



# **2023 CHC HOME AND COMMUNITY-BASED SERVICES (HCBS) CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS®) SURVEY RESULTS**

LONG-TERM SERVICES AND SUPPORTS (LTSS) SUBCOMMITTEE MEETING  
MARCH 7, 2024

PRESENTED BY

BRIAN MACDAID, DIRECTOR, DIVISION OF QUALITY ASSURANCE  
STEVEN KISSNER, HEALTHCARE ANALYST, DIVISION OF QUALITY ASSURANCE



**pennsylvania**

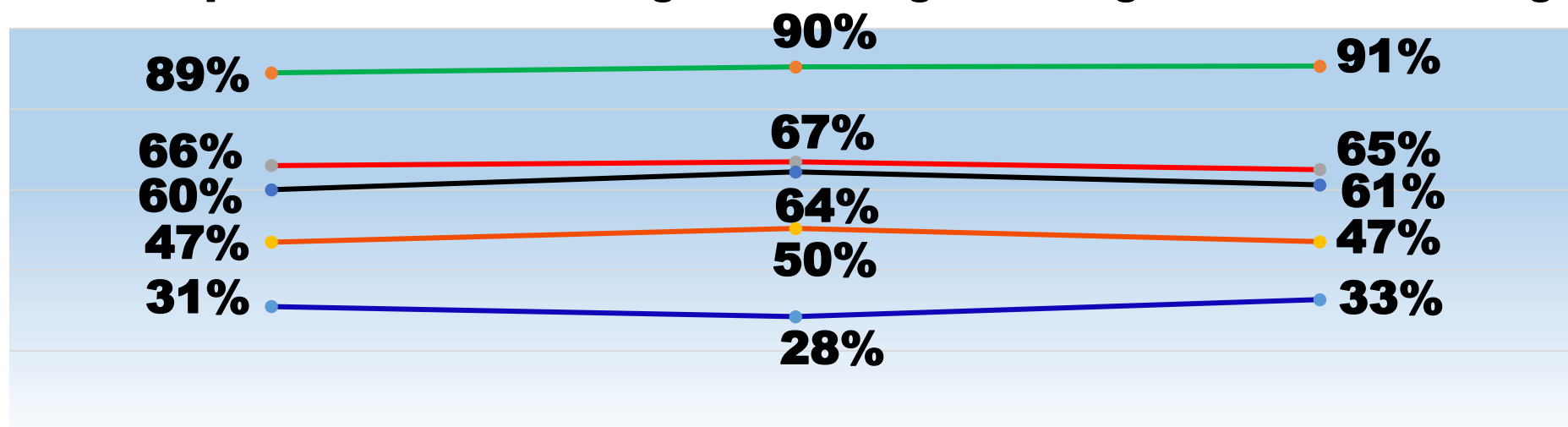
DEPARTMENT OF HUMAN SERVICES

# 2023 STATEWIDE CHC HCBS CAHPS® SURVEY OVERVIEW

- Independently Administered and Validated by Press Ganey Statewide
- HCBS CAHPS Core Survey, Supplemental Employment
- Pennsylvania (PA)-specific questions (Person-Centered Service Plan (PCSP), Transportation, Housing, Dental, Supplemental Nutrition Assistance Program (SNAP), Mental Health)
- Response Rates of **3.9% to 5.5% across the Managed-Care Organizations (MCOs)**; State Response rate **4.5%** (2022 Response Rate was **6.1% to 13.9% across the MCOs**; all regions average was **9.9%**)
- Completed Surveys (targeted 700/plan); **2,184 completed**:
  - **708** from AmeriHealth Caritas (AHC)/Keystone First (KF)
  - **733** from PA Health and Wellness (PHW)
  - **743** from UPMC for Community HealthChoices (UPMC)

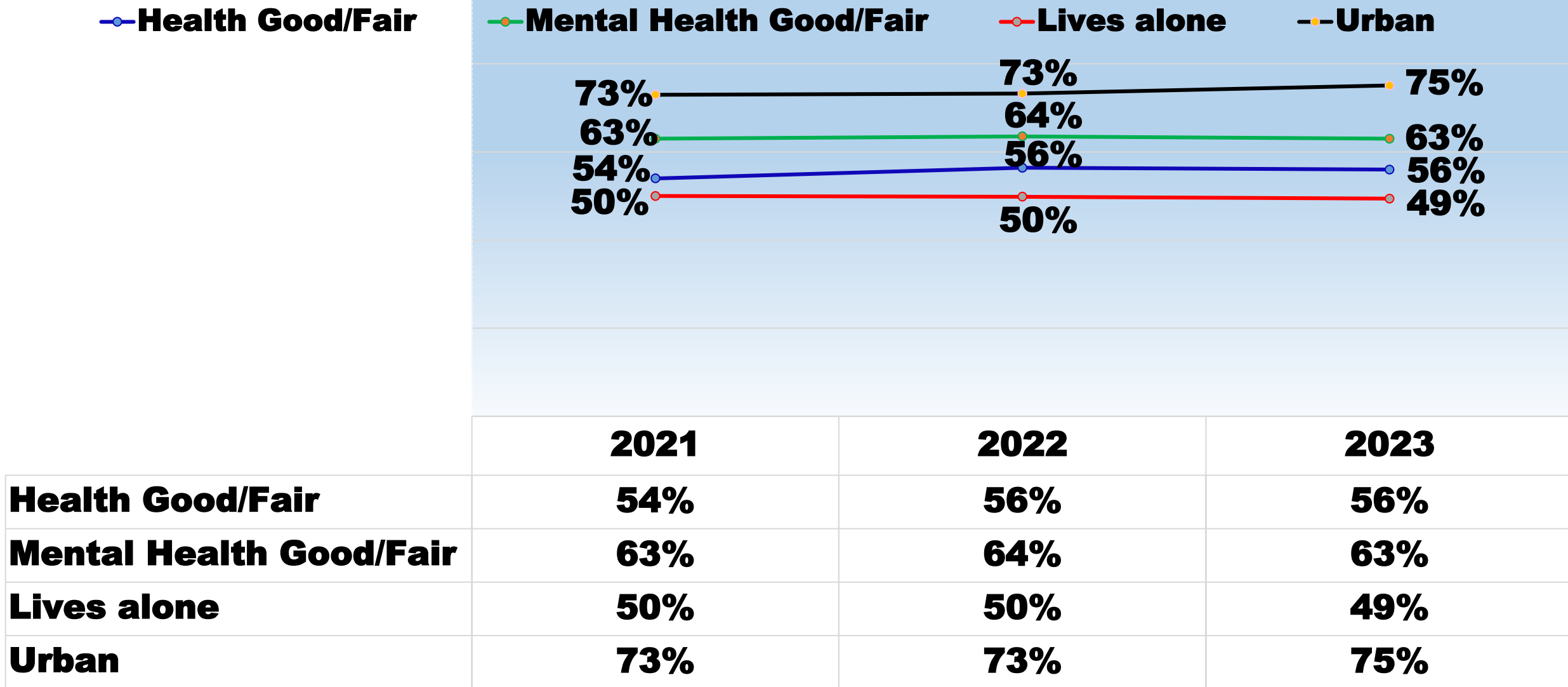
# STATE SURVEY RESULTS: RESPONDENT CHARACTERISTICS

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



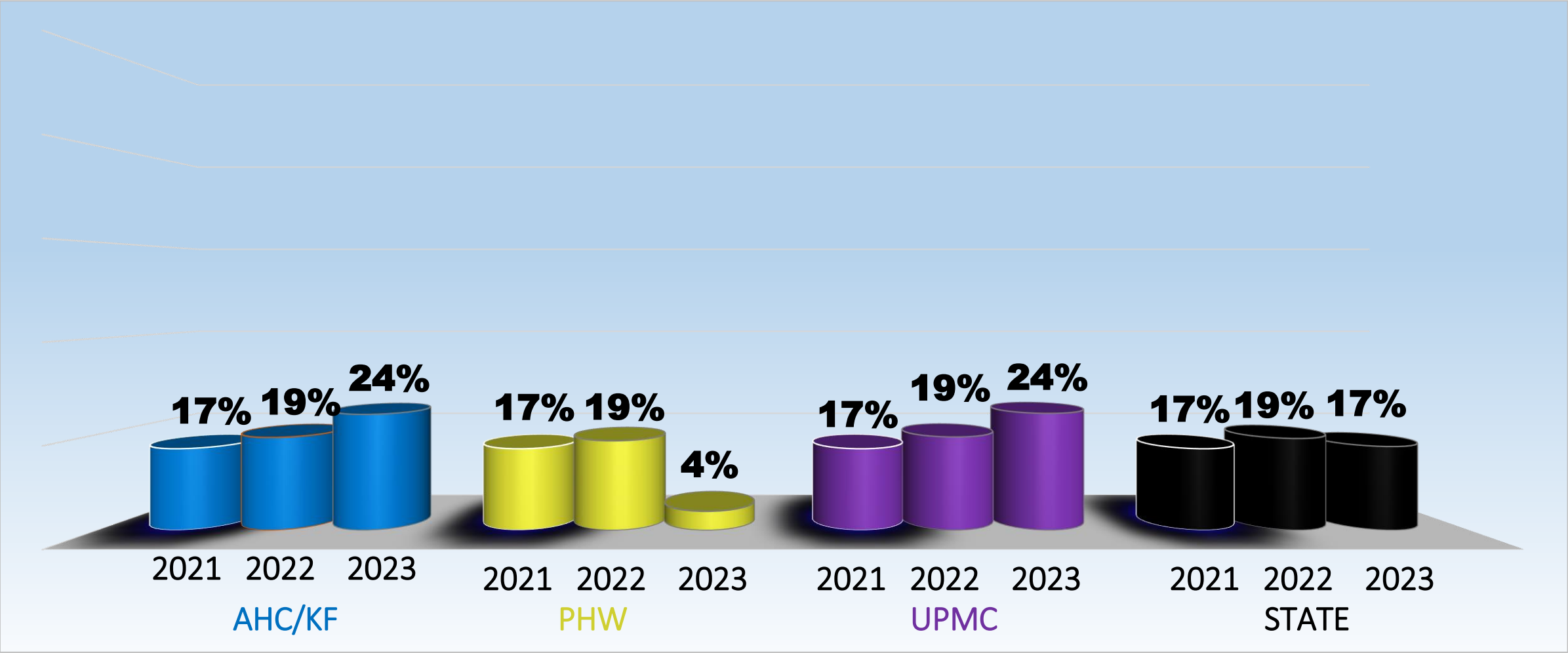
	2021	2022	2023
<b>African-American</b>	<b>31%</b>	<b>28%</b>	<b>33%</b>
<b>Non-Hispanic</b>	<b>89%</b>	<b>90%</b>	<b>91%</b>
<b>Female</b>	<b>66%</b>	<b>67%</b>	<b>65%</b>
<b>Age 65+</b>	<b>47%</b>	<b>50%</b>	<b>47%</b>
<b>High School grad/GED/Some College</b>	<b>60%</b>	<b>64%</b>	<b>61%</b>

