

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

AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Keystone First CHC

Long-Term Services and Supports (LTSS) Subcommittee Meeting

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Total Number of Completed Surveys by Zone

Region	Sample Size	Completed Surveys	Response Rate
Aggregate	19,798	708	4.0%
Southwest (SW)	2,293	117	5.7%
Southeast (SE)	5,170	170	3.7%
Lehigh Capital (LC)	7,416	208	3.1%
Northwest (NW)	1,330	79	6.7%
Northeast (NE)	3,589	134	4.1%

*Data Source: CAHPS Home and Community-Based Services Survey Results Report December 2023 by Press Ganey.

Total Number of Completed Surveys by Zone, continued

Barriers to Survey Administration

❖ Low response rate

- Unable to meet the targeted number of surveys in the SW and NW despite pulling a second sample.
- The entire eligible population for NW, the region with the smallest number of eligible Participants, was included in the sample and the target number of surveys was still not met.
- Length of the HCBS CAHPS survey.

Steps to Resolve

- ❖ Earlier in the process monitoring of weekly survey completion to anticipate the potential need for a second sample.
- ❖ Service Coordinators to provide information to Participants about the survey and its importance to AmeriHealth Caritas PA CHC and Keystone First CHC.

Trending Opportunities for Improvement for Measures that Didn't Meet the 86% Performance Threshold – 2021-2023*



Measure Name	Opportunity Identified 2021	Opportunity Identified 2022	Opportunity Identified 2023
Global – Overall Satisfaction with Personal Assistance and Cognitive Rehabilitation Therapy Staff	No	Yes	No
Global – Overall Recommendation for Personal Assistance and Cognitive Rehabilitative Staff	Yes	No	No
Global – Overall Satisfaction with Service Coordinator	Yes	Yes	Yes
Global – Overall Recommendation for Service Coordinator	Yes	Yes	Yes
Composite – Choosing Services that Matter to You	Yes	Yes	Yes
Composite – Transportation to Medical Appointments	Yes	Yes	Yes
Composite – Planning Your Time and Activities	Yes	Yes	Yes

*Opportunities for improvement are identified for measures that do not meet the 86% threshold established by the Office of Long-Term Living (OLTL)

Trending Opportunities for Improvement* 2021-2023, continued



- ❖ The Overall Satisfaction with Personal Assistance and Cognitive Rehabilitation Therapy Staff measure improved to 88.6% in 2023, exceeding the goal of 86%.
- ❖ The Overall Recommendation for Personal Assistance and Cognitive Rehabilitation Therapy Staff rate improved to 86.7% in 2023, exceeding the goal of 86%.
- ❖ Two Global Measures and three Composite Measures were identified as opportunities for improvement in 2021-2023.
 - Global – Overall Satisfaction with Service Coordinator
 - Global – Overall Recommendation for Service Coordinator
 - Composite – Choosing Services that Matter to You
 - Composite – Transportation to Medical Appointments
 - Composite – Planning Your Time and Activities

*Opportunities for improvement are identified for measures that do not meet the 86% threshold established by the Office of Long-Term Living (OLTL).

Measures That Improved From 2022 to 2023



Measure	2022 AmeriHealth Caritas PA CHC and Keystone First CHC Rates	2023 AmeriHealth Caritas PA CHC and Keystone First CHC Rates
Global Rating – Personal Assistance and Cognitive Rehabilitation Therapy Staff	85.1%	88.6%
Overall Recommendation – Personal Assistance and Cognitive Rehabilitation	83.3%	86.7%
Composite Measure – Staff are Reliable and Helpful	85.4%	86.4%
Composite Measure – Staff Listen and Communicate Well	86.6%	87.9%
Composite Measure – Personal Safety and Respect	93.3%	93.8%

*Data Source: CAHPS Home and Community-Based Services Results Report, December 2023 by Press Ganey.

Measures That Improved From 2022 to 2023, continued



Measure	2022 AmeriHealth Caritas PA CHC and Keystone First CHC Rates	2023 AmeriHealth Caritas PA CHC and Keystone First CHC Rates
Individual Measure – Always Get Dressed, Take a Shower, or Bathe When Needed	92.5%	94.0%
Individual Measure – Always Able to Get Something to Eat When Hungry	97.2%	97.6%
Individual Measure – Always Take Medication When Supposed To	92.5%	95.3%

*Data Source: CAHPS Home and Community-Based Services Results Report, December 2023 by Press Ganey.

Accomplishments: Measures That Improved From 2022 to 2023 and Exceeded the 86% Performance Threshold, continued



Accomplishments:

- ❖ From 2022 to 2023 AmeriHealth Caritas PA CHC and Keystone First CHC improved eight out of 15 measures:
 - 2 of 4 global measures that reflect overall satisfaction,
 - 3 of 7 composite measures that assess different aspects of care or service, and
 - 3 of 4 individual measures that look at a specific area of care.
- ❖ All measures that improved from 2022 to 2023 exceed the 86% threshold established by Office of Long-Term Living.

Opportunities for Improvement HCBS CAHPS PA Supplemental Questions



Measure	2022 AmeriHealth Caritas PA CHC and Keystone First CHC	2023 AmeriHealth Caritas PA CHC and Keystone First CHC	2023 CHC State Rate*
Rating of Dental Care	53%	60%	61%
Participants Know How to Apply for Supplemental Nutrition Assistance Program (SNAP) Benefits	86%	84%	84%
Person-Centered Service Plan included all things important to you	66%	67%	66%
Choosing Services that Matter to You	82%	81%	81%
Awareness of housing rights (eviction and foreclosure)	71%	73%	75%
Ability to get an appointment for counseling or mental health treatment as soon as you needed	61%	60%	61%
Transportation to Medical Appointments	78%	78%	79%

*Data source is the CHC State Rate for all CHC MCOs in the slide deck presented at the Quarterly Quality Review Meeting on 1.30.2024

HCBS CAHPS Interventions



- ❖ Established an internal multidisciplinary CAHPS Action Work Group in 2023 which will continue to meet at least monthly to establish ongoing coordination of the Participant's care and further analyze the results and identify areas of opportunity.
- ❖ Collaboration with the Service Coordination and Community Outreach team to provide resources and tools to help advise Participants of available alternatives for care, such as walk-in clinics, urgent care, specialists, labs, etc.
- ❖ The All About Me magnet for Participants was distributed in May 2023 to address and document who is important to their care, which services matter most to them, how they want to become more active in their communities, and how they prefer to spend their free time.

HCBS CAHPS Interventions, continued



- ❖ Continue to work with the Participant Advisory Committee (PAC) to get feedback and recommendations to improve Participant-centric measures.
 - Person-Centered Service Plan (PCSP) Includes All Things Important to You
 - Choosing Services that Matter to You
 - Planning Your Time and Activities
- ❖ Developed and implemented monthly Dental Committee meetings with key stakeholders to address satisfaction with dental services.
- ❖ Increased Participants' knowledge of Supplemental Nutrition Assistance Program (SNAP) benefits by:
 - Utilizing Benefits Data Trust (BDT)
 - Informing Participants of the availability of SNAP video on the Participant website
- ❖ Housing Staff will continue to participate in case rounds.
- ❖ Train Service Coordinators on the use of FindHelp.org to refer Participants to community housing supports.

Questions?

