



2021 HCBS CAHPS® STATEWIDE SURVEY RESULTS

PRESENTED BY

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BUREAU OF QUALITY ASSURANCE & PROGRAM ANALYTICS

DATED: FEBRUARY 2, 2022



pennsylvania

DEPARTMENT OF HUMAN SERVICES

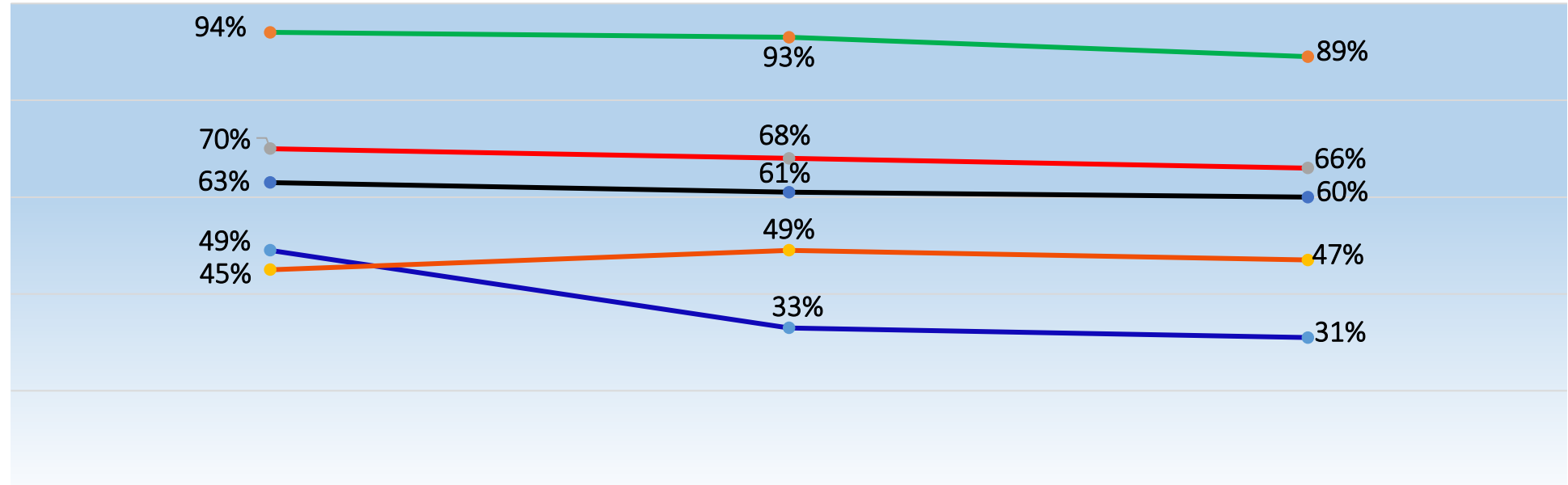
STATEWIDE 2021 HCBS CAHPS® SURVEY OVERVIEW

- Independently Administered and Validated by SPH Analytics
- Inclusive of All Regions (LC/NE/NW/SE/SW)
- HCBS CAHPS Core Survey, Supplemental Employment
- PA-specific questions (Person Centered Service Plan, Transportation, Housing, Dental, Supplemental Nutrition Assistance Program (SNAP))
- Response Rates of **6.3% to 7.1% across the MCOs**; State Response rate **6.7%** (2020 Response Rate was **12% to 20% across the MCOs**; all regions average was 15%)
- Completed Surveys (targeted 700/plan); **1,990 completed**:
 - **609** from AmeriHealth Caritas (AHC)/Keystone First (KF)
 - **670** from PA Health and Wellness (PHW)
 - **711** from UPMC for Community HealthChoices (UPMC)

Note: This exceeds the 95% Confidence Level/ 5% Margin of Error sample size of 383 required for the 2021 CHC HCBS population.

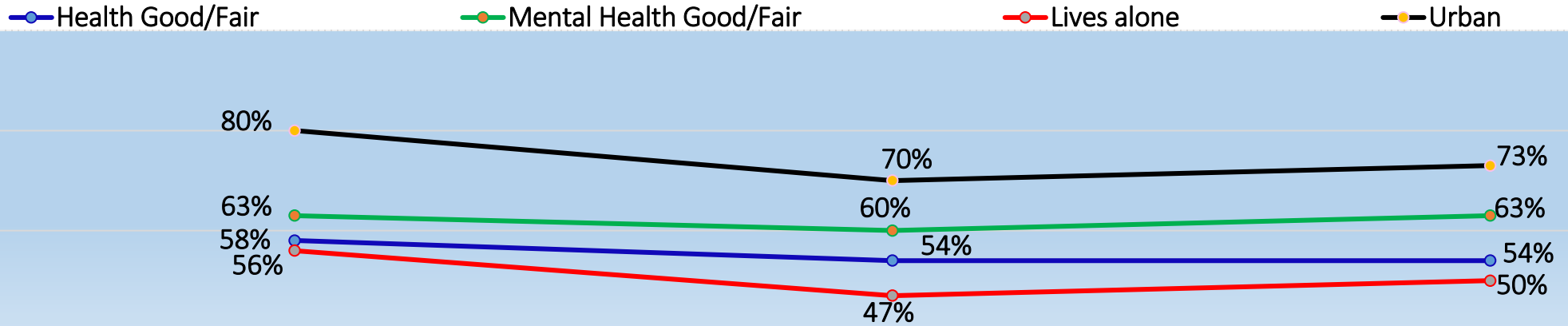
STATE 2021 SURVEY RESULTS: RESPONDENT CHARACTERISTICS

● African-American
 ● Non-Hispanic
 ● Female
 ● Age 65+
 ● High School grad/GED/Some College



	2019	2020	2021
African-American	49%	33%	31%
Non-Hispanic	94%	93%	89%
Female	70%	68%	66%
Age 65+	45%	49%	47%
High School grad/GED/Some College	63%	61%	60%

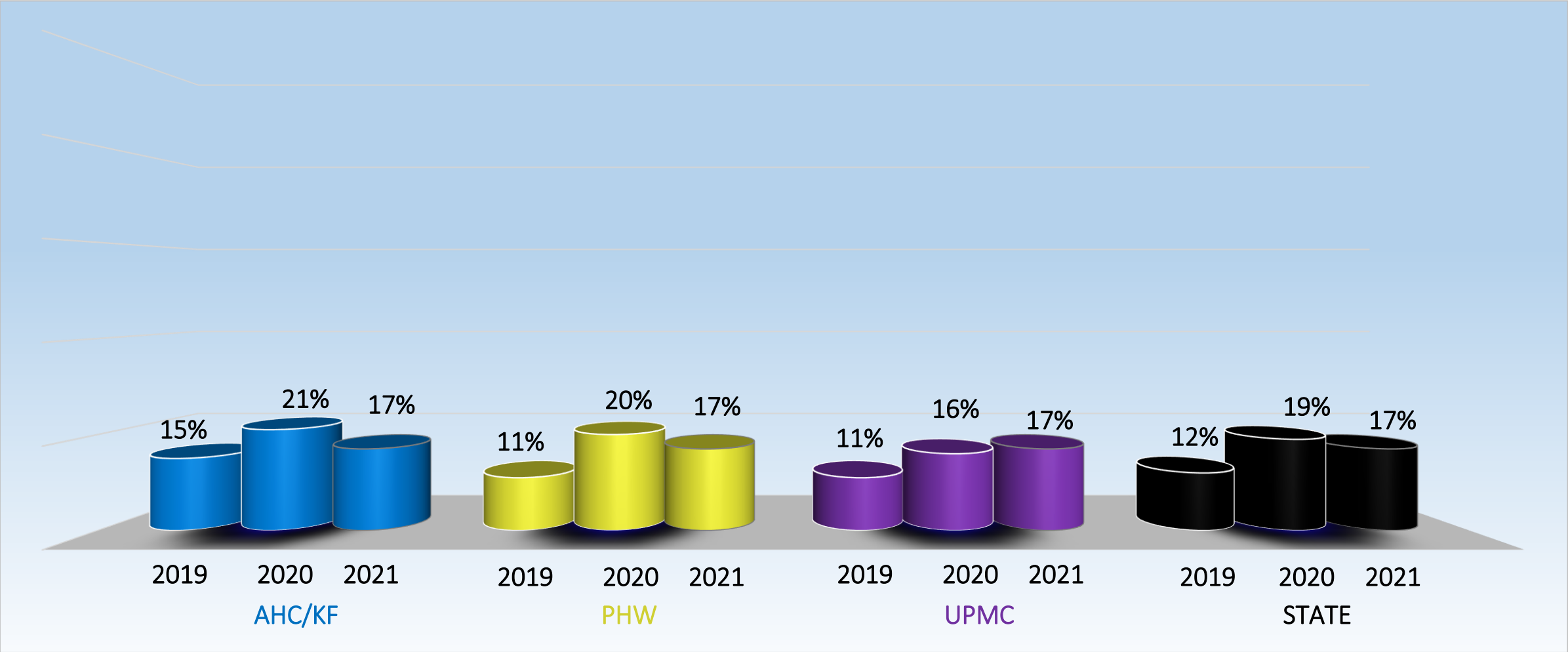
STATE 2021 SURVEY RESULTS: RESPONDENT CHARACTERISTICS CONT.