# STATE SURVEY RESULTS: RESPONDENT CHARACTERISTICS CONT.



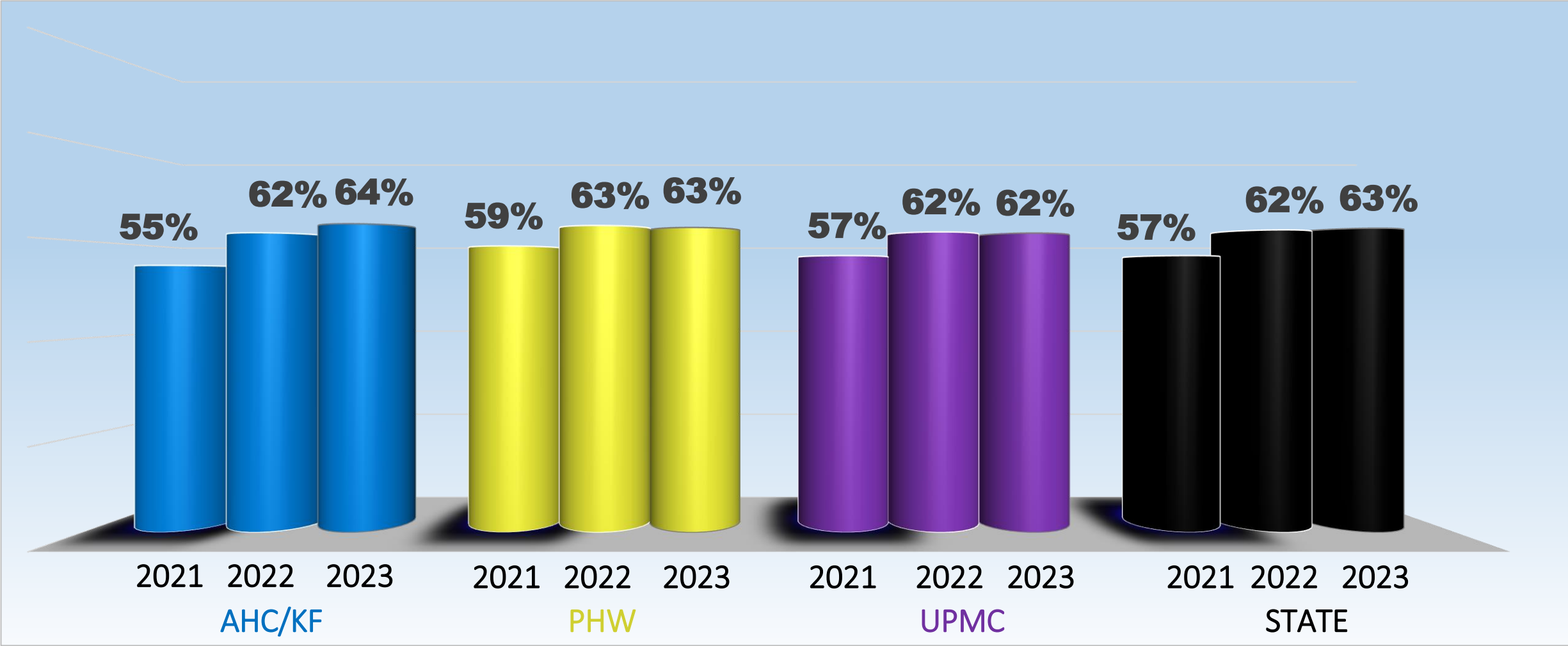
# SURVEY RESULTS: ASSISTED IN COMPLETING THE SURVEY

SOMEONE HELPED RESPONDENT COMPLETE SURVEY



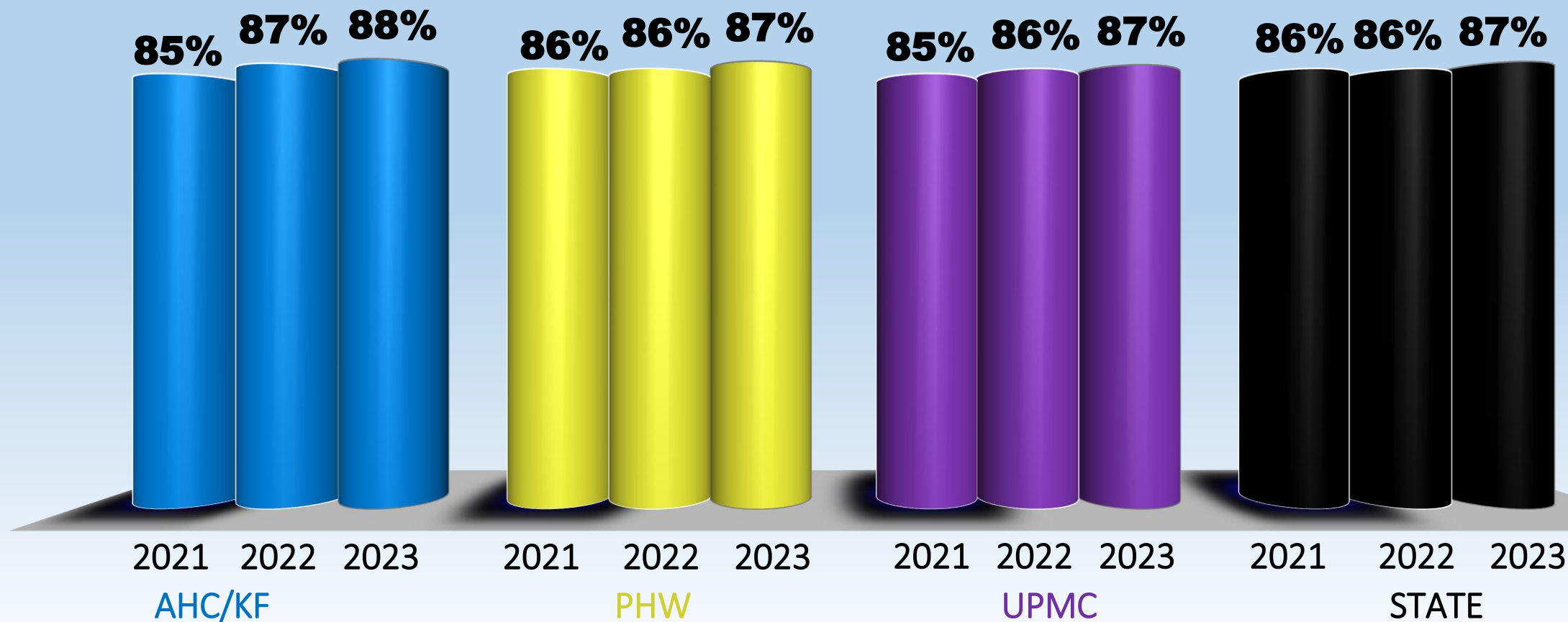
# SURVEY RESULTS: SURVEY MODE

PREFER PHONE SURVEY



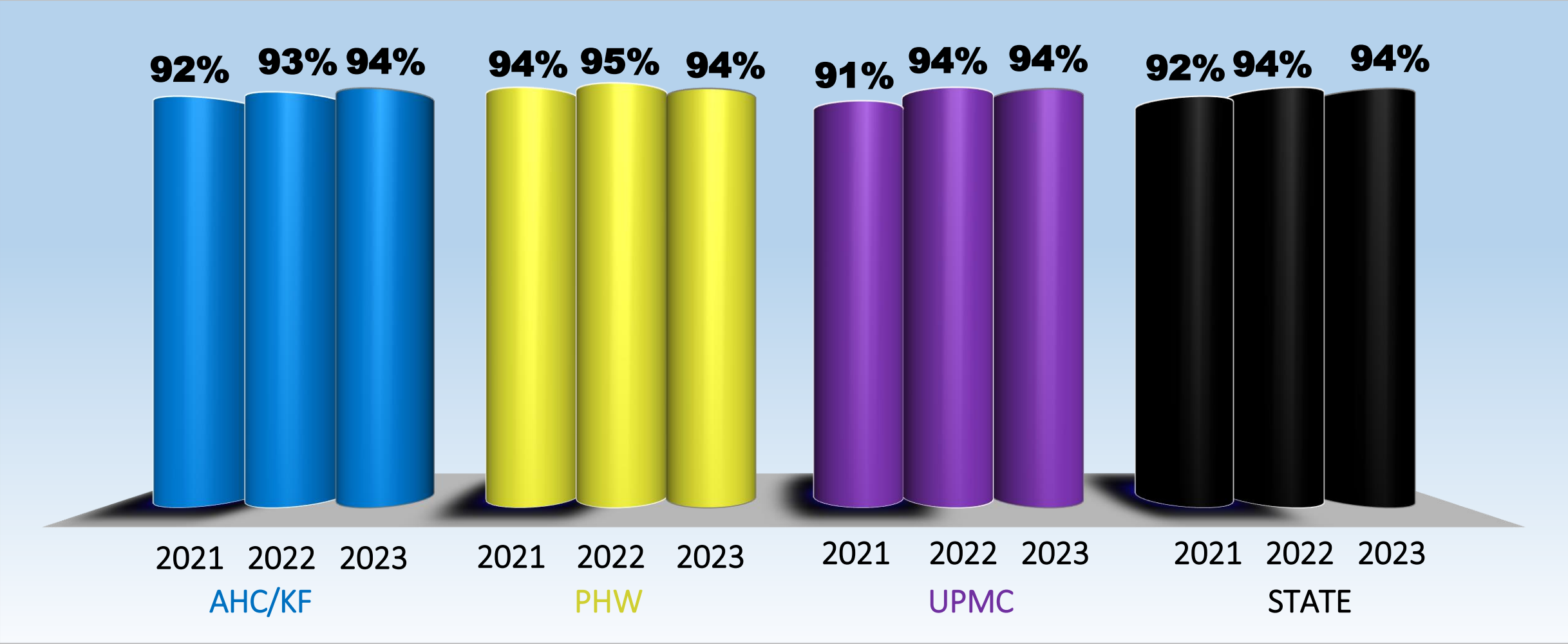
# SURVEY RESULTS: PARTICIPANT EXPERIENCE

