

# Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results 2023 Action Plan

**Managed Long-Term Services & Supports  
Subcommittee Meeting**

**May 12, 2023**

**Jamie Kennedy, Director, CHC Quality  
Community HealthChoices (CHC)**

## Internal Process Improvements



Developing **enhanced processes within the case management system** to communicate and track needs and requests with other teams and streamline communication and requests



Utilizing **specialists in community engagement, employment and housing** to address referrals relating to social determinants of health and support these goals on the person-centered service plan



Refining **resource guides** and **job aids** that assist service coordinators and other key UPMC Community HealthChoices (CHC) staff in offering support quickly and efficiently when a participant reports an unmet critical need

# Customized Education to Participants, Providers, and UPMC Staff

**Results of the HCBS CAHPS Survey are used to inform and educate various stakeholders to improve the participant experience with CHC benefits**



## **Participants**

- 2023 Newsletter Articles (Supplemental Nutrition Assistance Program (SNAP), Abuse/Neglect Reporting, Housing rights)
- Participant Advisory Committee (PAC) Meetings
- Person-Centered Planning Meetings
- Informational fliers, new leave-behinds, tech tags with important numbers



## **Service Coordinators**

- How to educate participant on monitoring and informing providers of service expectations, house rules, preferences, and communication
- Providing specific questions to use during monitoring calls to gather targeted information about service delivery issues



## **Long-Term Services and Supports (LTSS) Providers**

- Explain the survey questions relating to personal assistance services
- Share best practices for onboarding new participants and caregivers
- Encourage scheduled oversight of services to ensure quality and safety



## **Other Health Plans**

- Host Quarterly Dual Eligible Special Needs Plan (D-SNP) meetings to ensure good communication on shared participants
- Increase referrals to care management
- Request calls with external care managers for complex medical support issues



# Strengthening Partnerships and Outreach

Continue outreach and education efforts across various stakeholders that can improve quality and assist participants for various health, social, and resource needs

- ✓ Multi-faceted approach for Medicaid Redetermination assistance
- ✓ Explaining flex benefits for Duals in UPMC Medicare plans
- ✓ Encouraging more use of UPMC *AnywhereCare* to reduce unnecessary Emergency Room visits
- ✓ Assisting participants in using technology, such as specific healthcare apps to receive support or telehealth
- ✓ Working with vendors who provide the latest ideas and solutions for increasing participant satisfaction and improving rates for preventive care and cancer screenings

## Participant Outreach



# Strengthening Partnerships and Outreach

**Continued outreach and education efforts across various stakeholders that can improve quality and assist participants for various health, social, and resource needs**

- ✓ Physical Health Provider Care Coordination education on best practices and tips
- ✓ Education on 2023 initiatives relating to Women's Health, Immunizations, Transitions of Care and Reducing Readmissions
- ✓ Increasing Provider knowledge of CHC product and benefits
- ✓ Behavioral Health Provider Collaborations to address access and capacity issues

## Provider Outreach



- ✓ UPMC Neighborhood Center opened in Pittsburgh
- ✓ Notify participants of unique, local community resources or events that may be of interest
- ✓ Utilize partner agencies who can assist participants with medical, legal, and housing issues
- ✓ Regular updates to internal Community Resource Guide so we can share current information or events with participants