	2019	2020	2021
Health Good/Fair	58%	54%	54%
Mental Health Good/Fair	63%	60%	63%
Lives alone	56%	47%	50%
Urban	80%	70%	73%

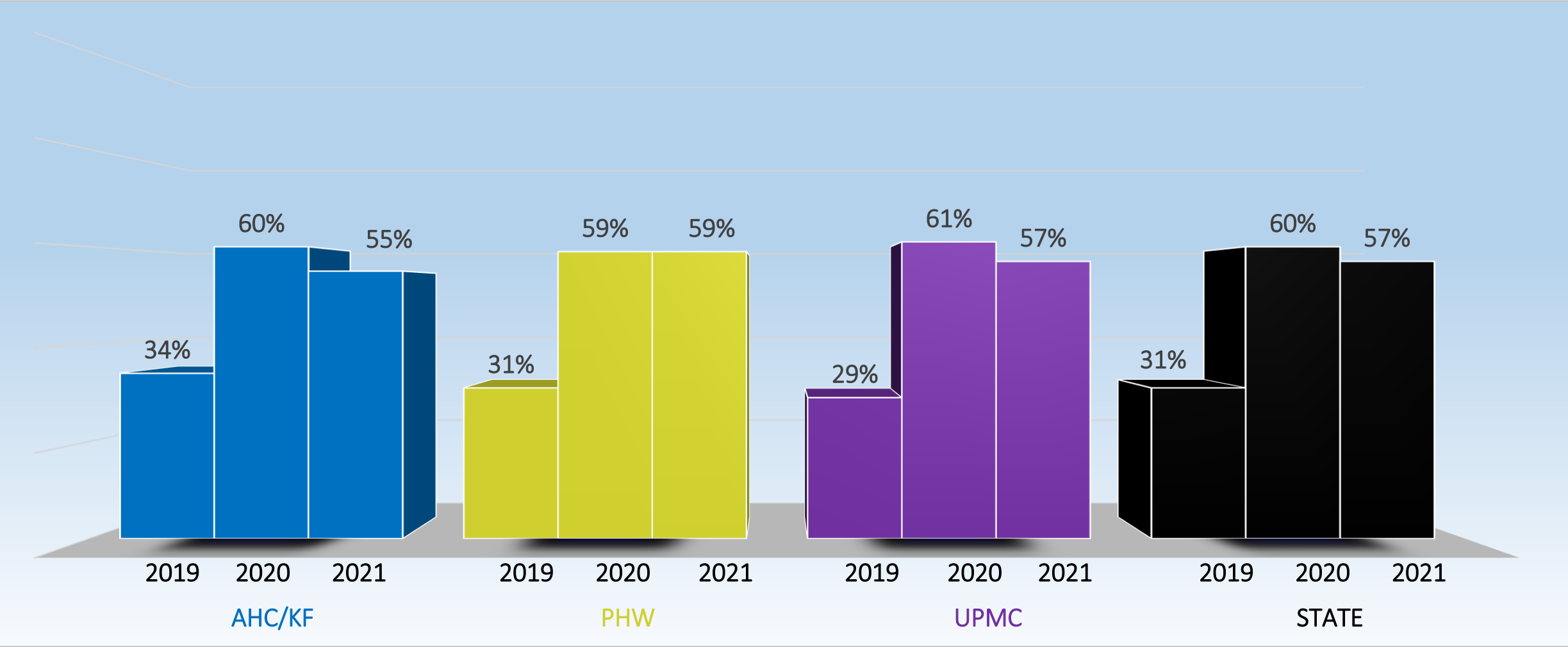
2021 SURVEY RESULTS: ASSISTED IN COMPLETING THE SURVEY

SOMEONE HELPED RESPONDENT COMPLETE SURVEY



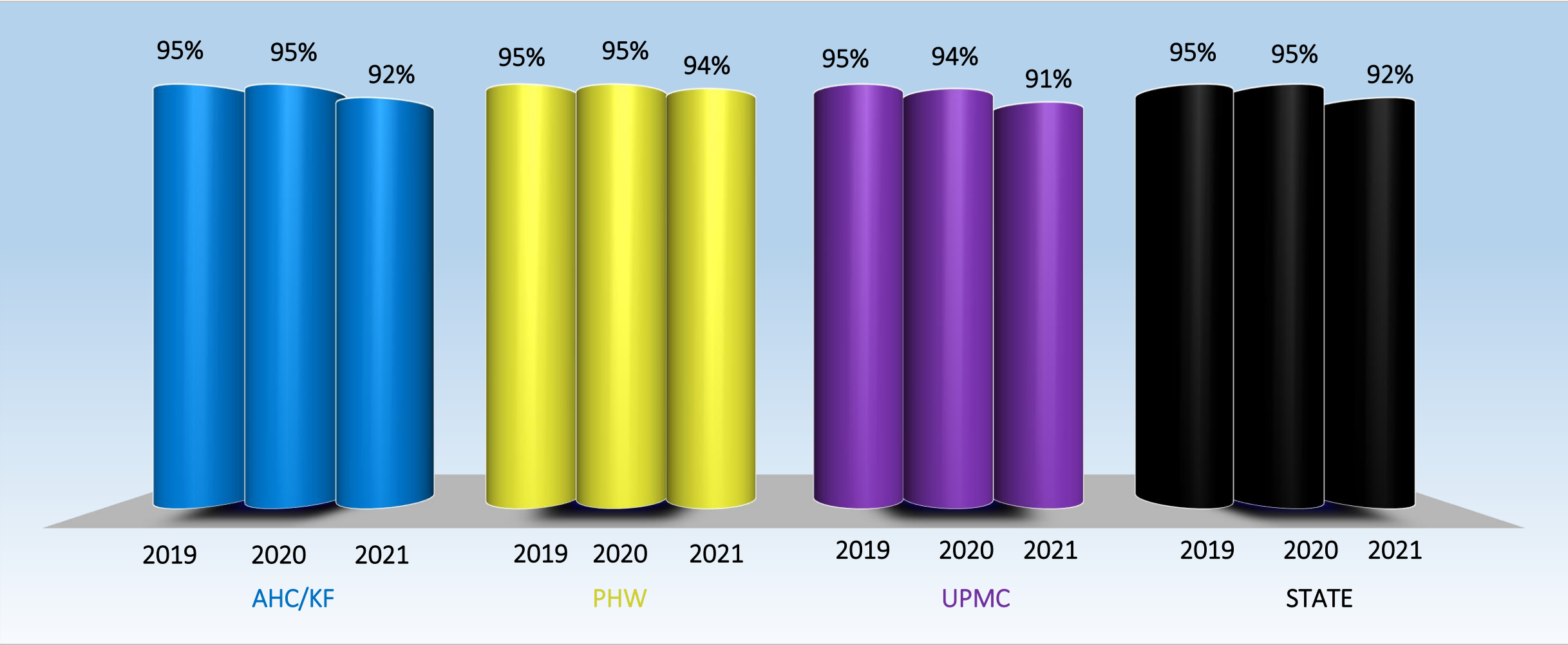
2021 SURVEY RESULTS: SURVEY MODE

PREFER PHONE SURVEY



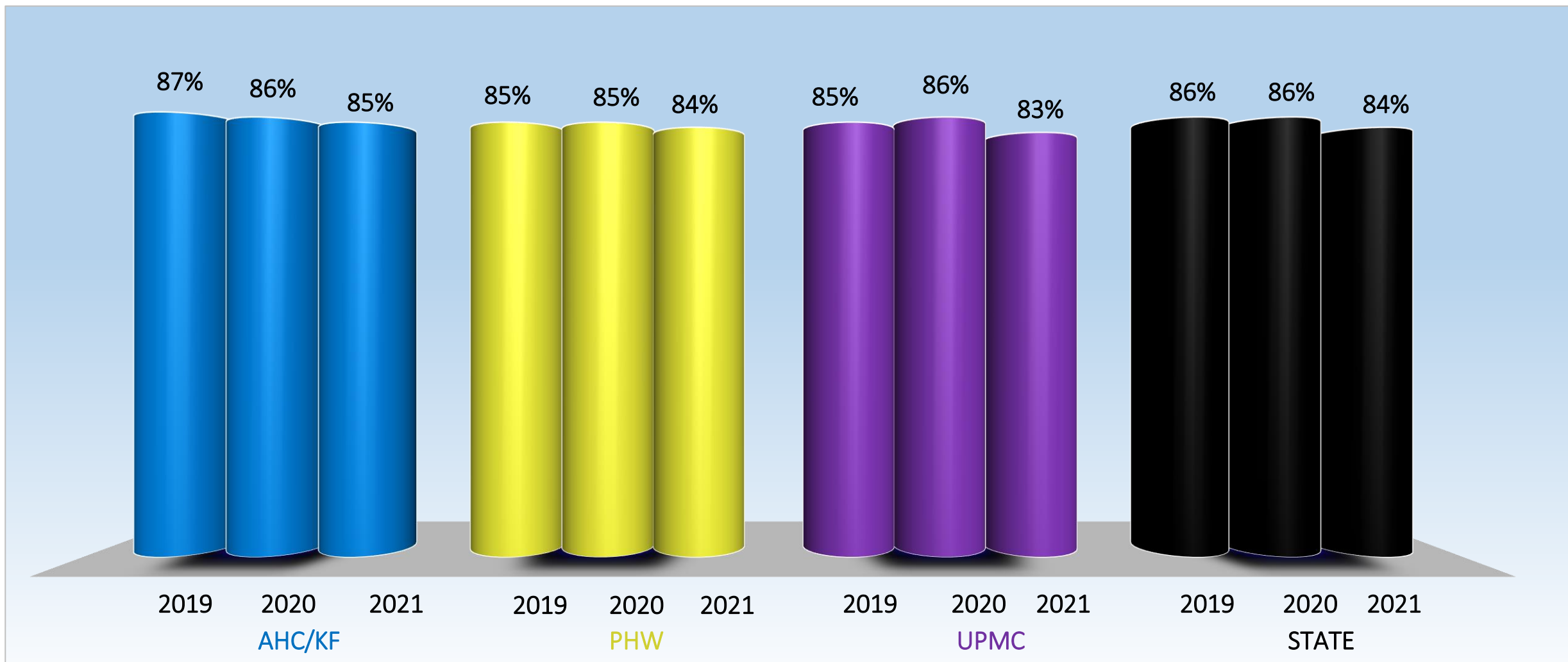
2021 SURVEY RESULTS: PARTICIPANT EXPERIENCE