## STAFF LISTEN AND COMMUNICATE WELL



# SURVEY RESULTS: PARTICIPANT EXPERIENCE

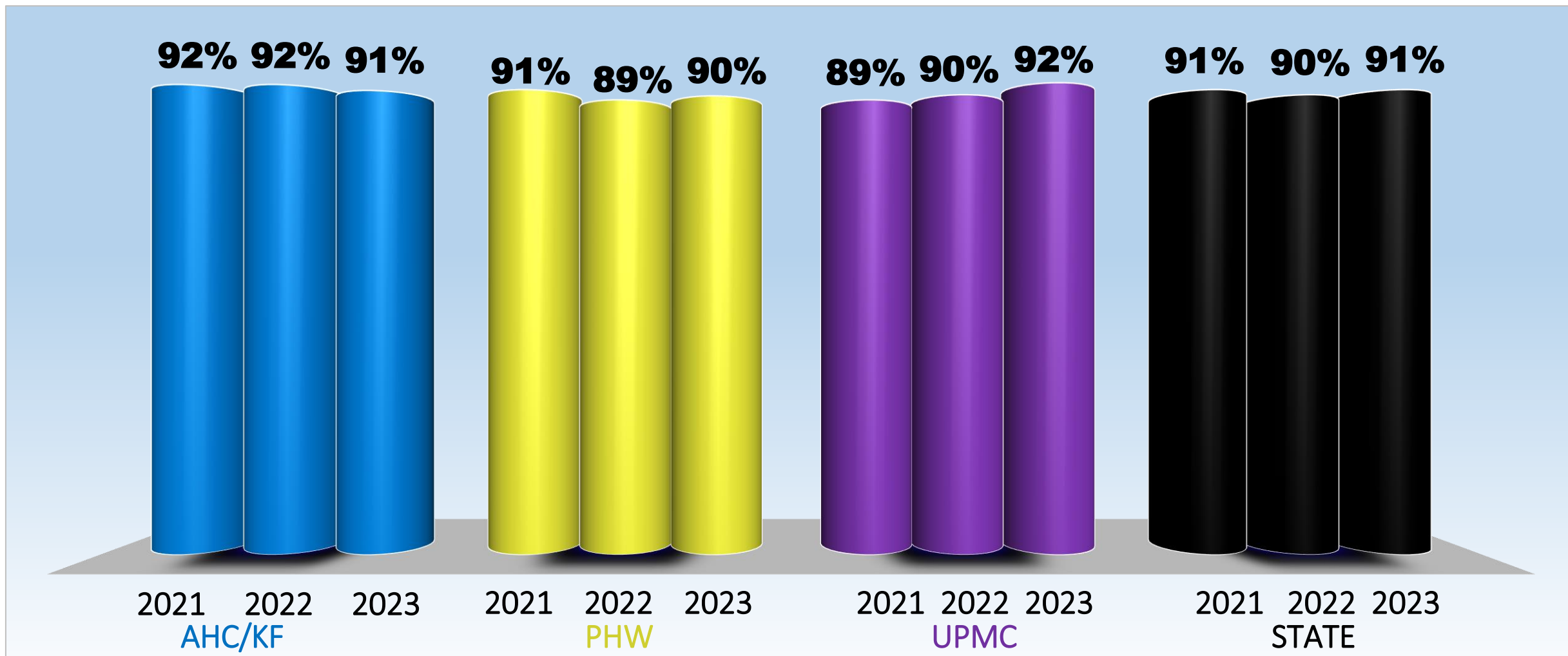
## PERSONAL SAFETY AND RESPECT





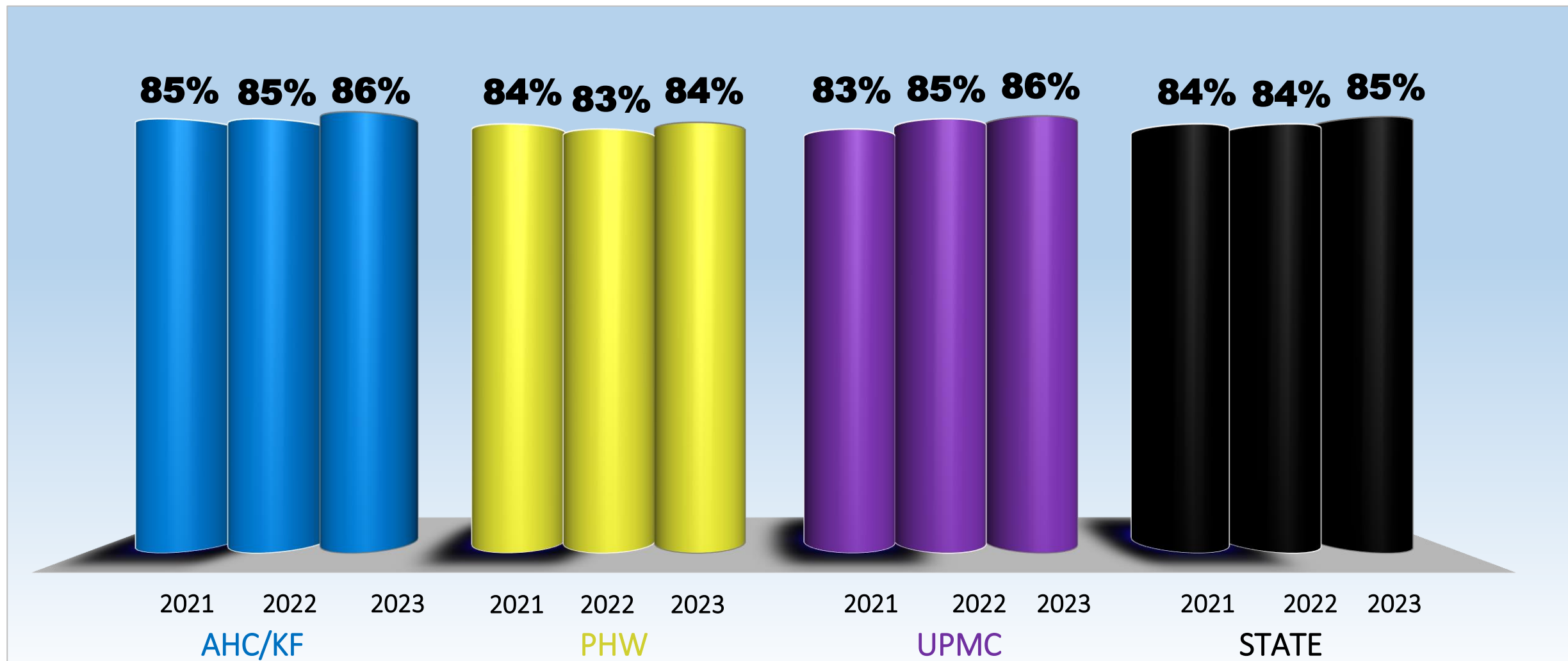
# SURVEY RESULTS: PARTICIPANT EXPERIENCE

## SERVICE COORDINATOR IS HELPFUL



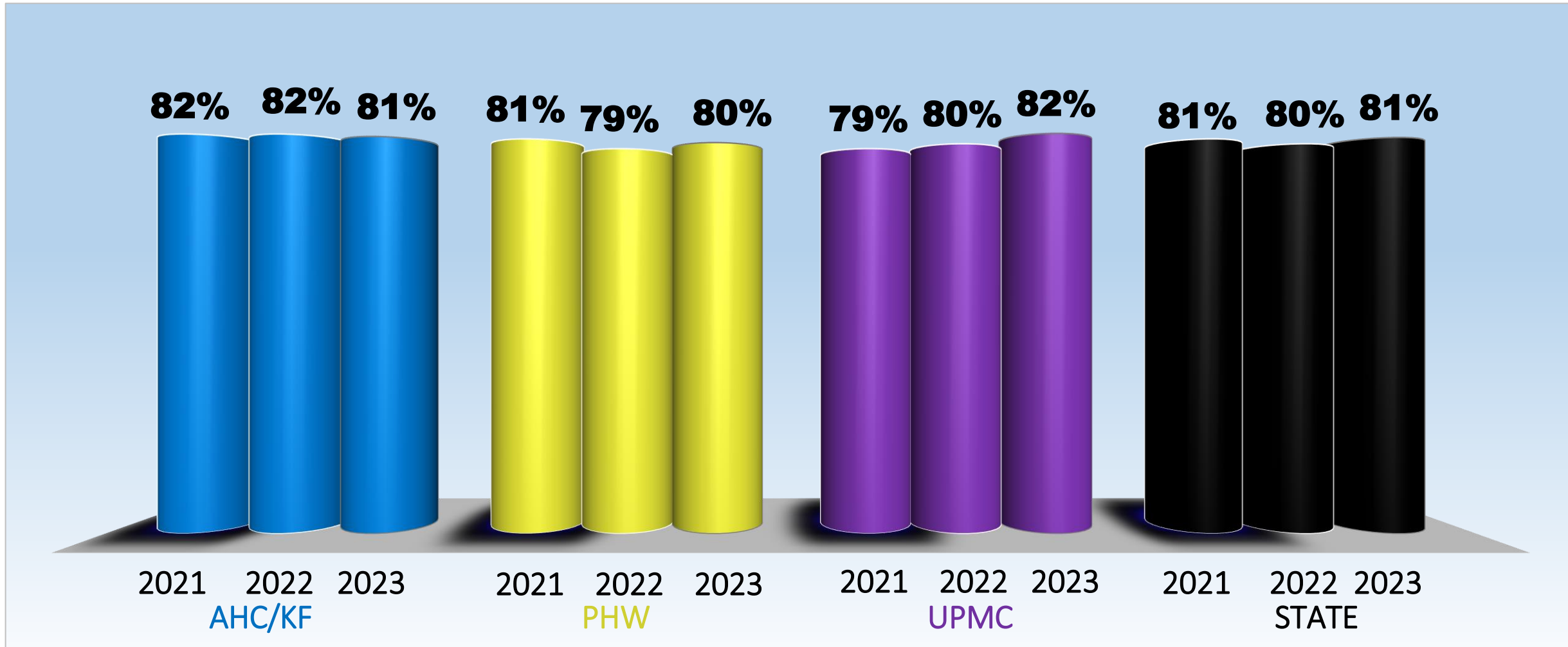
# SURVEY RESULTS: PARTICIPANT EXPERIENCE

STAFF ARE RELIABLE AND HELPFUL



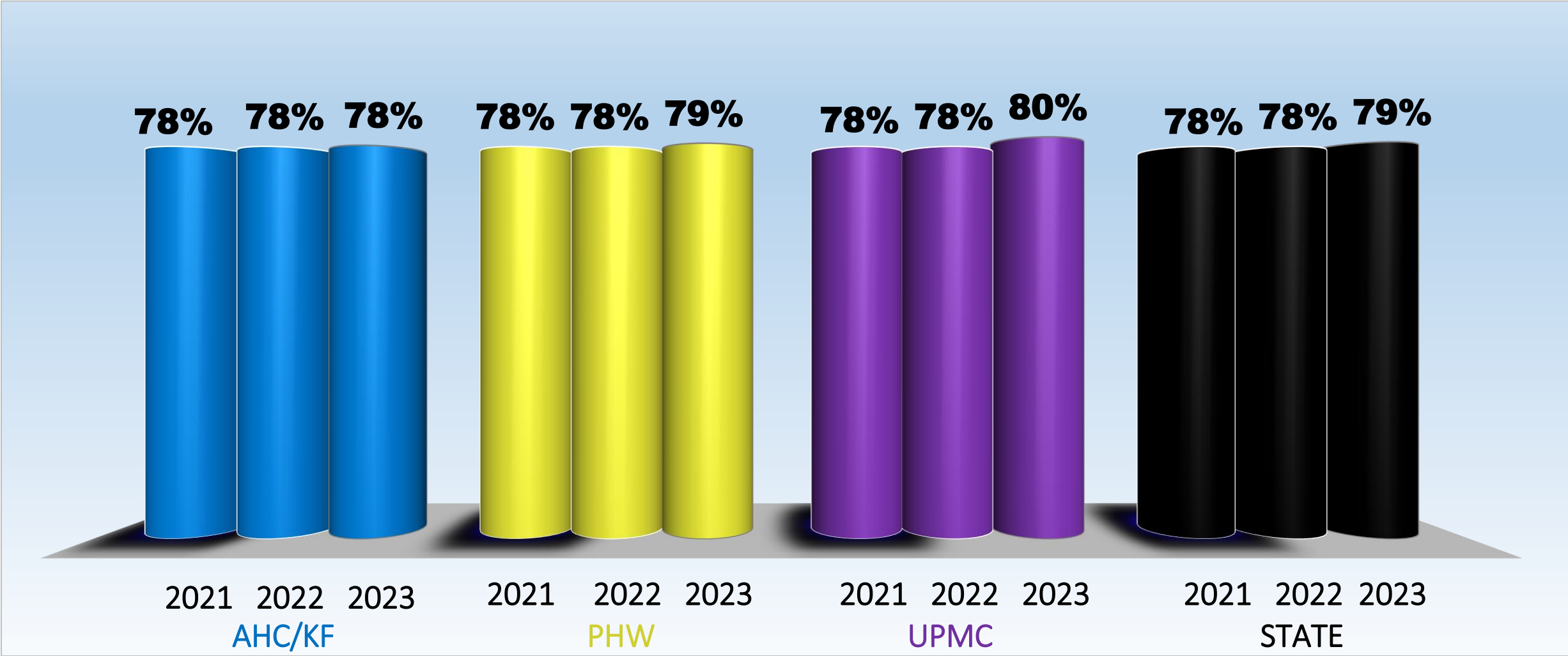
# SURVEY RESULTS: PARTICIPANT EXPERIENCE