## Community Outreach



# Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey - 2023 Improvement Plan

Managed Long-Term Services & Supports (MLTSS) Subcommittee Meeting

May 12, 2023

Presented by Rachel Heimbach, Program Manager III



# Satisfaction Questionnaire



**Survey Category:** Recommendation of Service Coordinator.

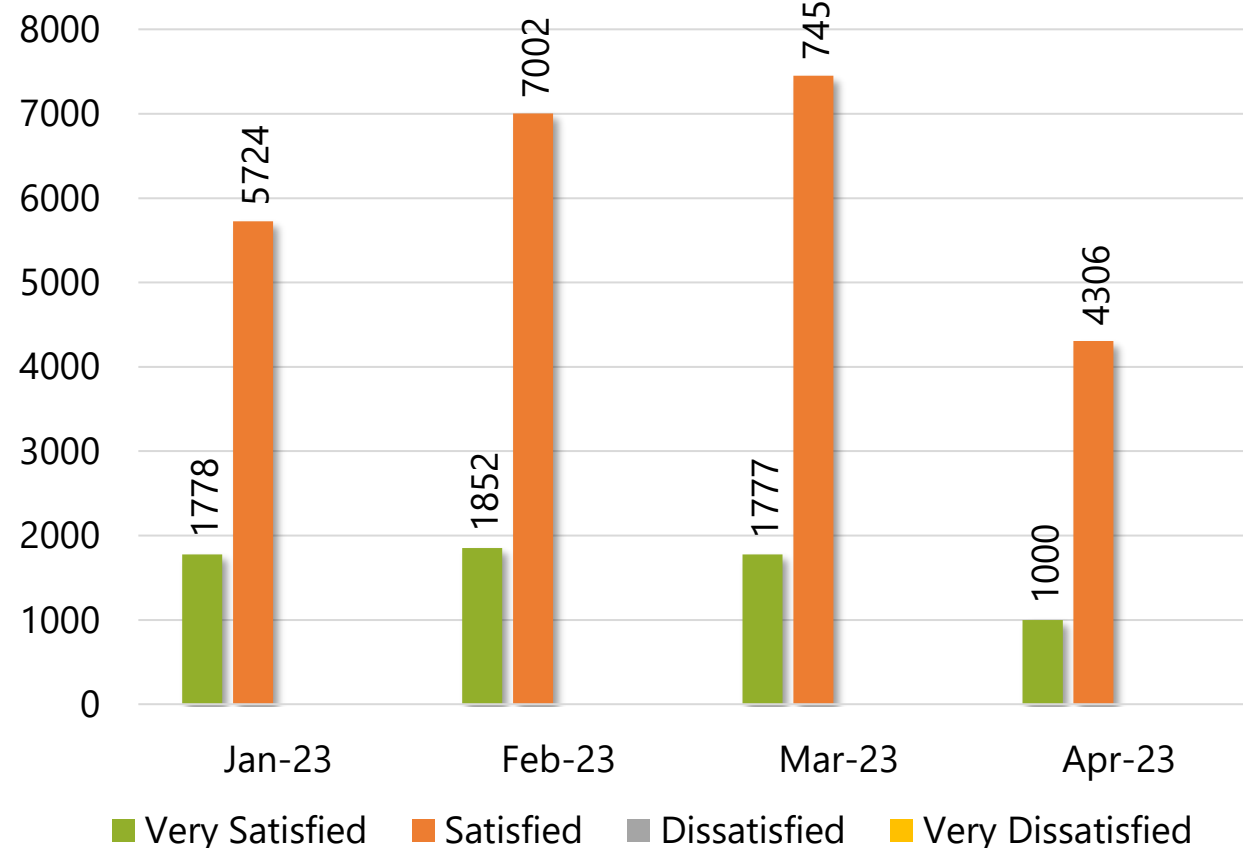


**Area to Improve:** Improving Participant satisfaction with Service Coordinator.



**Description:** Added satisfaction questions to routine contact documentation. Results reviewed to identify individual Service Coordinators that might need follow-up training on motivational interviewing and services available.