PERSONAL SAFETY AND RESPECT



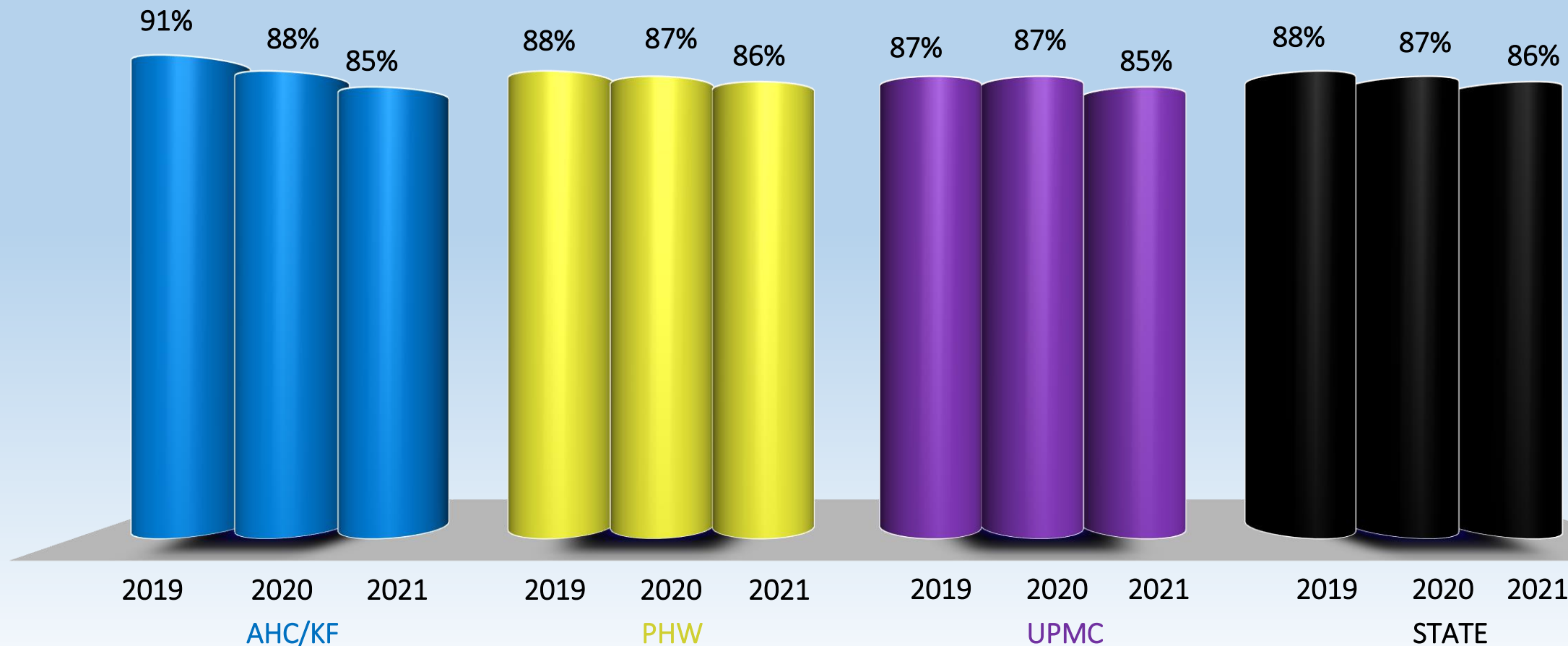
2021 SURVEY RESULTS: PARTICIPANT EXPERIENCE

STAFF ARE RELIABLE AND HELPFUL



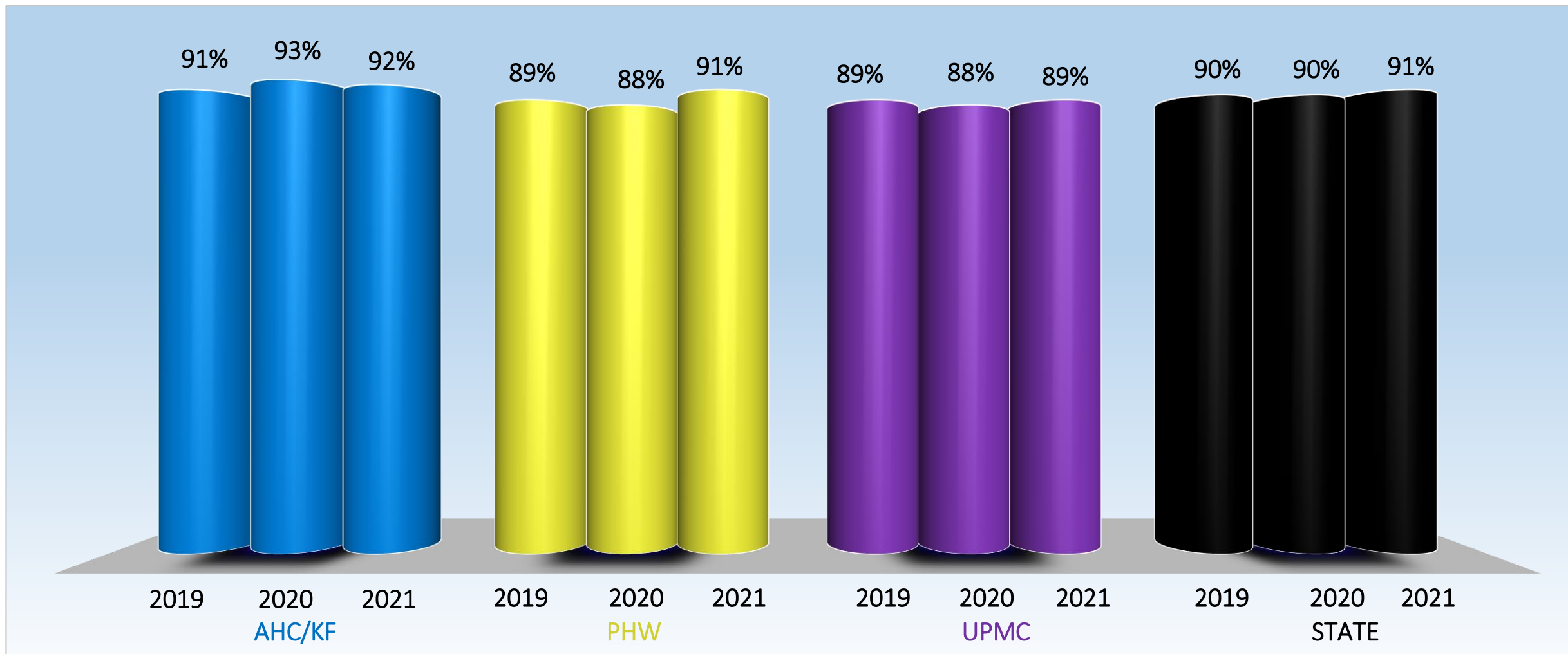
2021 SURVEY RESULTS: PARTICIPANT EXPERIENCE

STAFF LISTEN AND COMMUNICATE WELL



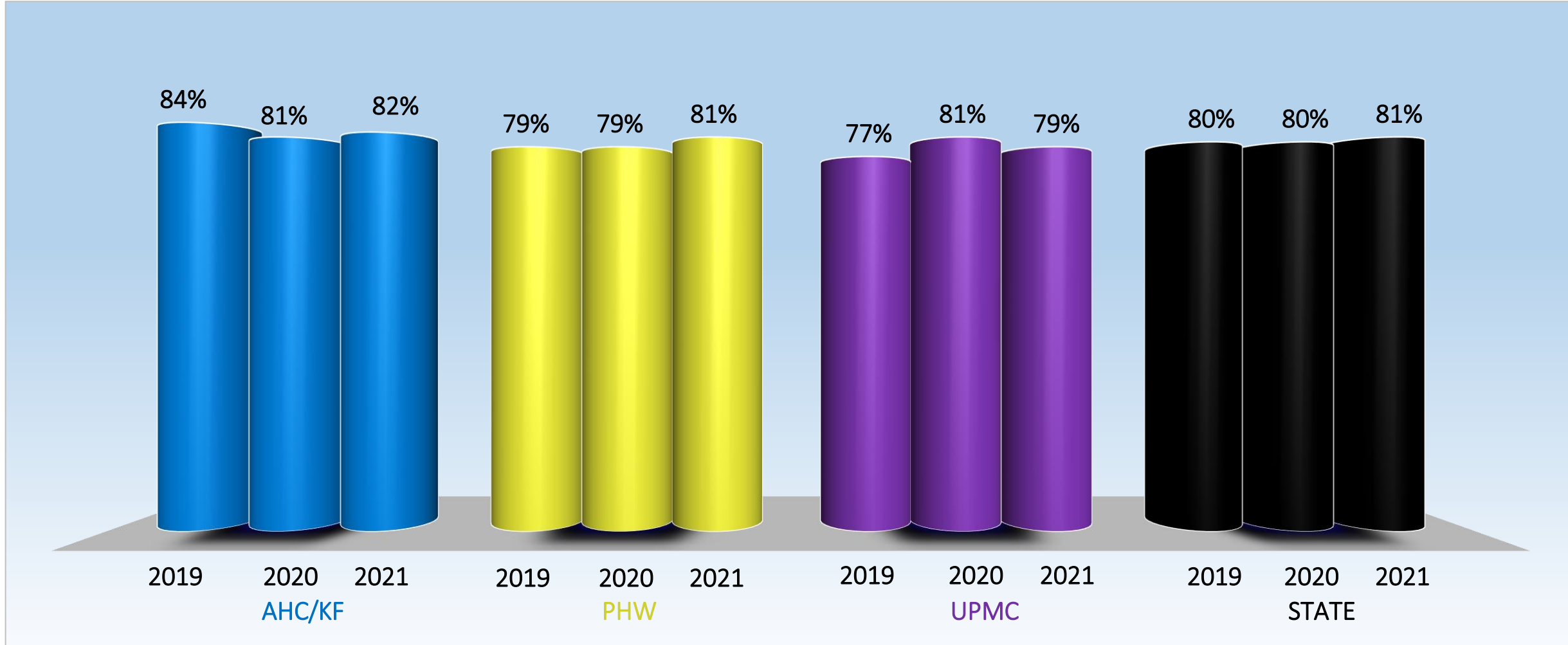
2021 SURVEY RESULTS: PARTICIPANT EXPERIENCE