## CHOOSING THE SERVICES THAT MATTER TO YOU



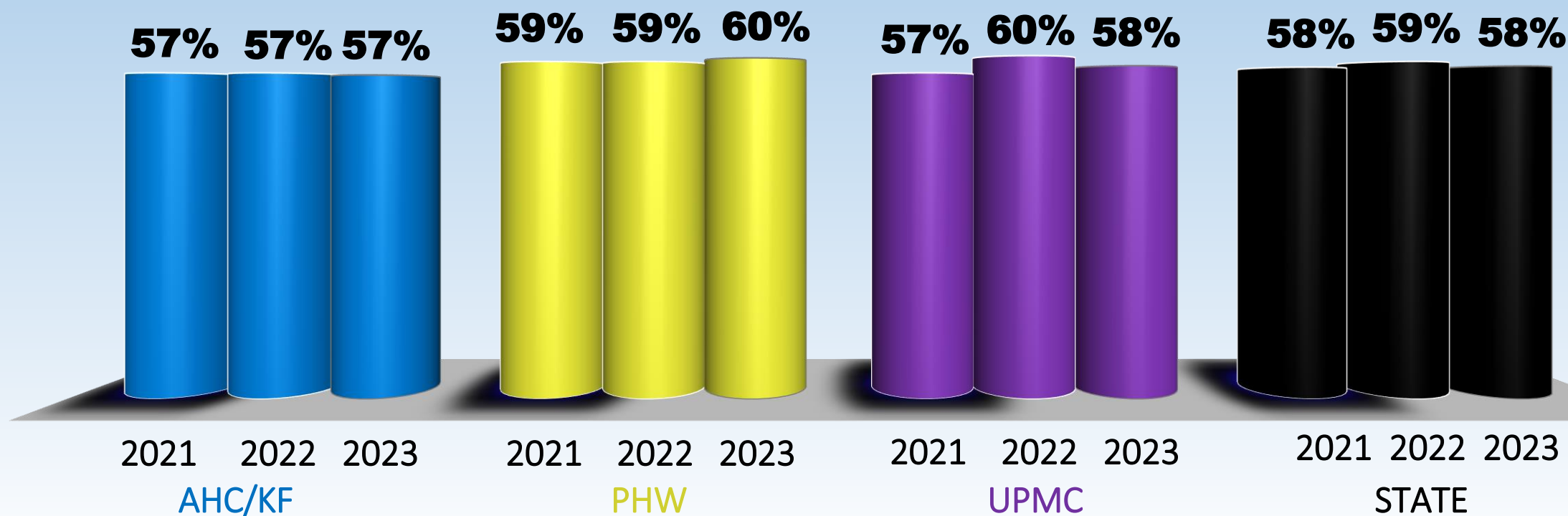
# SURVEY RESULTS: PARTICIPANT EXPERIENCE