2023 Care Coordinator Satisfaction



# Satisfaction Questionnaire



**Survey Category:** Recommendation of Personal Assistance Staff.

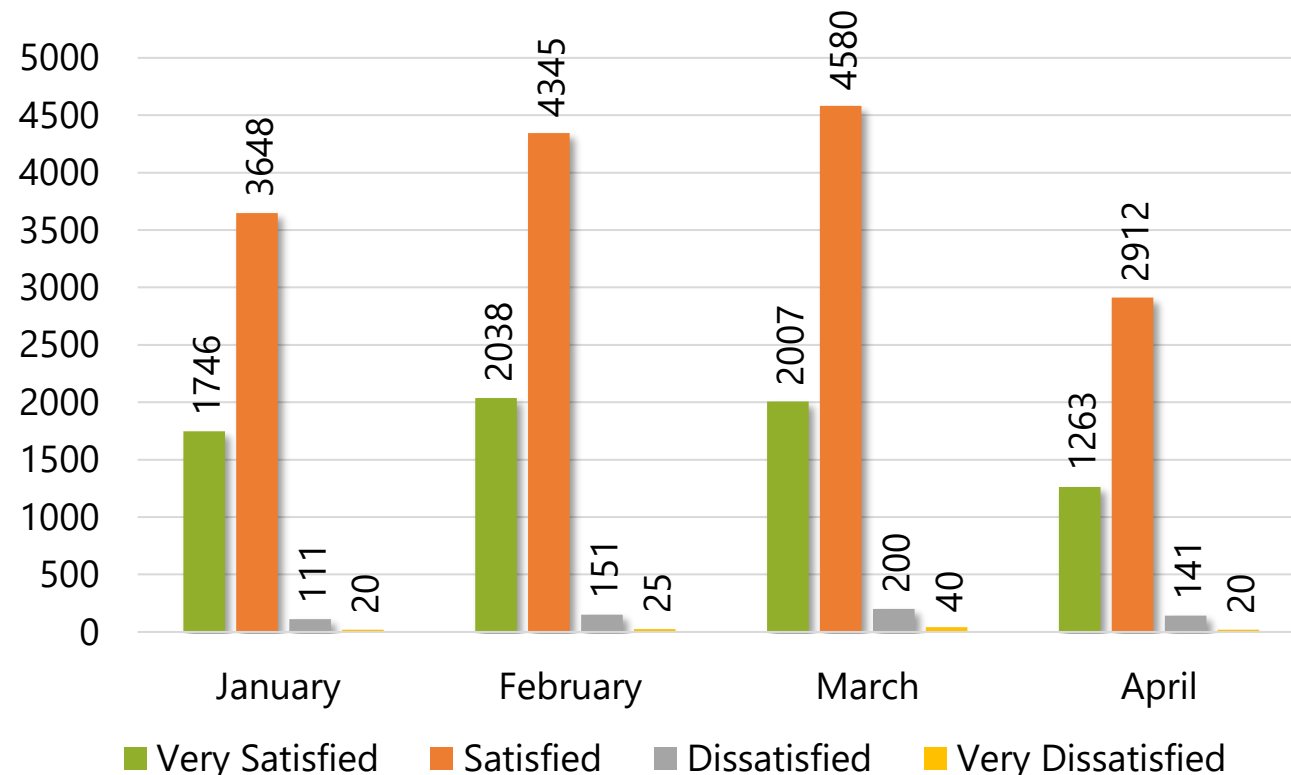


**Area to Improve:** Improving Participant satisfaction with Personal Assistance Staff/Providers.



**Description:** Added satisfaction questions to routine contact documentation. Results reviewed to identify issues with individual Personal Assistance Services provider. Working with our internal Provider Relations team to develop a plan to address provider deficiencies.

2023 Personal Assistance Staff Satisfaction





# Person-Centered Service Plan (PCSP)



**Survey Category:** Choosing the Services that Matter to You/PCSP included all the things that matter to you/Planning Your Time and Activities.



**Area to Improve:** Increasing awareness of available services.



**Description:** Added Plans of Care specific to each Participant that define more details around their care needs, activities, preferences, and Participant specific information that is pertinent to providers and important to the Participant.  
**18-month calendar** to be distributed in **July**.



# Supplemental Handbook



**Survey Category:** Service Coordinator is Helpful.



**Area to Improve:** Increasing awareness of available services.



**Description:** Supplemental Participant handbook includes readily available resources for Participants to reference and has a section specifically to capture Service Coordinator name and contact information.