SERVICE COORDINATOR IS HELPFUL



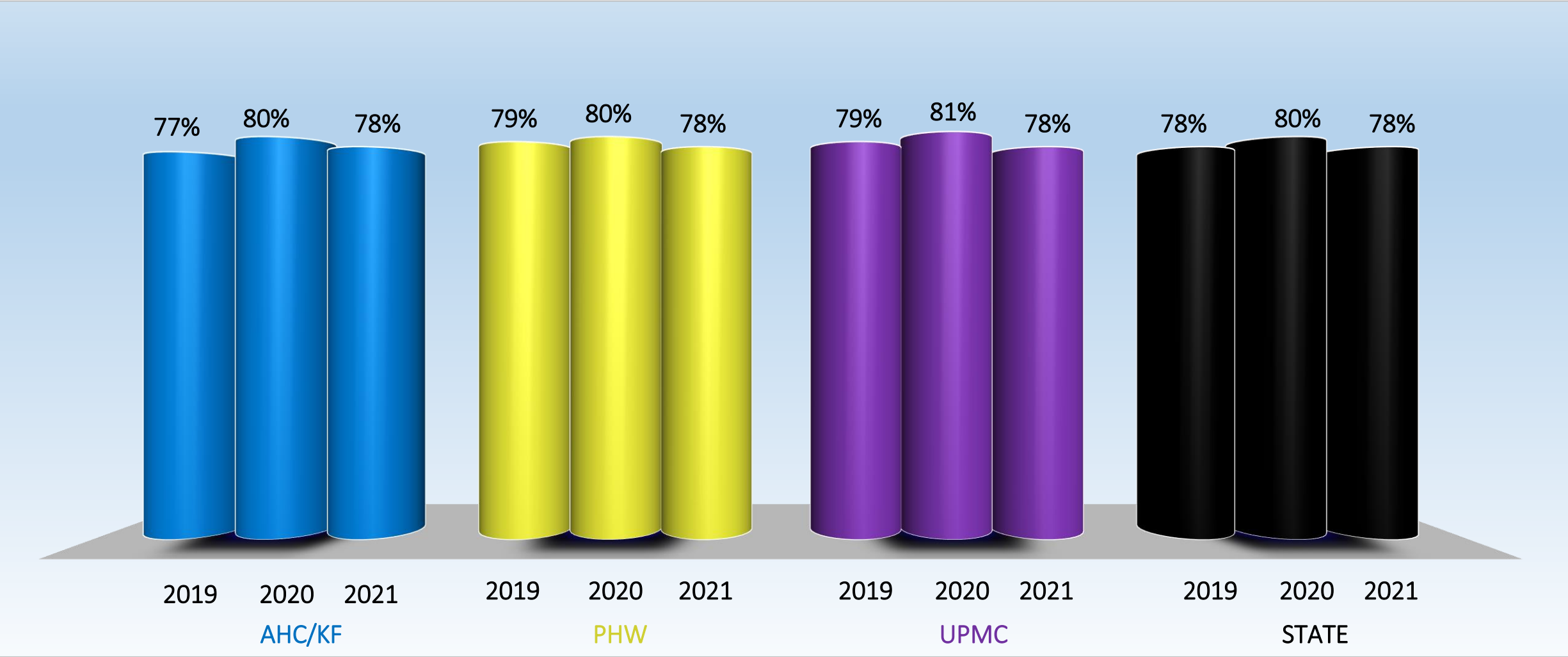
2021 SURVEY RESULTS: PARTICIPANT EXPERIENCE

CHOOSING THE SERVICES THAT MATTER TO YOU



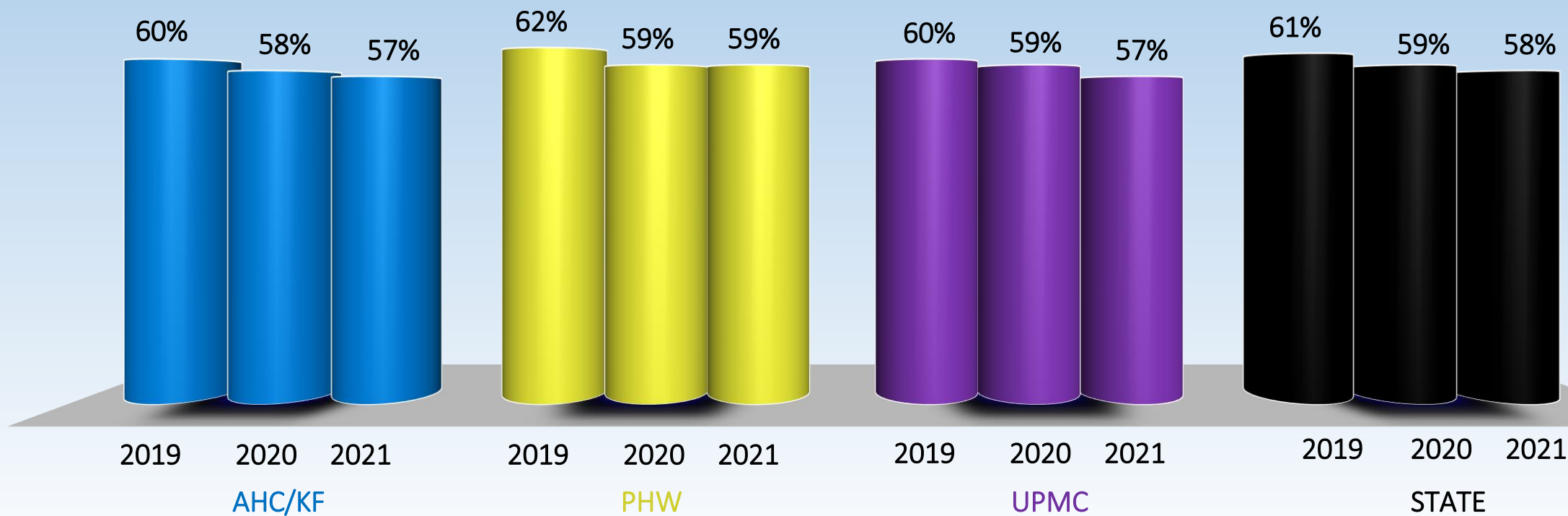
2021 SURVEY RESULTS: PARTICIPANT EXPERIENCE