## TRANSPORTATION TO MEDICAL APPOINTMENTS

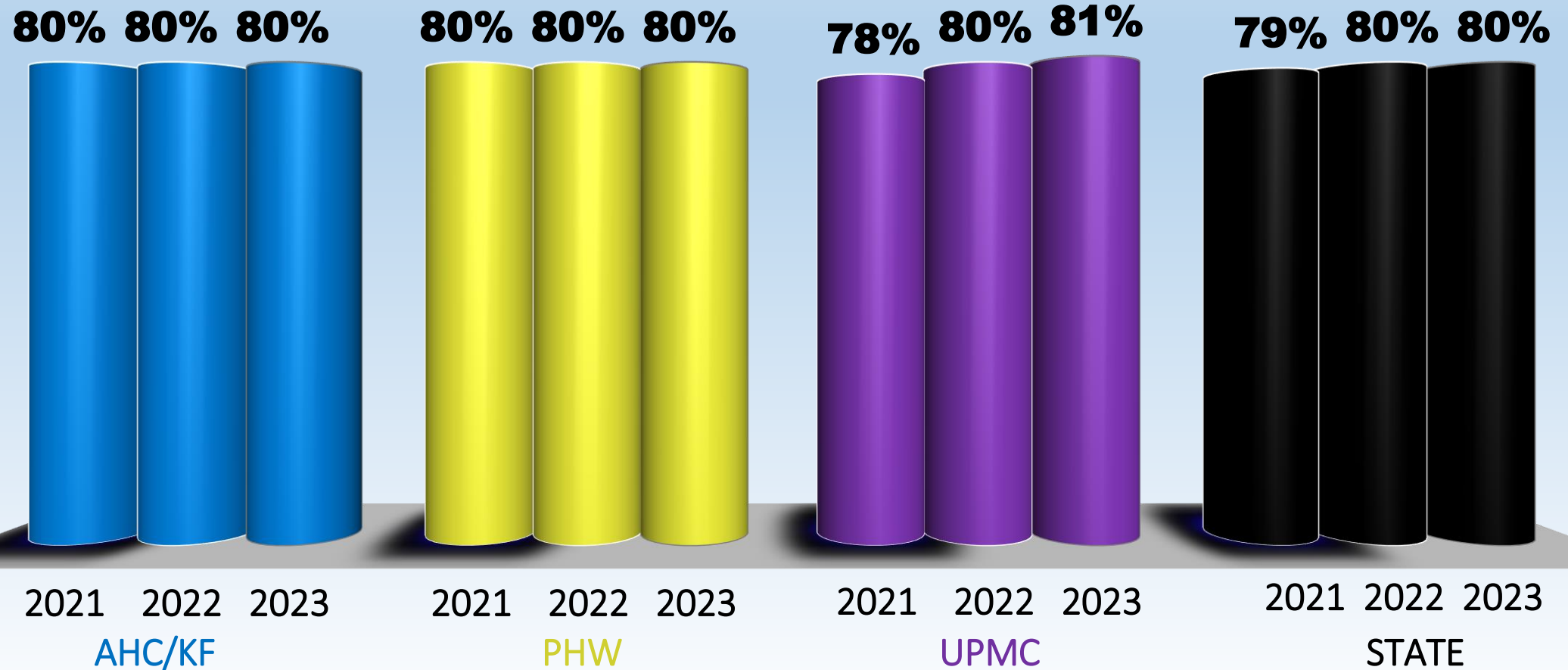


# SURVEY RESULTS: PARTICIPANT EXPERIENCE

## PLANNING YOUR TIME AND ACTIVITIES

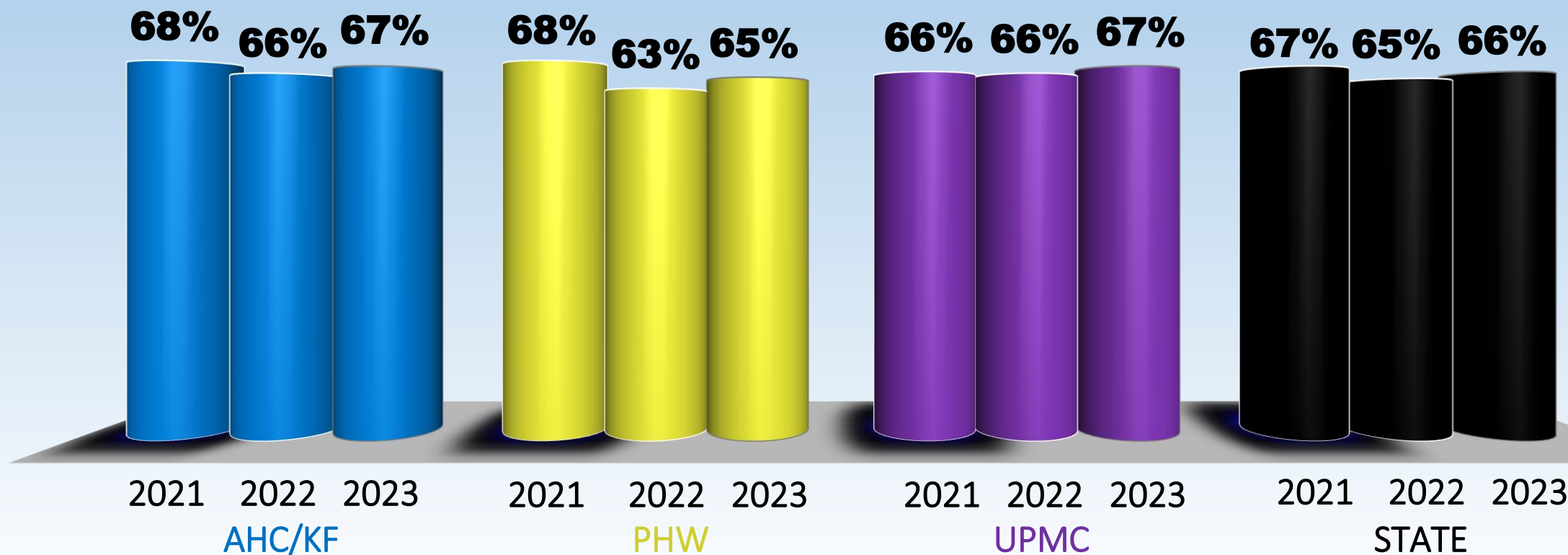


## SURVEY RESULTS: OVERALL PARTICIPANT EXPERIENCE



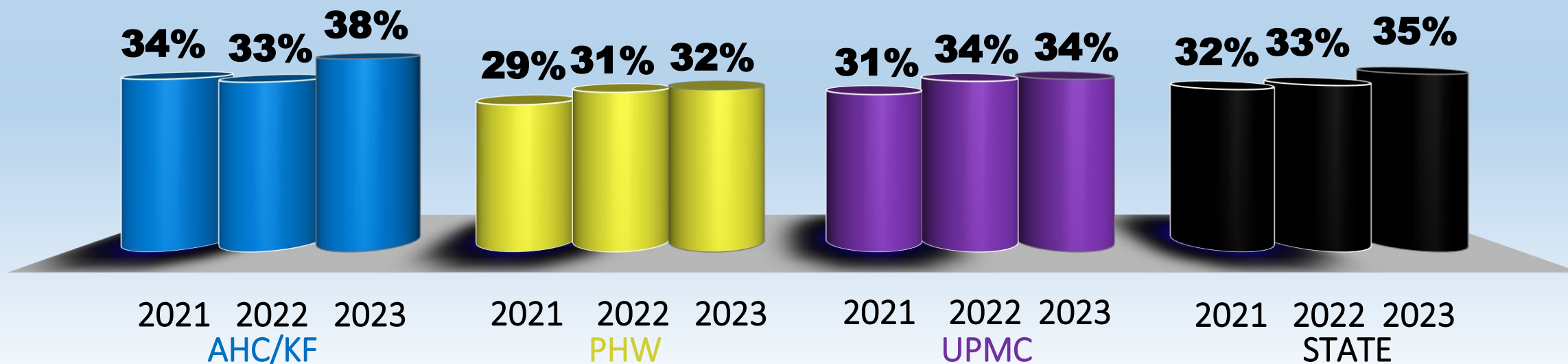
# SURVEY RESULTS: SERVICE COORDINATOR AND SERVICE CHOICE

PCSP INCLUDED ALL THE THINGS IMPORTANT TO YOU



# SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

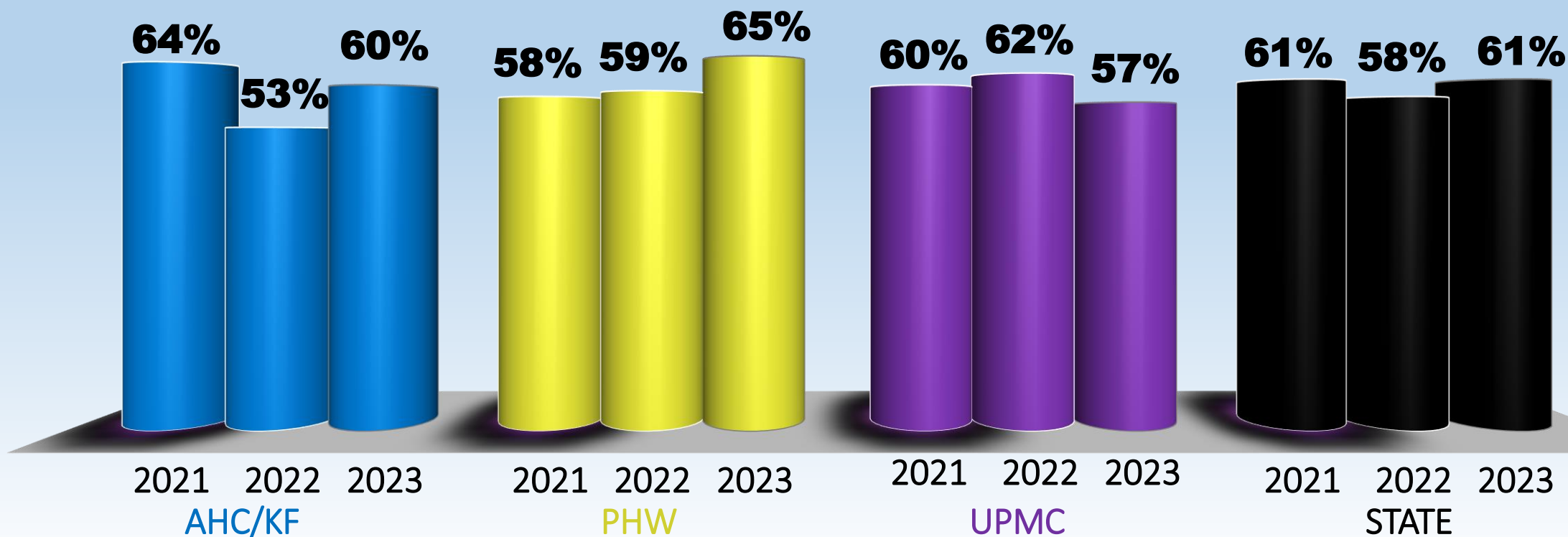
RECEIVED CARE FROM A DENTIST OFFICE OR DENTAL CLINIC IN THE LAST 6 MONTHS





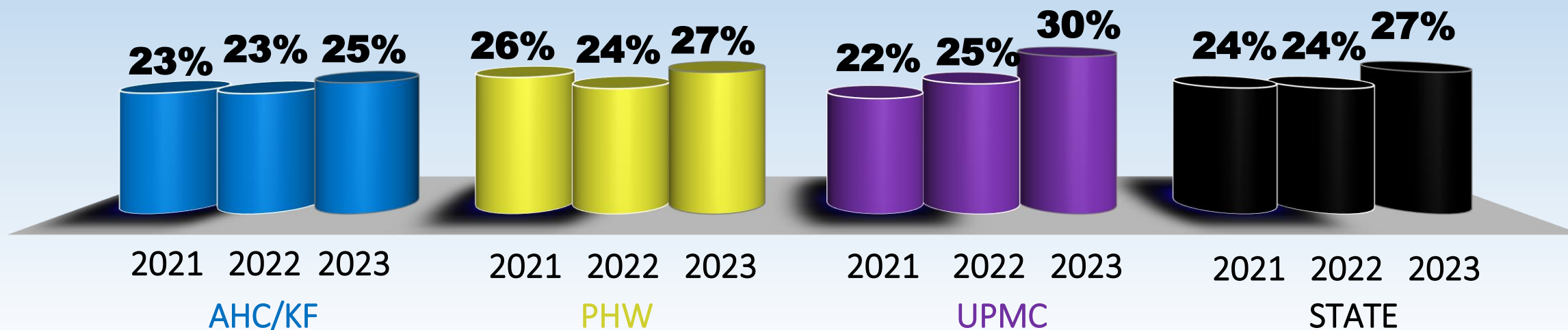
# SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

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



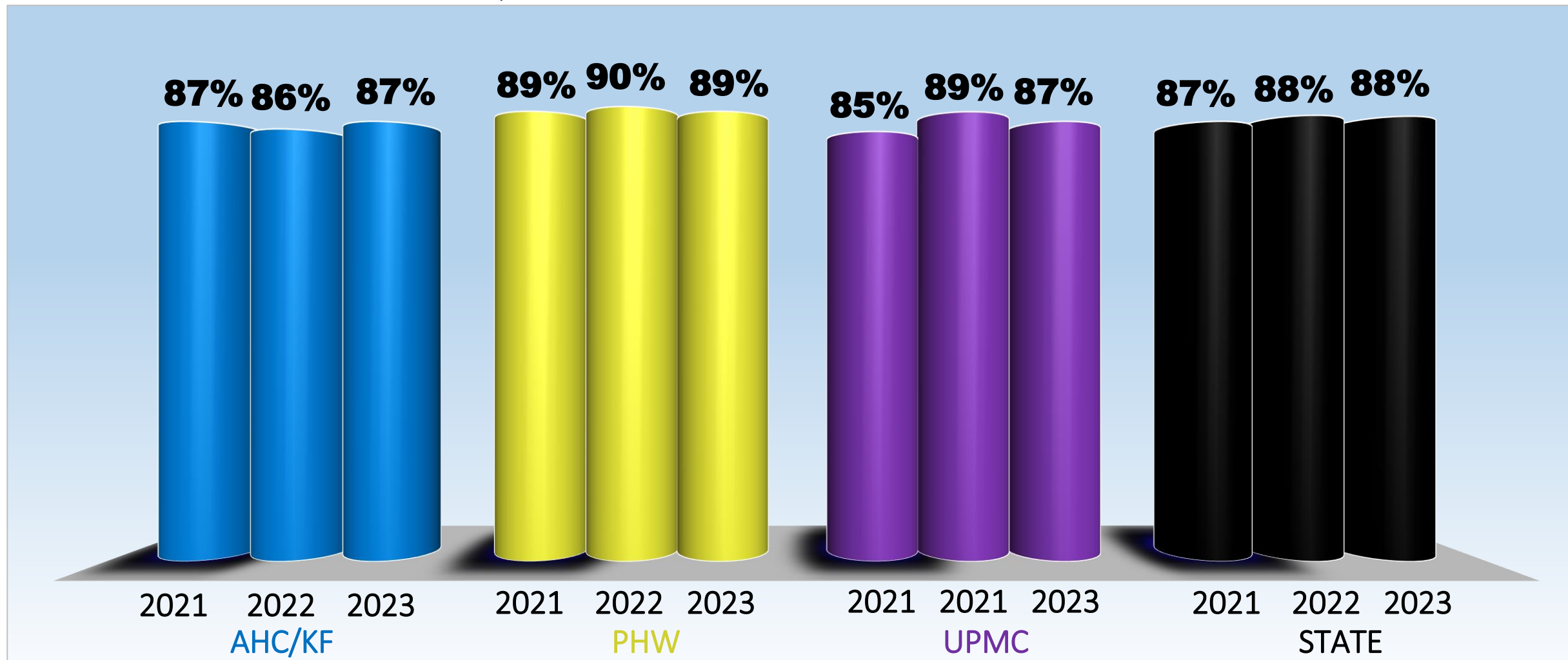
# SURVEY RESULTS: PLANNING YOUR TIME AND ACTIVITIES

## ABILITY TO DO THINGS IN THE COMMUNITY



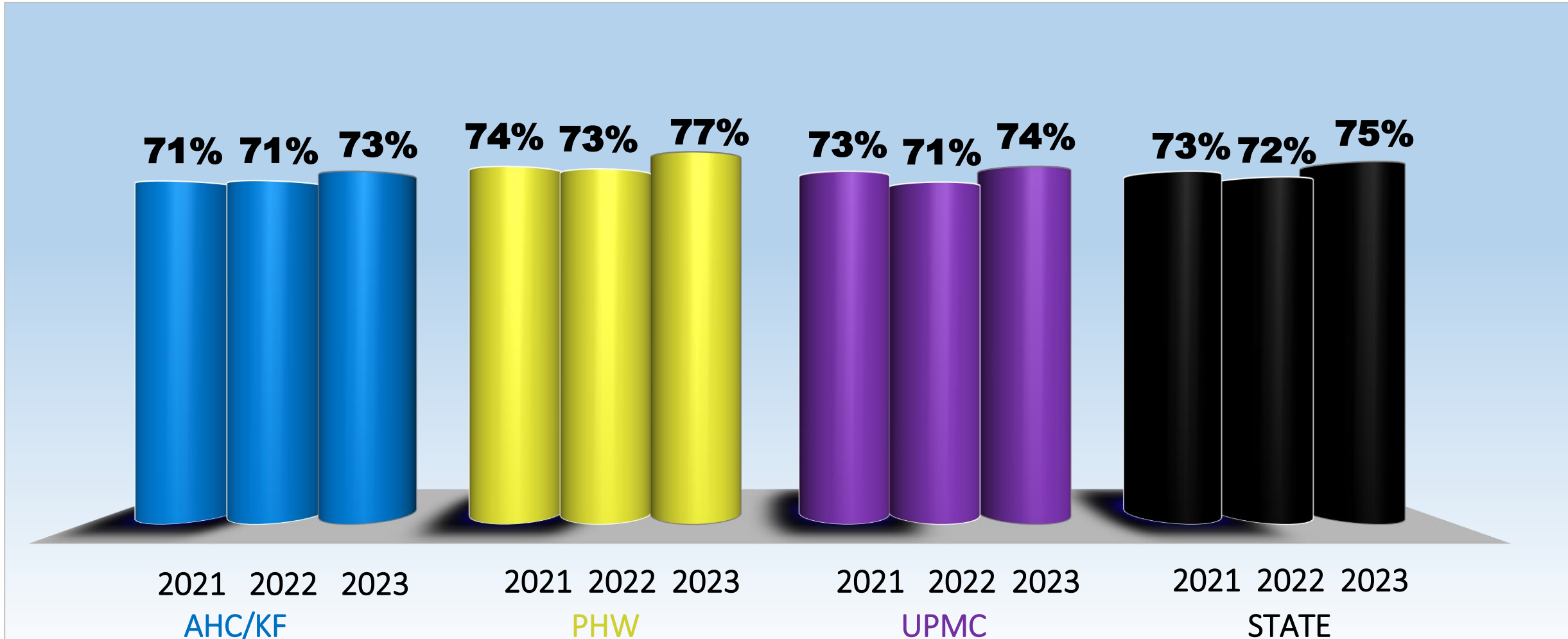
# SURVEY RESULTS: SAFETY AND RESPECT

KNOW HOW TO REPORT ABUSE, NEGLECT OR EXPLOITATION



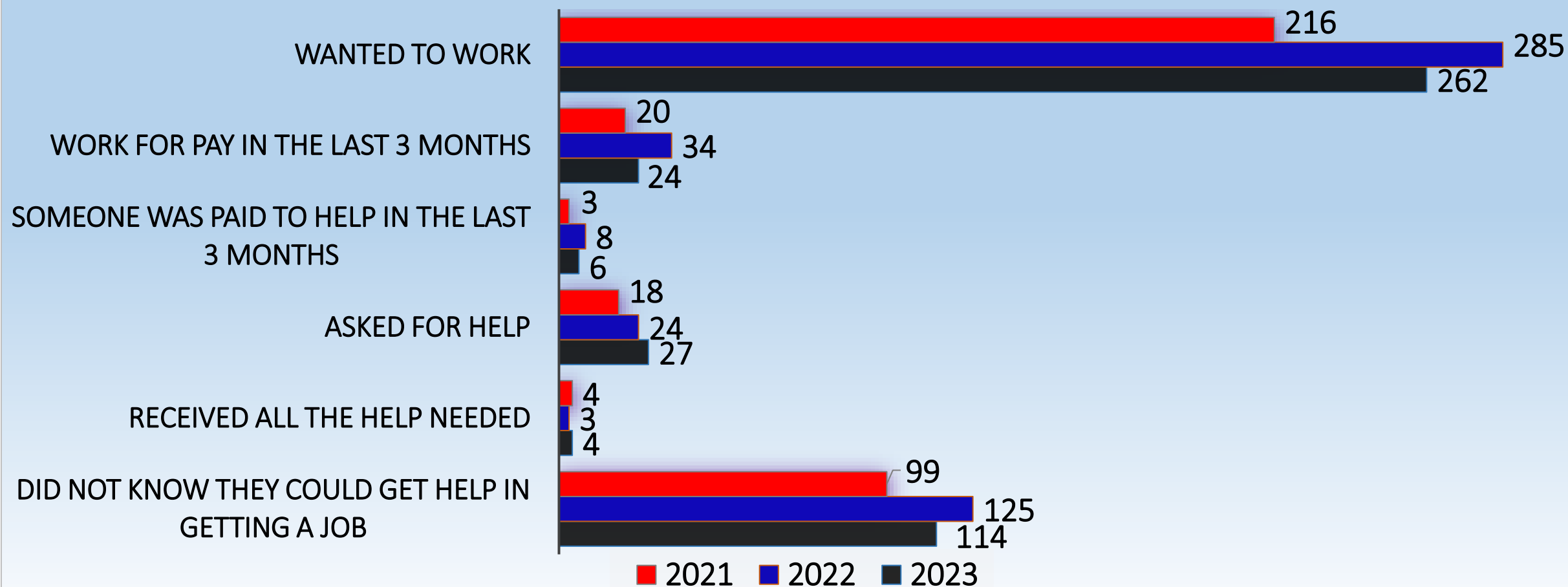
# SURVEY RESULTS: PA-SPECIFIC HOUSING QUESTIONS