## PA Health & Wellness

SUPPLEMENTAL GUIDE FOR  
PARTICIPANT HANDBOOK

Community  
HealthChoices

pa health  
& wellness.



## Dental Services



**Survey Category:** Participants receiving care from a dental office.



**Area to Improve:** Increasing awareness of dental services & assisting Participants with scheduling dental appointments.



**Description:** Created questions in internal documentation to ensure Service Coordinators are reviewing dental care/appointments & assist with locating providers. Service Coordinators also distributing dental kits to Participants.



Dental kits include toothbrush, toothpaste, & floss



# Transportation



**Survey Category:** Ease of scheduling transportation. Inability to get to a non-medical appointment, event, or errand due to a lack of transportation.



**Area to Improve:** Assisting Participants with Transportation Needs. Reducing complaints related to transportation issues.



**Description:** Established internal transportation concierge team to assist Participants with scheduling transportation to appointments. Bi-weekly meetings with MTM to discuss actions that occurred for missed or late trips.





# Housing



**Survey Category:** Assistance with issues related to housing/Awareness of rights regarding housing and how to access information for prevention of eviction and/or foreclosure



**Area to Improve:** 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 Participants and reinforcement to Participants that their Service Coordinator is a housing resource to them.



**Description:** Disseminated housing memos in 2022 with identified resources for Service Coordinators to provide to Participants. Creating a housing quick reference guide & re-educating the Service Coordination team on the use of PHW's standardized housing assessment tool.



# Employment



**Survey Category:** Increase Participants' awareness of employment assistance.



**Area to Improve:** Improve Participant awareness of the Employment services under the Community HealthChoices program.



**Description:** PHW Employment Specialist engaging in monthly communication & training with Service Coordinators regarding employment services. Disseminating employment postcards to Participants.



Benefits  
Counseling



Job Search



Employed

# Supplemental Nutrition Assistance Program (SNAP)



**Survey Category:** Increase Participants' awareness of SNAP.



**Area to Improve:** Improve the identification of Participants who are eligible for the SNAP benefits and strengthen outreach to raise awareness.



**Description:** Developed a process to identify all Participants who do not have SNAP benefits but may be eligible and conduct targeted outreach. Ensuring Service Coordinators are reviewing SNAP benefits with Participants during outreach.



# Reporting Suspected Abuse, Neglect, & Exploitation



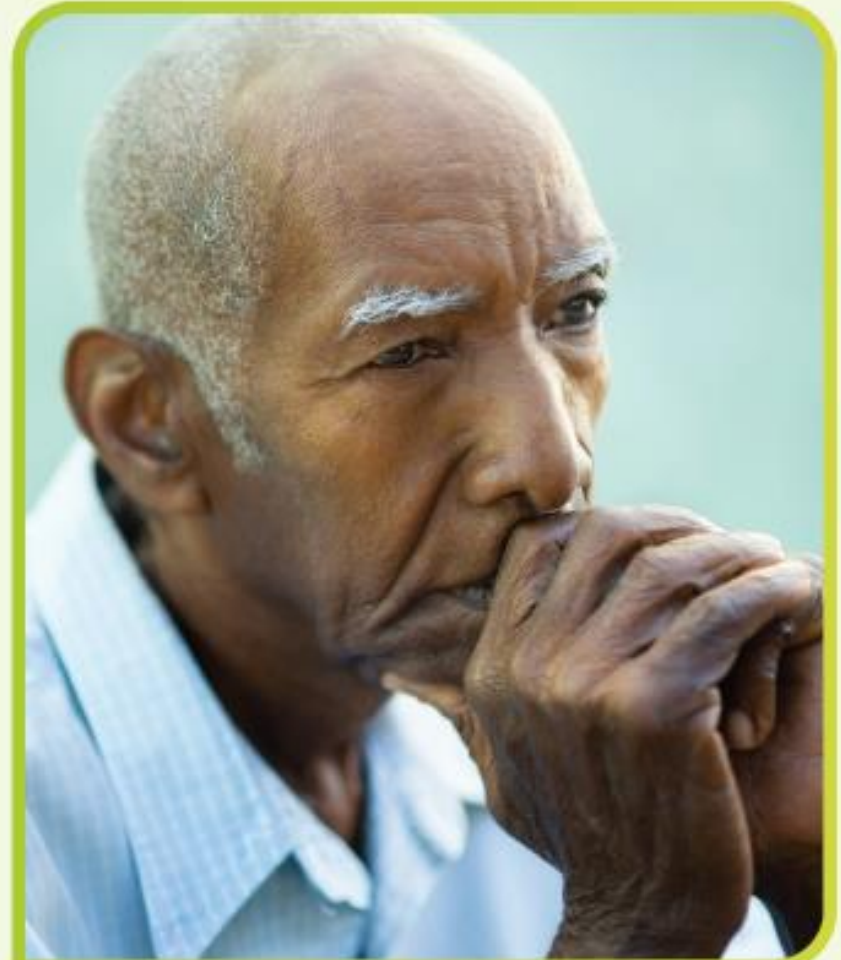
**Survey Category:** Increase Participants' knowledge of how to report suspected abuse, neglect, or exploitation, including the use of restraints and other restrictions.