TRANSPORTATION TO MEDICAL APPOINTMENTS

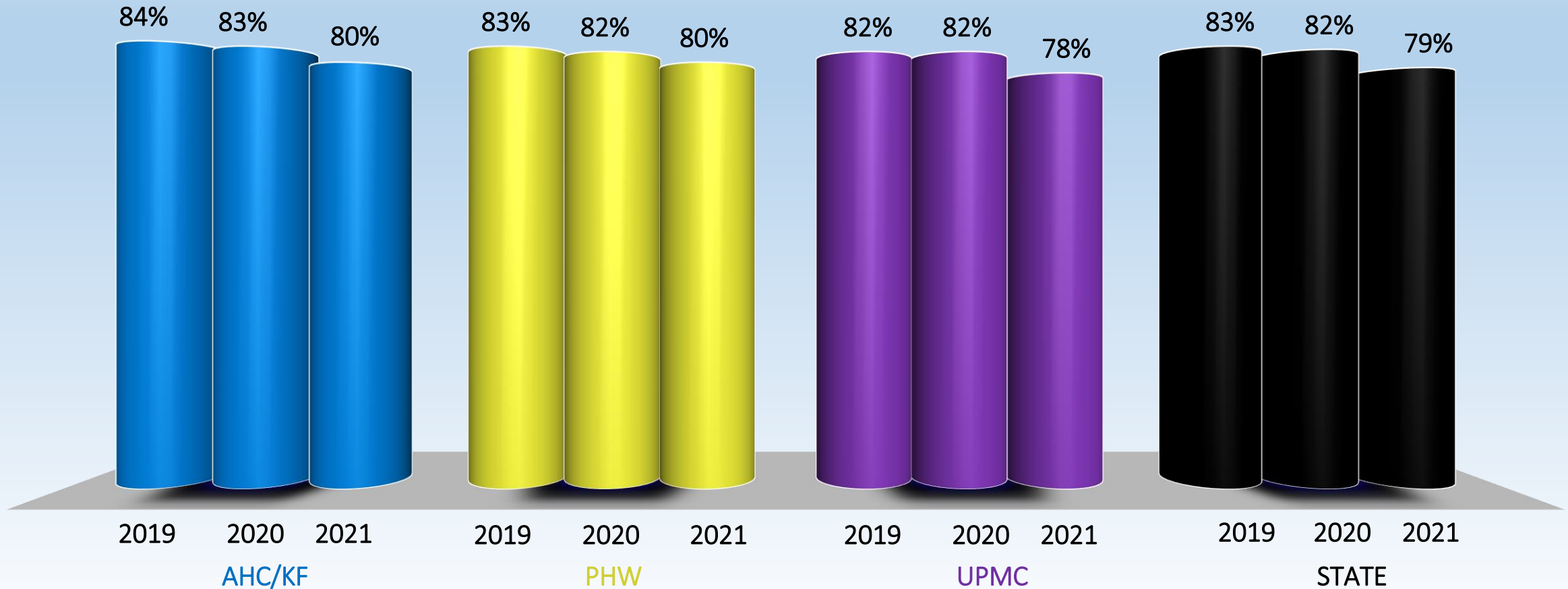


2021 SURVEY RESULTS: PARTICIPANT EXPERIENCE

PLANNING YOUR TIME AND ACTIVITIES

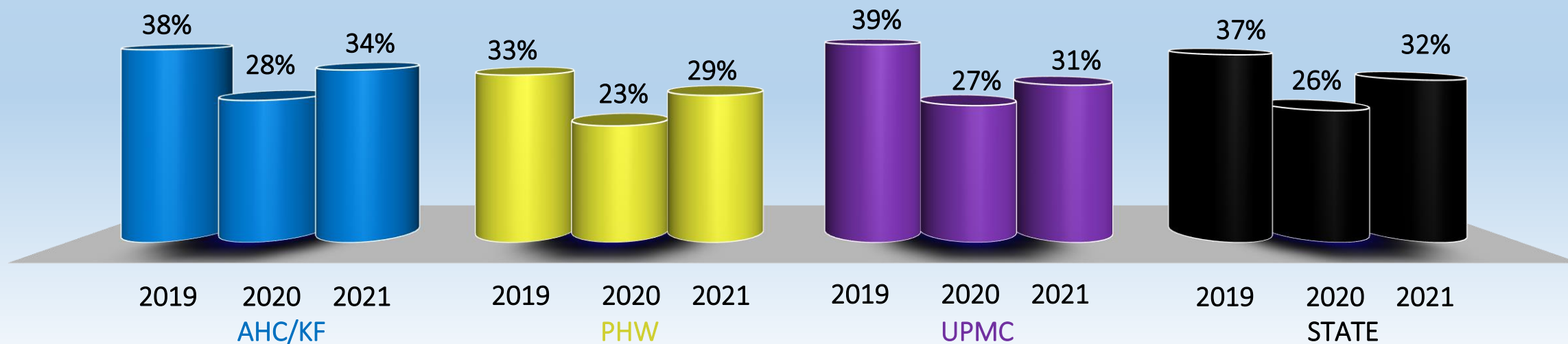


2021 SURVEY RESULTS: OVERALL PARTICIPANT EXPERIENCE



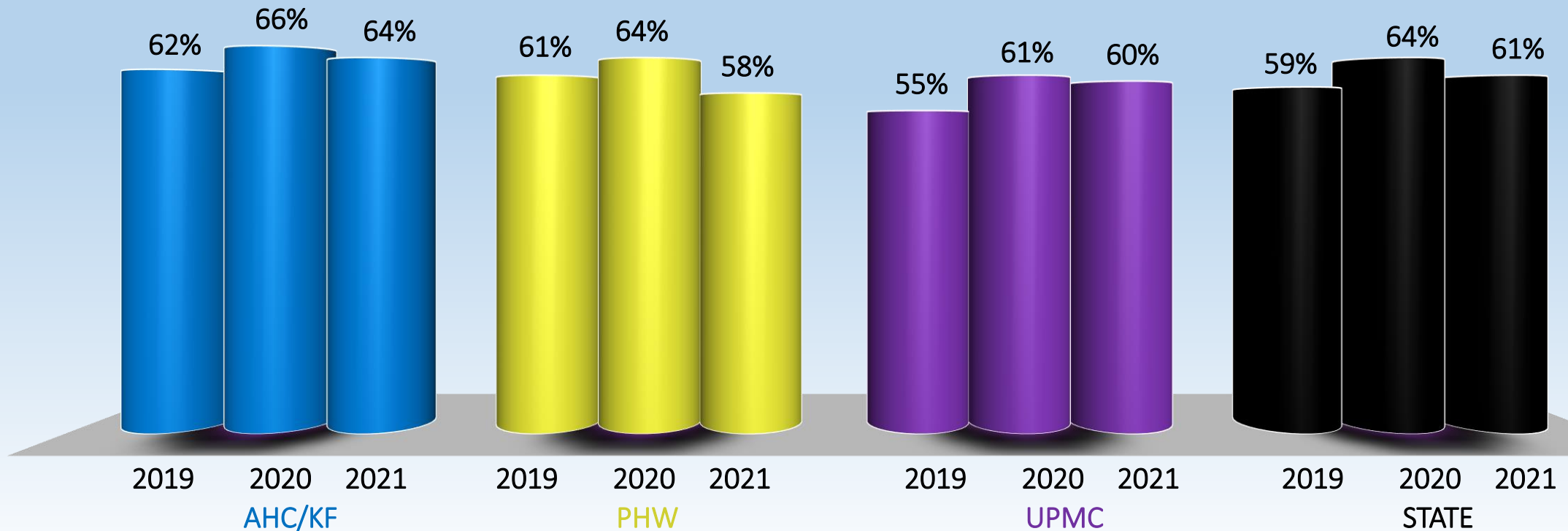
2021 SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