AWARE OF HOUSING RIGHTS AND HOW TO GET INFORMATION FOR PREVENTING EVICTION/FORECLOSURE



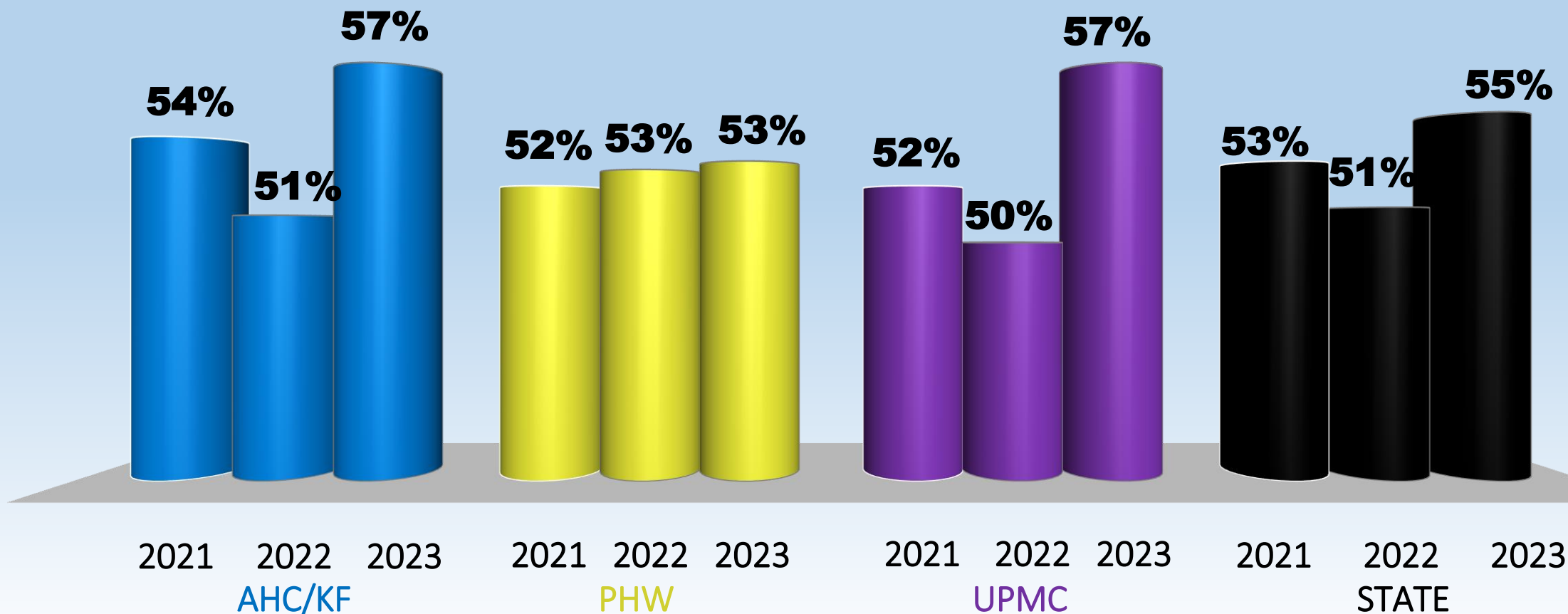
# STATE SURVEY RESULTS:

## EMPLOYMENT ASSISTANCE EXPERIENCE



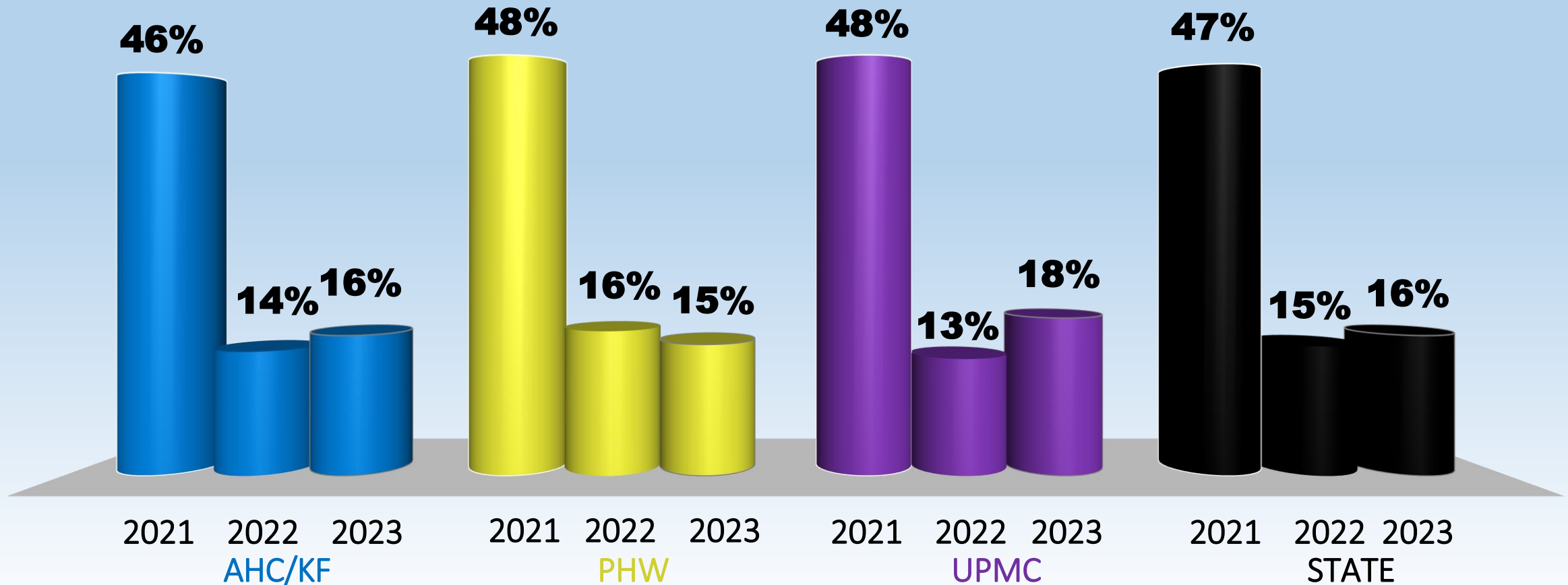
## SURVEY RESULTS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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



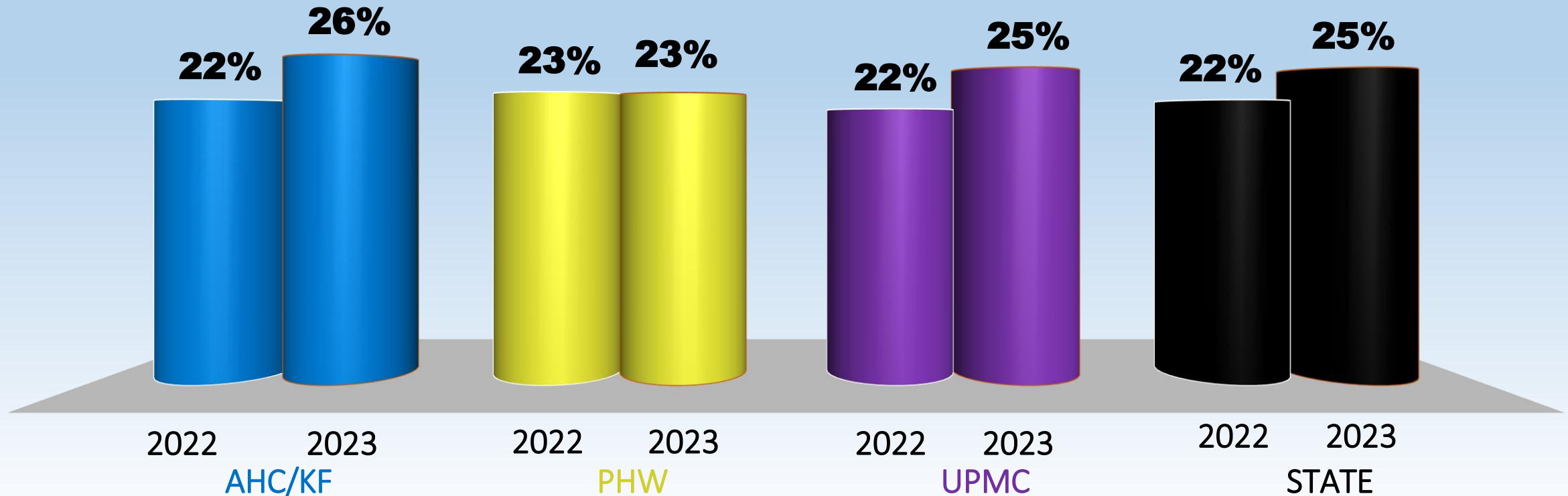
## SURVEY RESULTS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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



# SURVEY RESULTS: MENTAL HEALTH

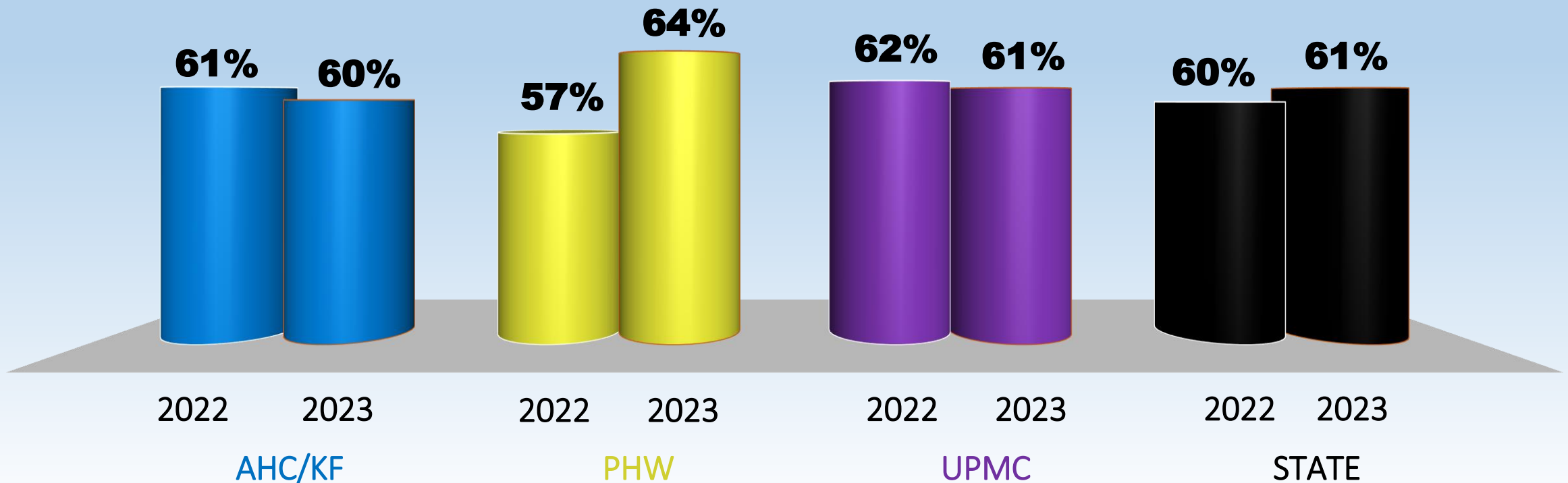
IN THE LAST SIX MONTHS, DID YOU TRY TO MAKE ANY APPOINTMENTS FOR COUNSELING OR MENTAL HEALTH TREATMENT