**Area to Improve:** Improve awareness of common signs of abuse and ensure Participants and caregivers know how to report abuse, neglect or exploitation.



**Description:** Service Coordinators educating Participants on Adult Protective Services (APS)/Older Adult Protective Services (OAPS) at initial & annual visits on the process to report. Also included common signs of abuse & the protective services number in our supplemental Participant handbook.





# Mental Health



**Survey Category:** Able to get an appointment for counseling or mental health treatment as soon as needed.



**Area to Improve:** Assisting Participants with locating Behavioral Health providers for mental health treatment.



**Description:** Providing additional education to Service Coordinators regarding Behavioral Health services available with Behavioral Health Managed Care Organizations. Service Coordinators reviewing Behavioral Health appointment needs with Participants during assessments.



# Q&A

# Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS)

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2022 Survey Results

Marci Kramer, Director of Quality, LTSS



**CARE IS THE HEART  
OF OUR WORK<sup>SM</sup>**

Delivering the Next  
**Generation**  
of Health Care

# HCBS CAHPS 2022 Survey Results

We will review our 2023 Action Plan by focusing on the following areas:

- Statement of Action
- Plan of Action



# Choices of Services That Matter to the Participants

## Plan of Action:

- ✓ Integrate survey questions into the “Participant Experience Survey” section of the Plan of Care (POC) tool to collect information as part of the care planning process.
- ✓ Use Participant experience data to establish a baseline for Participant satisfaction and targeted training.
- ✓ Incorporate the benefits’ video, that defines HCBS and references services, into the Service Coordinators’ (SCs) checklist to make sure Participants are educated and encouraged to utilize the services.
- ✓ Using the “All About Me” dry-erase refrigerator magnet tool to encourage Participants to focus on what matters to them.
- ✓ Enhance SC motivational interviewing training to focus on Participant centered goals and services.

# Assisting Participants with being active in the community



## Plan of Action:

- ✓ Enhance the Participant Advisory Committee (PAC) to include a zone-specific calendar of events, including upcoming Health Fairs, Community events, and Wellness and Opportunity Center programs.
- ✓ Enhance Participant-focused POC to include social determinants of health (SDOH), education, housing needs, food insecurities, and community engagement awareness based on Participant interests.
- ✓ Incorporate resources into the Participant quarterly newsletter.
- ✓ Visit less-populated and under-resourced communities via the Mobile Wellness Unit.

# Transportation to Medical Appointments

## Plan of Action:

- ✓ Develop a transportation grid to document various transportation resources available to Participants along with access instructions.