RECEIVED CARE FROM A DENTIST OFFICE OR DENTAL CLINIC IN THE LAST 6 MONTHS



2021 SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

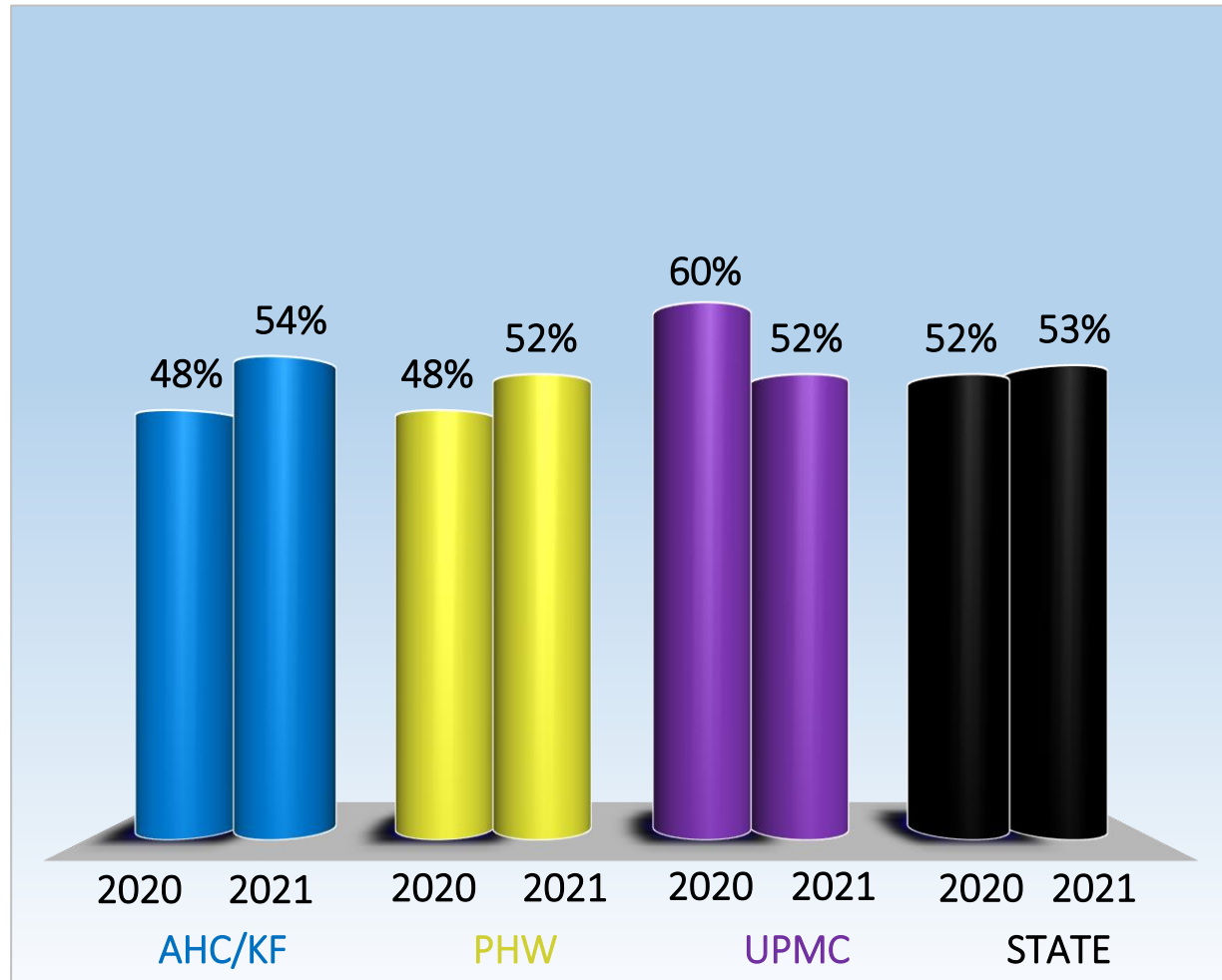
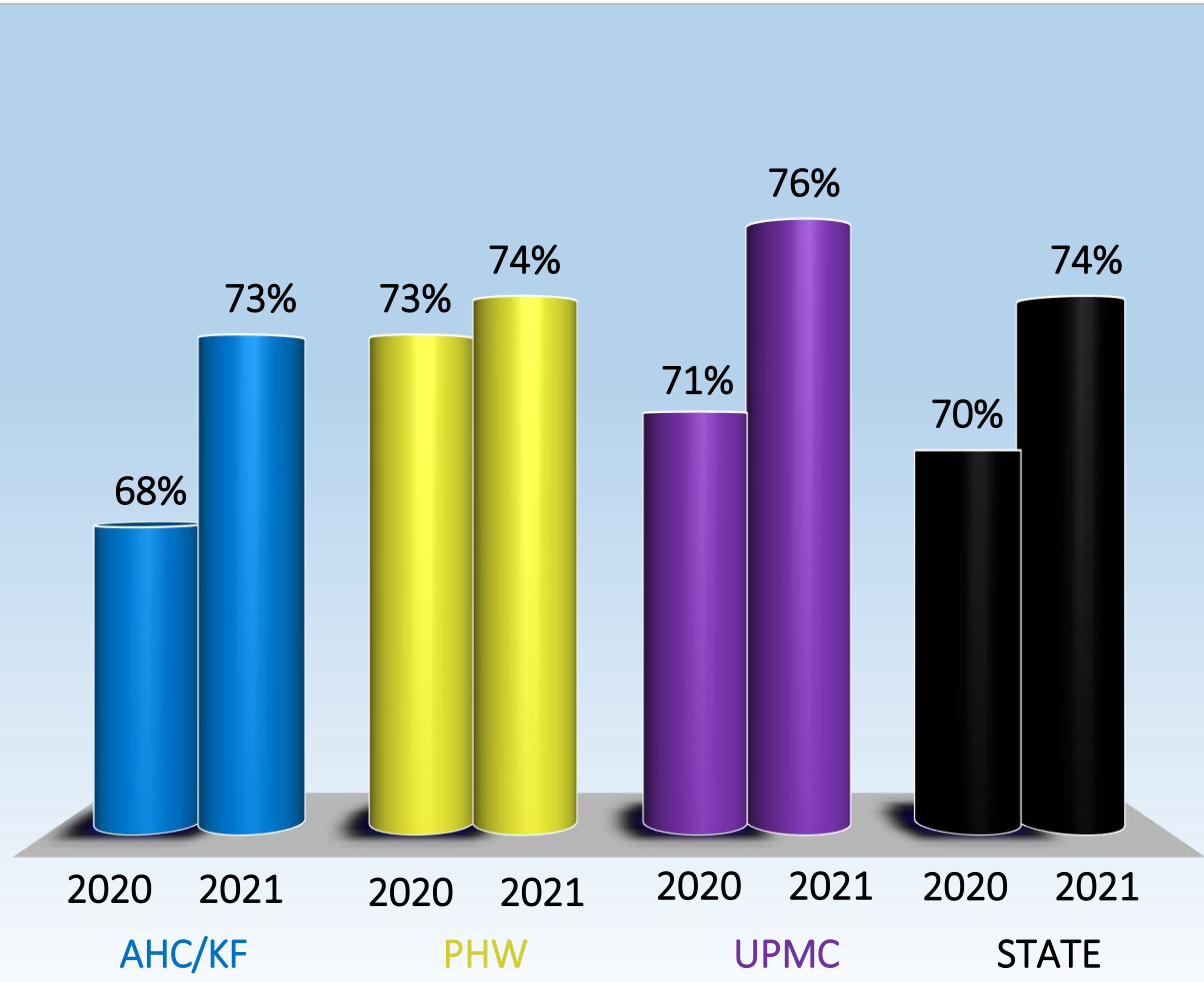
IF RECEIVED CARE, RATE YOUR DENTAL CARE (RATING SCORE OF 9 OR 10)



2021 SURVEY RESULTS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

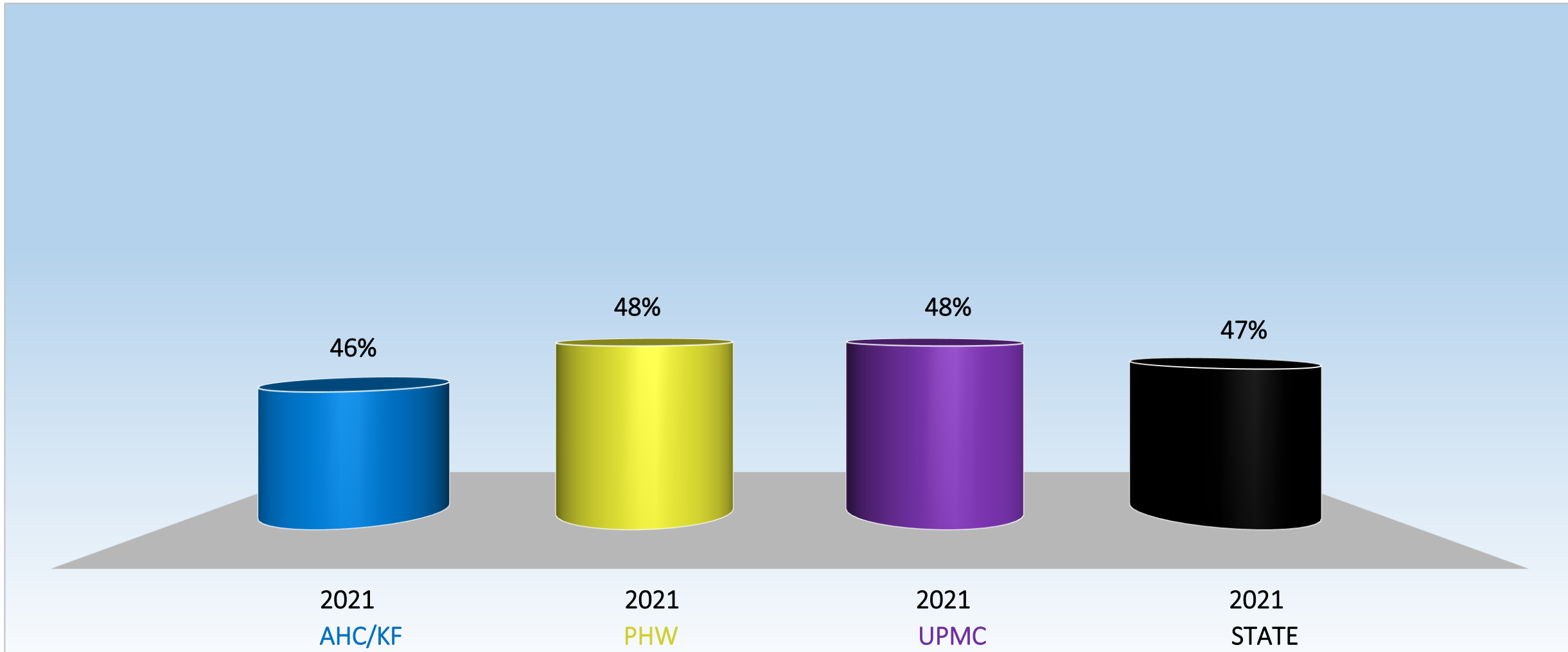
IN THE LAST THREE MONTHS RECEIVED SNAP BENEFITS TO HELP BUY FOOD

DID NOT RECEIVE SNAP BUT KNEW THAT THEY MAY BE ELIGIBLE FOR SNAP BENEFITS TO HELP BUY FOOD



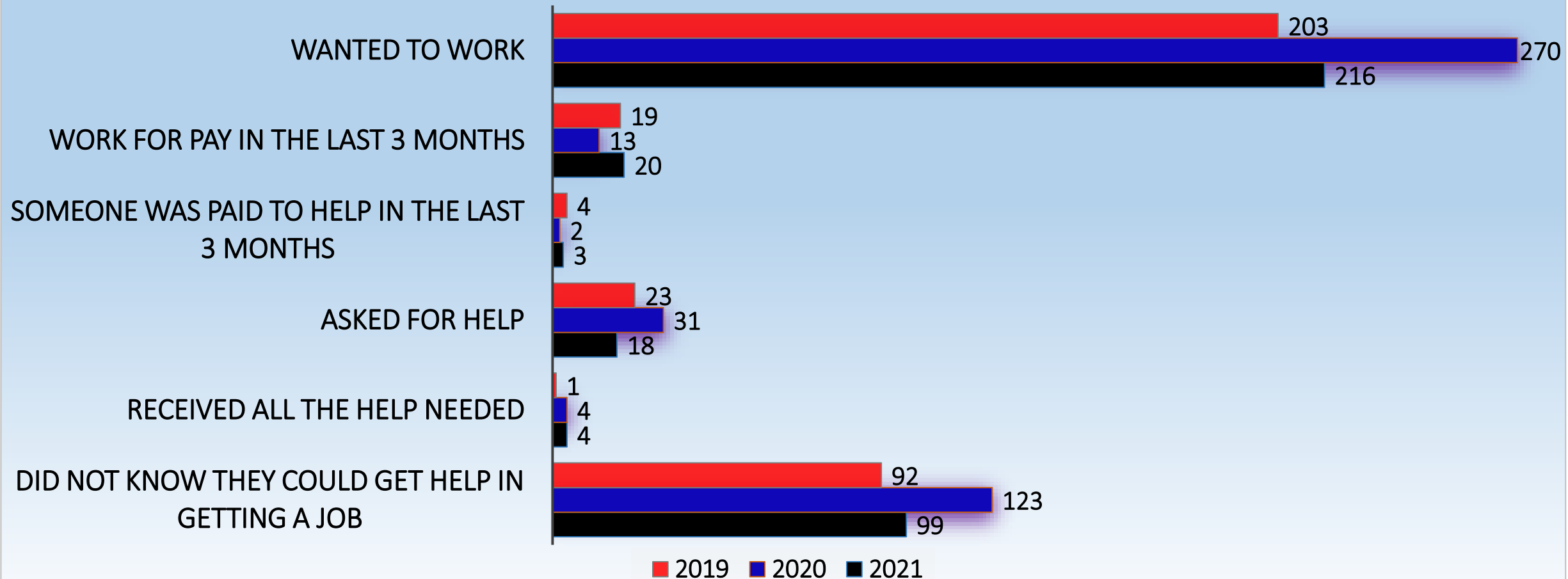
2021 SURVEY RESULTS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