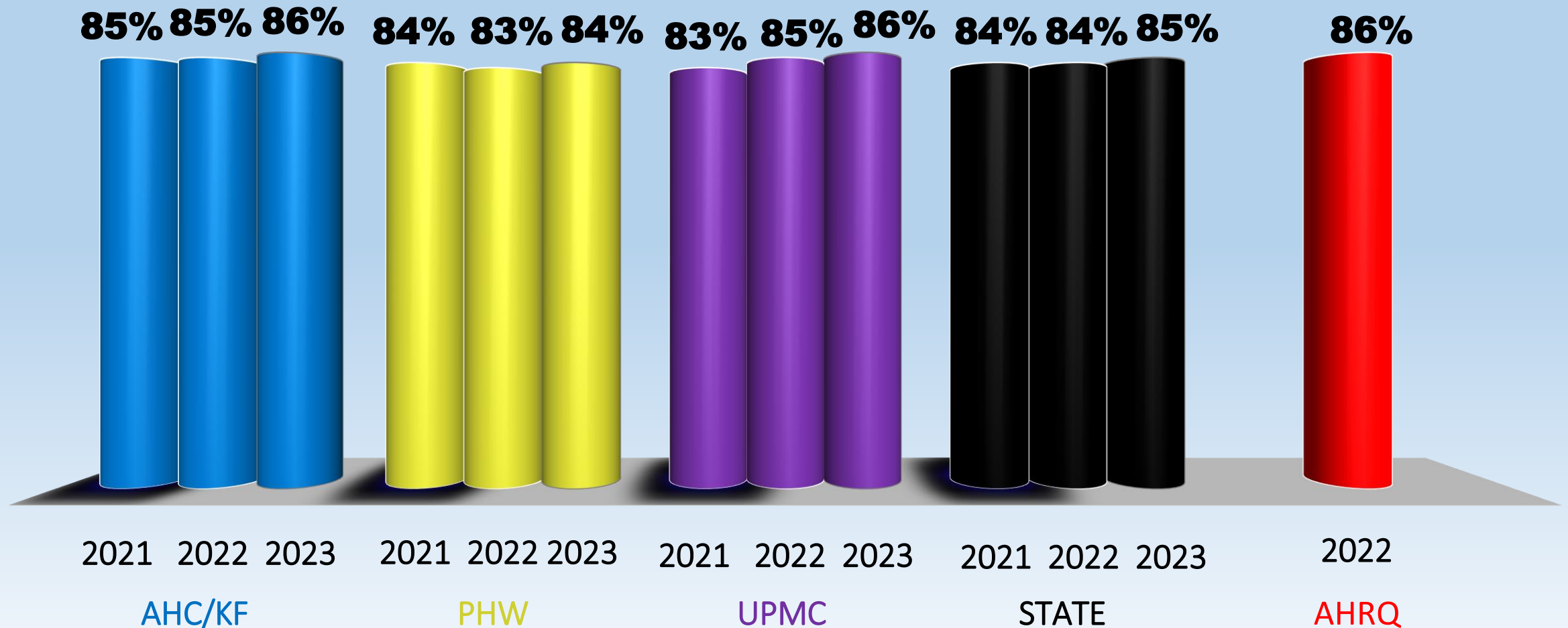
# SURVEY RESULTS: MENTAL HEALTH

WERE YOU ABLE TO GET AN APPOINTMENT FOR COUNSELING OR MENTAL HEALTH TREATMENT AS SOON AS YOU NEEDED



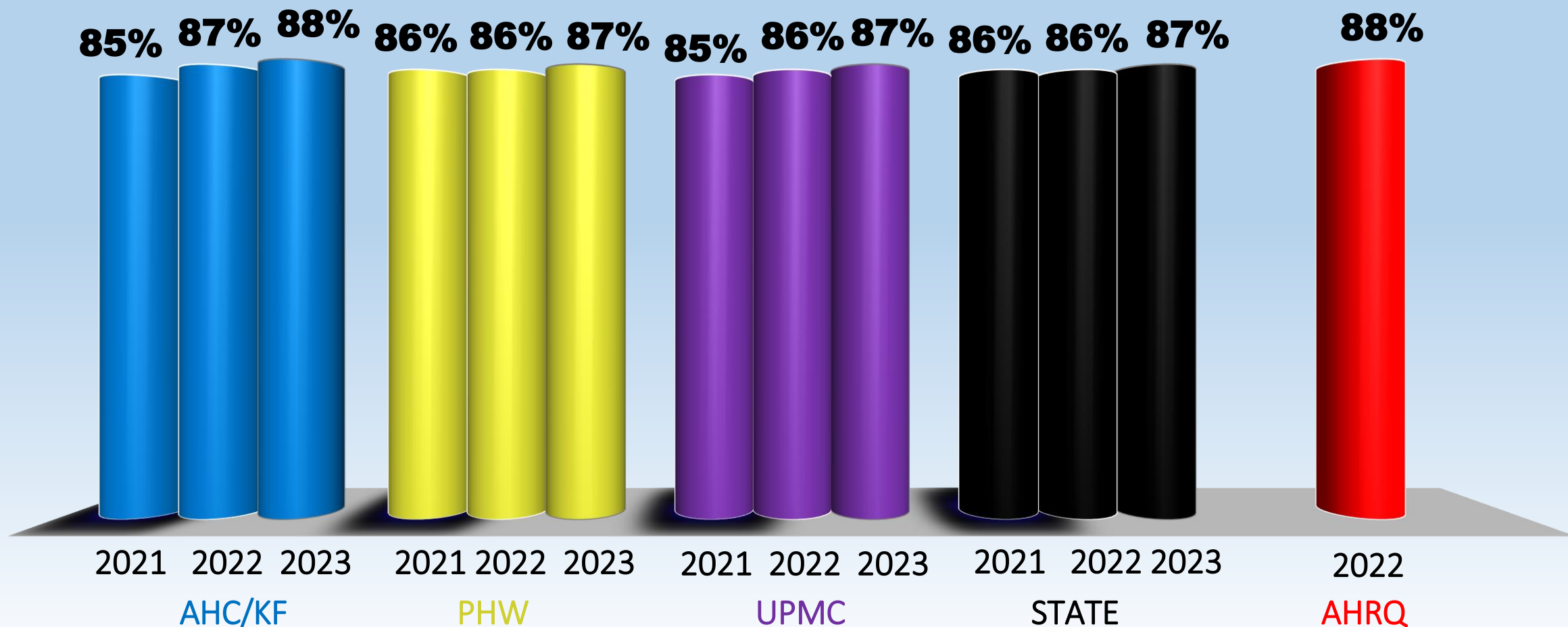
# AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

STAFF ARE RELIABLE AND HELPFUL



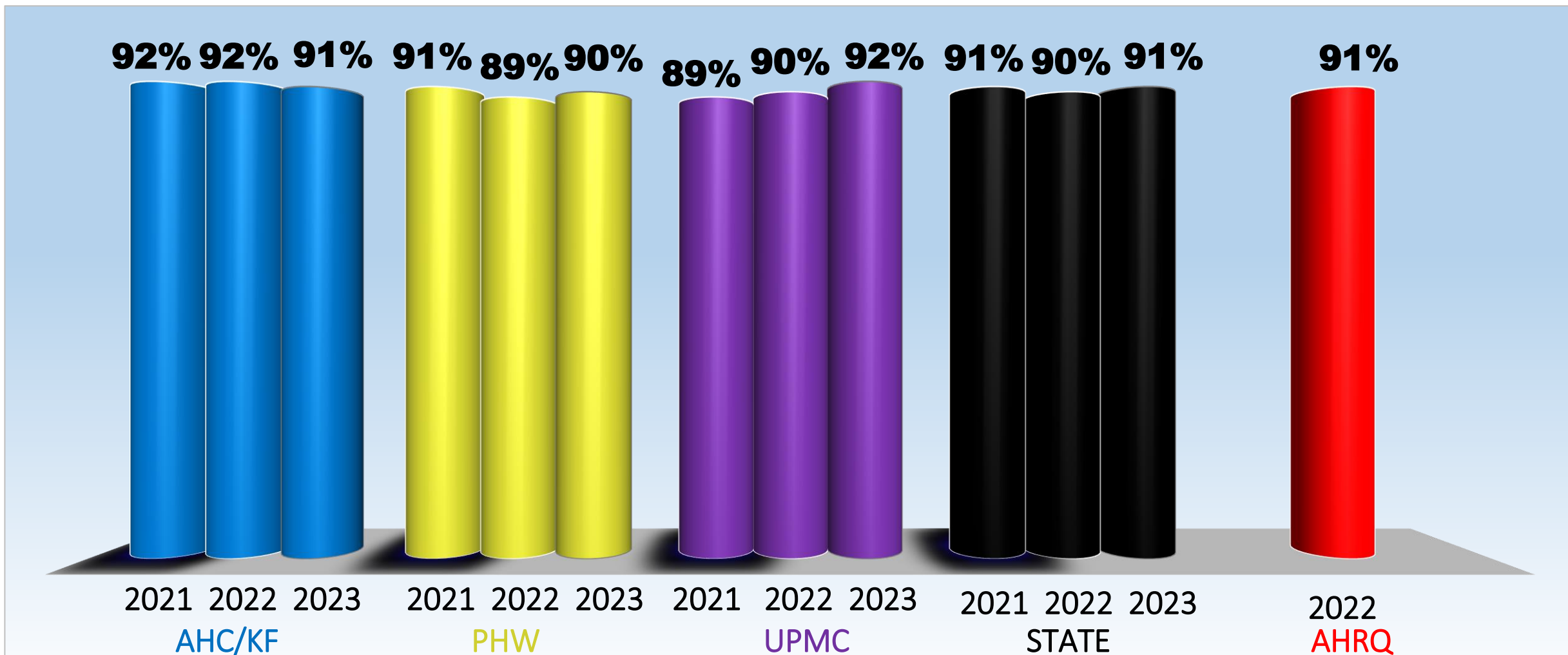
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STAFF LISTEN AND COMMUNICATE WELL



