added to:
 - ❑ CHC microsite with link to Adult Protective Services Media Kit brochure
 - ❑ Participant Newsletter mailing
- ▶ Participant Leave-Behind Flyers for SCs to use
- ▶ Review topic during Initial and Reassessments by SCs
- ▶ Discuss wellness, service delivery, and follow up on past incidents during regular SCs Contact calls

Housing



New Housing Related Quick Reference Guides for SCs

New Housing Assistance Assessment to make referrals to Housing Strategy Team



Additional Supports: Expanding Emergency Rental Assistance Program in 6 counties; Expanded Nursing Home Transition Coordination to 3 target groups; Medical Legal Partnership Pilot

SNAP Benefits



Reinforce SNAP information in 2022 Newsletter

Monitor the number of participants affirming they utilize SNAP

Reinforce education during SC calls with participants

Transportation

Regularly review and address Transportation grievances with the contractor in real time.

Request updates to procedures as trends or issues with drivers arise and need addressed.



QUESTIONS