# Increase Participant's Knowledge of How To Report Suspected Abuse, Neglect and Exploitation

## Plan of Action:

- ✓ Educate SC on reporting Suspected Abuse, Neglect, and Exploitation.
- ✓ Include Adult Protective Services (APS) and Older Adult Protective Services (OAPS) phone numbers on a leave-behind magnet.
- ✓ Include information and infographics in the Participant newsletter regarding the reporting of Suspected Abuse, Neglect, and Exploitation.
- ✓ Provide a direct link to report Suspected Abuse, Neglect, and Exploitation to the Community Resources section of the Health Plan websites.



# Assisting Participants with Planning Their Time and Activities



## Plan of Action:

- ✓ Enhance the PAC meeting and Participant quarterly newsletter to include current community events.
- ✓ Include current events on the Participant visual “All about me” dry-erase refrigerator magnet tool.
- ✓ SCs and/or personal assistance services (PAS) workers can share resource information with the Participant and/or the Participant’s Authorized Representative when the Participant is not able to look into resources on their own.

# Participants Dental Care Services

## Plan of Action:

- ✓ Oral Health Impact Project (OHIP) Participant outreach project.
- ✓ Adult Annual Dental Visit (AADV) yearly texting campaign.
- ✓ Begin digital interactive text campaign that includes a link in the text message directing Participants to the dental education materials and registration for a dental kit to be mailed to them.
- ✓ Participant dental care services Utilization Data Review – Participants with no annual dental visit and/or utilization of emergency room for dental issues.
- ✓ The Dental Director provided an article that was included in the Spring 2022 issue of the Connections Provider newsletter.
- ✓ Education in the Participant newsletters and subsequent Provider newsletters throughout 2023.
- ✓ The Dental team, along with community outreach and others have been meeting bi-weekly to discuss the possibility of hosting a mobile dental event.

# Increase Participant's Awareness of Employment Assistance

## Plan of Action:

- ✓ Develop a mechanism for requesting and receiving the information from the Office of Vocation Rehabilitation (OVR).
- ✓ Have the Employment Coordinator participate in case rounds to act as subject matter expert (SME) and support the SC on specific Participant employment-related issues.
- ✓ Employment Coordinator receives notifications of job fairs, training opportunities, and internship opportunities from contacts at OVR and other sources and sends these out to SCs for distribution to Participants.
- ✓ Present employment and housing educational materials at PAC meetings.
- ✓ Find mechanisms to identify Participants who are either participating in or interested in participating in educational activities.

# Increase Participant's Awareness of Supplemental Nutrition Assistance Program (SNAP) Services



## Plan of Action:

### To be implemented upon approval:

- ✓ SNAP outreach materials were added to our internal resources and will be deployed upon new/re-assessment of Participants.
- ✓ Utilization of Benefits Data Trust (BDT).
- ✓ SNAP video posted on the website.

# Increase Participant's Awareness of Housing Services



## Plan of Action:

- ✓ Continue to have the Housing staff participate in case rounds to act as subject matter experts and support the SC on specific Participant housing-related issues.
- ✓ Ongoing annual training with the Service Coordination team on the use of FindHelp.org (formerly Aunt Bertha), additional resources, as well as new innovations within housing to help connect the Participants.

# Mental Health Treatment “Were you able to get an appointment for counseling or mental health treatment as soon as you needed?”

## Plan of Action:

- ✓ Educate Participants that they have the option to have virtual intake appointments scheduled faster than in-person appointments.
- ✓ Continue to share and support the Participant in obtaining the appropriate and timely mental health treatment they need.
- ✓ Continue to assist Participants in finding/locating a new Behavioral Health provider to assist in transition of care and avoid any gaps in treatment.



# Staff Are Reliable and Helpful

## Staff Listen and Communicate Well

### Plan of Action:

- ✓ The Health Plan will collect, track, and trend data from the following sources. Remediation efforts will be determined based on the type and volume of the issue(s) identified.
  - POC Participant Experience Survey.
  - Complaints against PAS providers.
  - OPS-8 data on missed shifts.

Thank You .. any questions?