PARTICIPANTS DO NOT KNOW HOW TO APPLY FOR SNAP BENEFITS TO HELP BUY FOOD



STATE 2021 SURVEY RESULTS

EMPLOYMENT ASSISTANCE EXPERIENCE



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
- Increase in receiving SNAP benefits to help buy food

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
- Participants dental care and services
- Increase participants' awareness of employment assistance, housing services and SNAP

QUESTIONS



2021 HCBS CAHPS Survey Results

Home and Community Based (HCBS)

Presented by Malik Haynes, CPHQ
Director Quality Program Strategy



HCBS – 2021 Administration Issues

Response Rate

PHW experienced a low response rate resulting in not meeting the targeted number of completes for 3 out of 5 regions. During the administration, PHW provided an additional sample in which SPH maxed out their outreach attempts. Unfortunately, these accompanying efforts still resulted in a low response rate.

Zone	Sample	Completes	Response Rates
Aggregate	10,987	670	7.1%
Southwest	2,979	177	6.7%
Southeast	2,981	162	6.3%
Lehigh	2,443	139	6.8%
Northwest	1,186	104	10.2%
Northeast	1,398	88	7.8%

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

2019/2020 Identified Areas of Improvements

Measure	Actions	Improvement
Service coordinator is helpful	Trained Service Coordination (SC) Team on effective participant interaction methods.	
Choosing the services that matter to you	Implemented the use of a “Services Available” guidebook that lists out the available Person Assistance Services (PAS) in a more visual way to make the services offered easier to understand.	
Planning your time and activities	PHW identified available activities in the community and placed them on our website to increase awareness.	
Ability to do things in the community	Participants can use the PHW Community Connect to identify events and opportunities within their specific communities .	
SNAP Benefits	Participants can use the PHW Community Connect website to complete a referral to a SNAP counselor . SNAP counselors are located in each region and assist with food insecurities	

2019/2020 Identified Areas for Improvements

Measure	Action
Staff reliable and helpful	<p>Monitored late appointments trends and followed up with Homecare Agencies and request action to mitigate.</p> <p>Obtained Participant and Provider feedback on HCBS CAHPS data results via PAC Meetings</p> <p>Included information in the provider newsletter to increase awareness on the importance of PAS's staff being reliable, helpful, and notifying the participant when they are unable to make the visit.</p>
Staff listen and communicate well	Trained Service Coordination (SC) Team on effective participant interaction methods.
Transportation to medical appointments	Established a transportation concierge within the Program Coordination department that assists participants with scheduling their transportation appointment
Aware of Housing Rights	<p>Updated website with housing information on rental assistance, LIHEAP(low-income electric assistance, LIHWAP(low-income water assistance program).</p> <p>Educated the Service Coordination team on the housing related information to communicate to the participant.</p>
Employment Assistance Services	<p>Participants were mailed Employment Services Information Postcards</p> <p>Invested in the Keesler/JEVS Road to Employment which provided training to Employment SME to SC Team</p> <p>Updated website with Employment Resource Link</p>

2021 Service Coordination and PAS Satisfaction



Global Results	Year Over Year
Global Ratings: PAS Staff	Increased by 0.2% ↑
Global Ratings: Service Coordinator	Increased by 5.3% ↑
Recommend: PAS Staff	Increased by 0.7% ↑
Recommend: Service Coordinator	Increased by 4.6% ↑

Summary

Significant **increase** in Service Coordinator **Satisfaction (individual questions)**

Response rate was low 7.1% (**670 completes**) with the lowest in the Southeast region (6.3%)

PHW's biggest area of opportunity is **Planning Your Time and Activities** (59.4%)

Q & A



pa health
& wellness™



2021 HCBS CAHPS Survey Results

February 2, 2022 MLTSS SubMAAC

Jamie Kennedy, Director
Quality Improvement, CHC



Survey Administration Overview and Issues

Respondents

- 711 Completed surveys
- 14 used alternative response option
- 27 responded in Spanish
- 198 respondents had a guardian
- 147 had a proxy answer

Difficulty meeting target

- Low response rate~6.8%
- Did not meet targeted number of completions in NE for past 2 years
- Recommend target proportional to population served
- Discuss strategies to increase participation when contacted

Deliverable due dates

- Need longer amount time to complete the final narrative report from when data is finalized
- Need more time to analyze data and meet with internal teams to discuss results

Notable Trends from 2020 to 2021

- Composite: Service Coordinator is helpful ▲
- Single question: Service plan includes most or all things important to you ▲
- Single question: Total Positive rating of Service Coordinator 7, 8, 9, & 10 = 91.8%
- Single question: Would recommend SC to friends and family (total of definitely yes/probably yes) = 91.9%

Improved
scores



- Composite: Staff are Reliable and Helpful ▼
- Single question: Staff come to work on time ▼
- Single question: Staff work as long as they are supposed to ▼
- Single question: Rating of PAS staff (Total of 9 & 10) ▼
- Single question: How often could you do things in the community you like ▼

Decreased
scores



- Single question: Received help from SC for housing issues ▲
- Single question: Participants receiving SNAP benefits ▲
- Single question: Did you know you could get help to find a job for pay? ▼
- Single question: Do you know how to report abuse, neglect, or exploitation, including the use of restraints and other restrictions? ▼

Other Notable
results



Action Items from Previous Focus Areas

Person-Centered Planning

- Implemented bi-weekly SC trainings on many topics from survey
- Improved call center communications to better address needs quickly
- Enhanced assessment relating to discharges, housing, and safety

Quality of Services

- Formed a PAS Learning Collaborative
- Developed and distributed transportation tip sheet & PAS flier to assist participants improve service delivery
- Informed providers of survey results to improve onboarding of new staff and participants
- Enhanced Housing Strategy team to address more housing issues statewide and increase support to service coordinators

Knowledge of Resources

- Added more questions about SNAP benefits and housing to PCSP meetings
- Dental education in newsletter and on microsite, distributed wellness kits
- Increased use of Community Resource Guide and the number of community related goals on PCSP
- Increased employment assistance through the UPMC Employment Concierge Initiative

Statewide & Regional Training Initiatives

Every Other Week - Instructor-led statewide training sessions on a wide array of topics, 60-to-90-minute session attendance is required. Staff unable to attend can watch the recorded Video.

Quarterly Trainings – Day long trainings to address issues and areas identified for improvement at the regional level



Statewide Training Topics

- Behavioral Health Coordination
- Social Isolation
- Dementia (with consideration given to caregiver support)
- Home Modifications
- Family Caregiver Support
- Complaints & Grievances
- Dental benefits
- Network
- Behavioral health
- Social isolation
- HCBS CAHPS Survey
- HEDIS LTSS Measures
- Participant Direction and PPL
- Analytics
- Fraud, Waste, and Abuse
- Social Determinants of Health
- Employment Supports
- Critical Incidents
- Assistive Technology

NOTE: Partner Service Coordination Entities (SCEs) are fully included in all trainings and leadership meetings. Each SCE also has regular contact with a UPMC supervisor to assist in any day-to day issues and gather feedback on changes, initiatives, or operational items.

Aim of Learning Collaborative

To improve the health and wellbeing of CHC Medicaid-only participants, the collaborative aim is to increase the number who complete their Annual Wellness Visit (AWV).

Partnering to Improve Care

The PAS agency & worker will join the interdisciplinary care teams with the goal of achieving savings from reductions in resource utilization, primarily unplanned inpatient and emergency care.

Improve Communication with PAS workers

This opportunity allows UPMC to work with PAS workers and their agencies to add active care coordination and continuous information sharing with direct care workers (DCWs).

Identify Specific Barriers

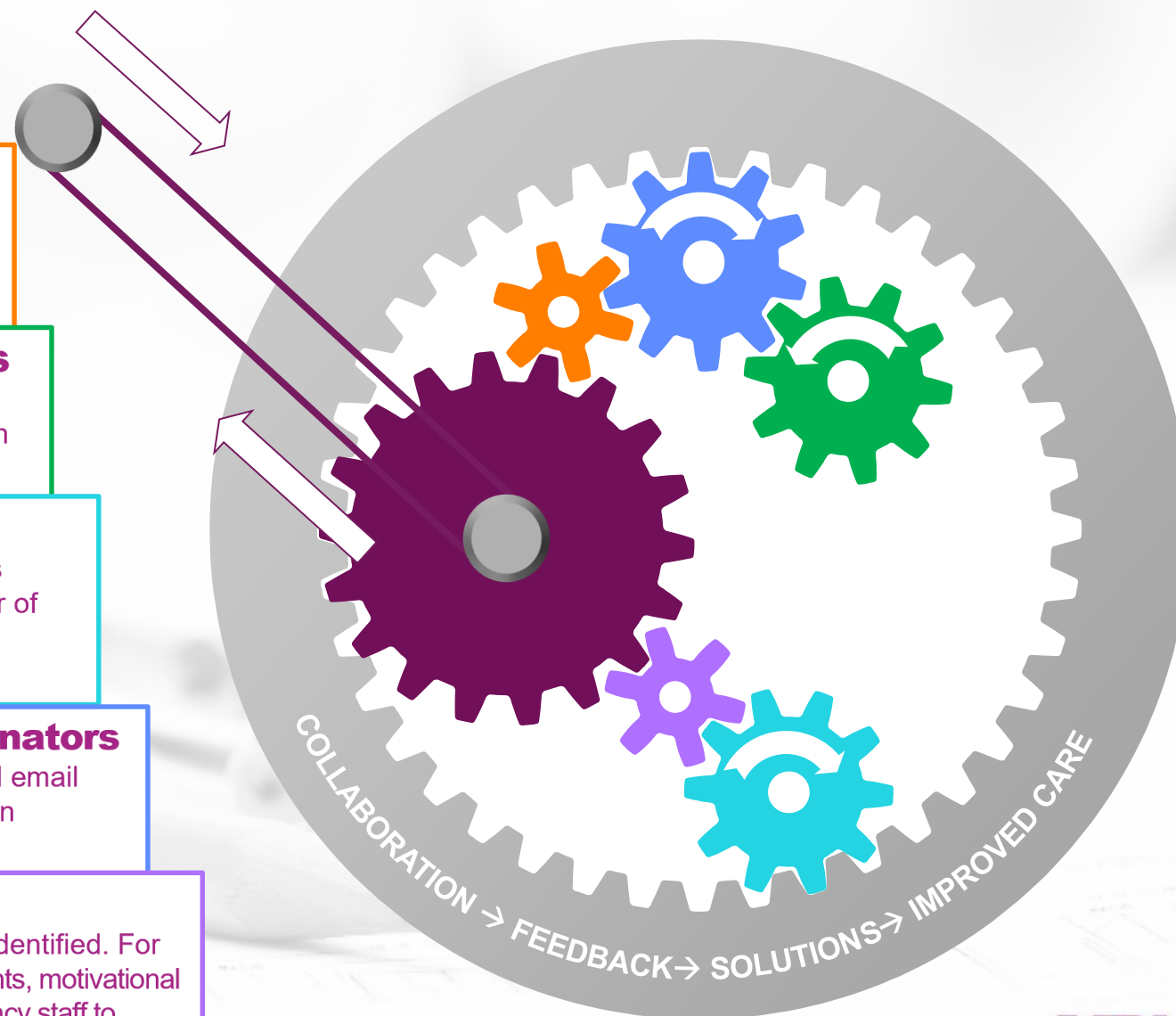
PAS Agencies and workers help identify barriers to routine wellness visits, which include the participant's fear of contracting COVID, fear of going to doctor unless there is an urgent reason, difficulty arranging transportation, and being unable to reach.

Improve Communication with Service Coordinators

Added SC name to monthly data updates and shared SC name and email address in HHA along with more information about participants when authorizing services.

Implement Solutions

Worked with PAS providers to implement solutions for the barriers identified. For example, we are creating a "Benefits of AWV" one-pager with talking points, motivational interviewing techniques, and reflective listening for DCWs and other agency staff to communicate with participants to help overcome fear of going to the doctor.



Areas of Focus for the 2022 HCBS CAHPS Action Plan



**Improve
Quality of
PAS**



**Improve
Access to
Dental**



**Improve
Quality of
Transportation**



**Increase
Awareness of
Employment &
SNAP resources**



**Increase
time with
friends,
family, & in
Community**



**Increase
knowledge of how
to report abuse,
neglect, &
exploitation**



Action Plans for 2022



PAS Service Quality

- Enhance training for providers on how to improve quality of services, manage expectations, improve onboarding, provide better oversight
- Continue PAS learning collaborative and get feedback on best practices



Friends, Family, Community

- Start new pilot to enhance support for community access and involvement
- Increase number of goals that address social isolation and loneliness
- Involve Participant Advisory Council and HEAC feedback for new ideas and approaches



Transportation, dental, & housing

- Address needs in targeted locations where gaps in transportation providers, dental or housing services are reported
- Track responses to new assessment questions to identify unmet needs relating to housing insecurity
- Loop in Subject Matter Experts to assist SCs in meeting participant needs



Improving Participant Safety & Wellbeing

- Continue discussion on SNAP benefits
- Provide ongoing education about community options available to meet unmet needs
- Ensure SCs/SC Hub know how to assist with new COVID resources, PPE, testing, and vaccine sites
- Educate Participants on how to report abuse, neglect, & exploitation and preventative techniques

2021 Home- and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Results – Areas of Improvement

Danielle V. Bruette

Email: dbruette@amerihealthcaritas.com

February 2, 2022



**CARE IS THE HEART
OF OUR WORKSM**

Delivering the Next
Generation
of Health Care

Total Number of Completed Surveys by Zone

Plan Name	Sample Size	Completes	Ineligibles	Response Rate
Aggregate	11,187	609	1,521	6.3%
Southwest	1,851	96	250	6.0%
Southeast	2,851	154	402	6.3%
Lehigh Capital	2,862	150	378	6.0%
Northwest	1,192	72	142	6.9%
Northeast	2,431	137	349	6.6%

The American Association for Public Opinion Research. 2016. Survey Outcome Rate Calculator 4.0.

Overview: Barriers to Survey Administration

- Low Response Rate – Northwest and Southwest (small Participant population).
 - ❑ Impacts the number of surveys completed.
 - ❑ Not all Participants are eligible for HCBS in the community, reducing the volume even more.
- Per Symphony Performance Health (SPH) Analytics, the decline in response rates is an industry-wide challenge. This trend is being seen in various studies across the country. When considering the length of the HCBS CAHPS survey, it is proving to be even more challenging.
- Significant decrease in our aggregate response due to the COVID-19 Pandemic.
 - ❑ Outreach efforts were primarily phone calls, text messages or mailings due to the inability to meet face-to-face to encourage participation in the survey.
 - ❑ Limited ability to measure Participant experience of care and quality of life.
 - Participants unable to see their doctor, statewide lockdown restrictions and delayed medical appointments.

Areas of Improvement since 2020

MEASURE	2020	2021
Dental	28.0%	34.5%
Employment	0.70%	1.24%
SNAP	67.60%	73.0%
Choosing Services that Matter	80.7%	81.9%

Areas of Improvement since 2020

- ✓ Our Plans meet with internal stakeholders on a regular to brainstorm ideas in order to help improve Participant experience. Sessions include:
 - Information gathering/feedback through Participant Advisory Committee (PAC), Health Education Advisory Committee (HEAC), Face-to face interaction between service coordinator and Participant.
 - Develop initiatives to support satisfaction (i.e. important phone number card as a leave-behind).
- ✓ Collaborate with Service Coordination staff to provide resources and tools to help advise Participants of available alternatives for care, such as walk-in clinics, urgent care, specialists, labs, etc. This is an ongoing effort and will continue through 2022.
- ✓ Develop more robust Participant-focused materials to provide them with the tools to help with self-care. This is an ongoing effort and will continue throughout 2022.
- ✓ Development and deployment of a Non-Medical Transportation Questionnaire, to-better understanding the transportation needs of our Participants.
- ✓ Education material on adult oral education approved by OLTL– “What to do if you have a dental emergency” and “Simple steps to a healthy smile” have been mailed to our Participants. This was put into production in November 2020 and continued throughout 2021 as leave-behinds during visits or events (i.e. COVID Vaccine Clinic).
- ✓ Encourage open communication and active listening when conducting an assessment. Continued education for Service Coordinators on capturing the Participant’s wants and needs in the plan of care.

Opportunities for Improvement

- ❑ An opportunity exists to improve performance on the following measures as they yield relatively low top- box rating (fewer than 8 in 10 members give top-box ratings) compared to other similar performance measures:
 - Global Rating – Overall Satisfaction w/Service Coordinator (LC 78%, NW 77%, NE 73%)
 - Overall Participant experience (aggregate) – 2020 = 83%; 2021 = 80%
- ❑ Focus efforts to improve performance on the following composite measures as they yield relatively low top- box rating (less than 8 in 10 Participants giving top-box ratings) compared to all other composite measures:
 - Composite Measure – Choosing the Services that Matter to You (NE 74%)
 - Composite Measure – Transportation to Medical Appointments (Aggregate 78%: SW 79%, LC 76%, NW 75%, NE 78%)
 - Composite Measure – Planning Your Time & Activities (Aggregate 57%: SW 56%, SE 58%, LC 53%, NW 60%, NE 61%)
- ❑ Participant’s awareness of employment assistance, housing services and SNAP.
- ❑ Participant’s knowledge of how to report abuse, neglect or exploitation.

More than
35 YEARS
of making
care the heart
of our **work.**