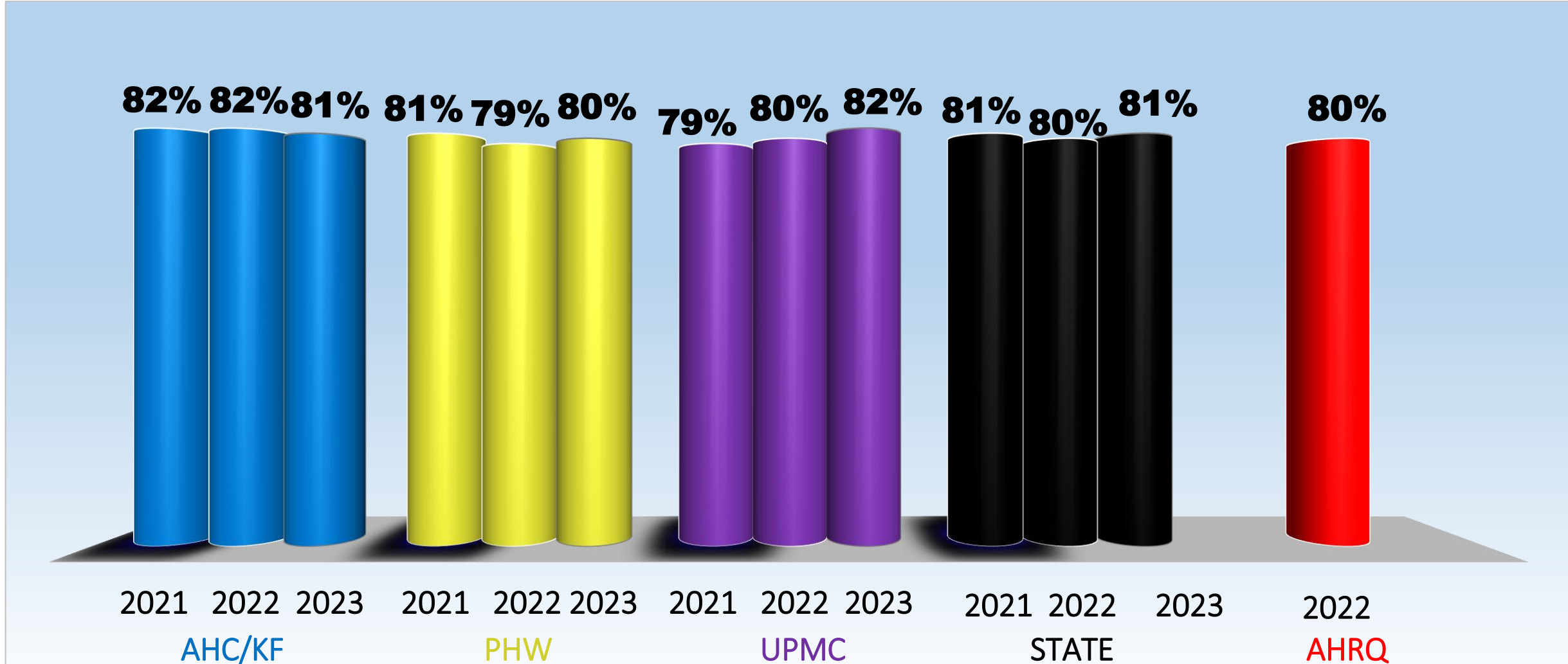
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SERVICE COORDINATOR IS HELPFUL



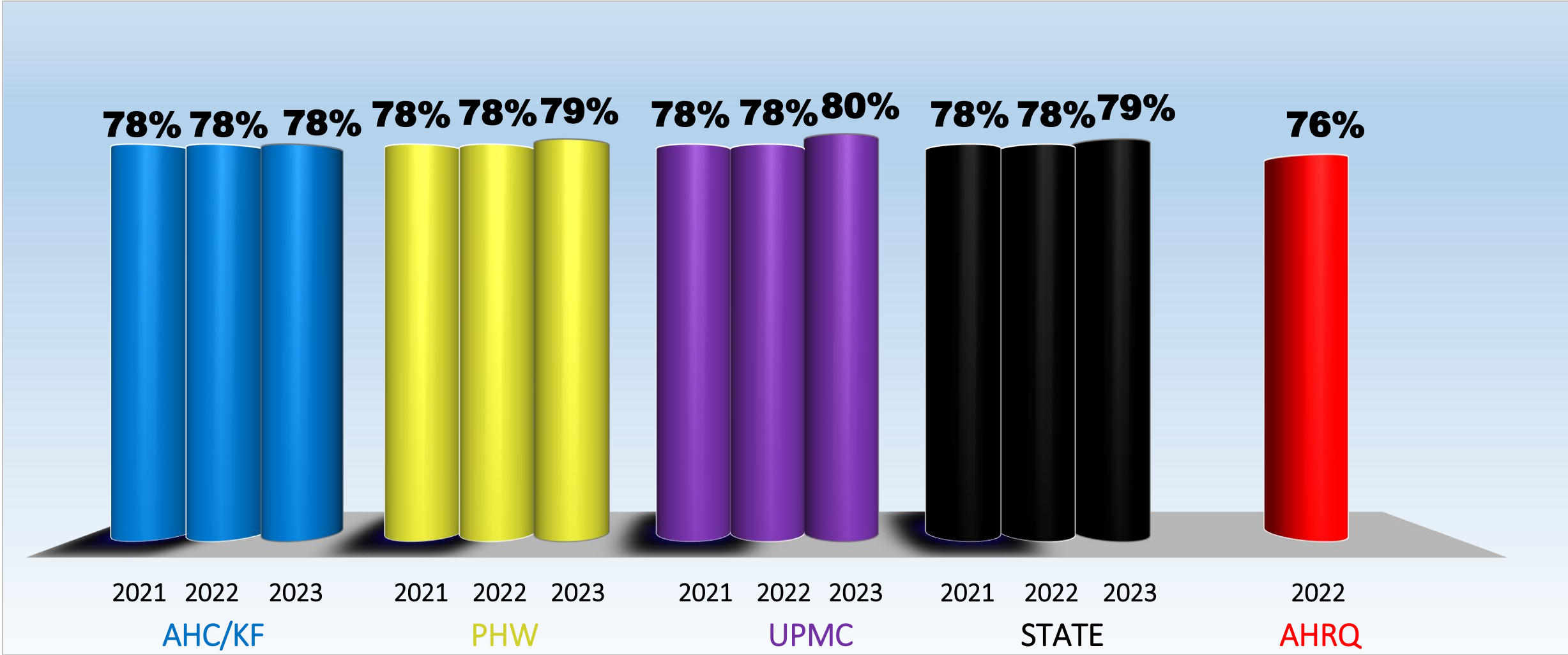
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CHOOSING THE SERVICES THAT MATTER TO YOU



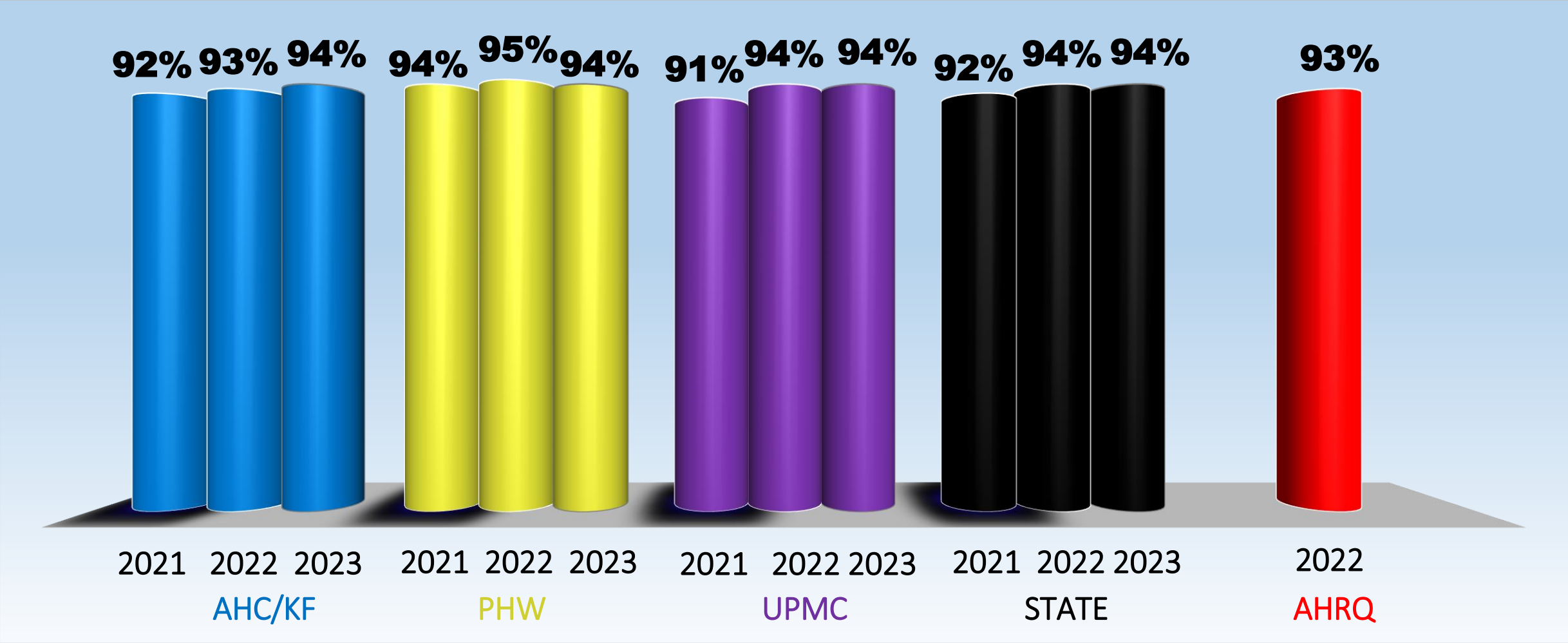
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## TRANSPORTATION TO MEDICAL APPOINTMENTS



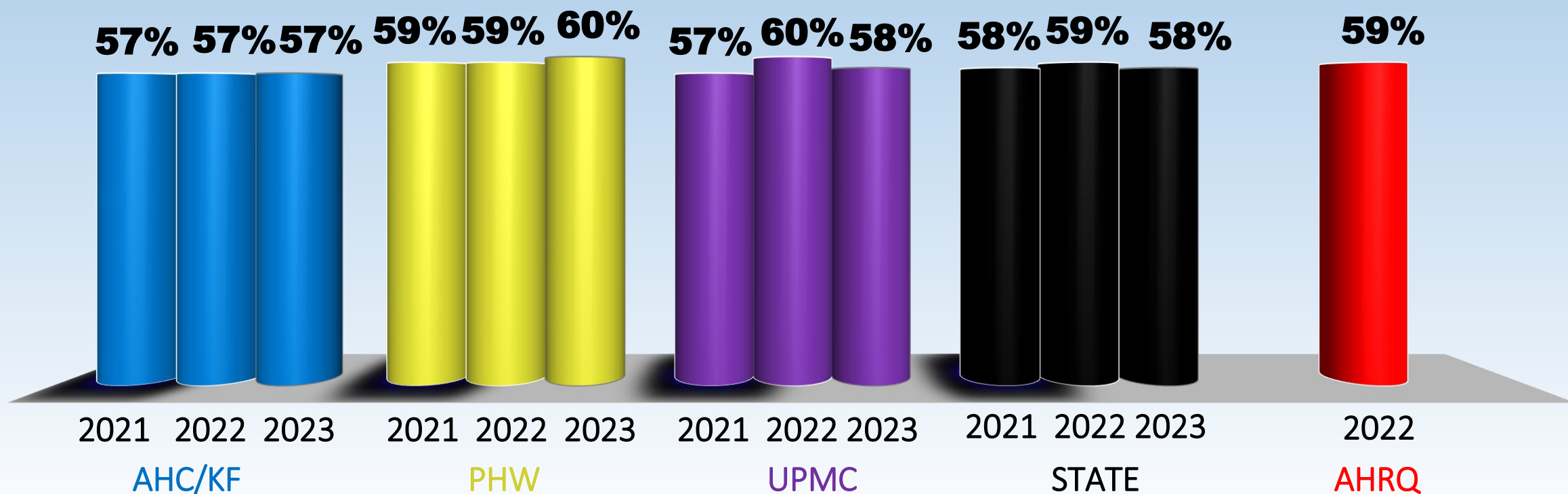
# AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

PERSONAL SAFETY AND RESPECT



# AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

## PLANNING YOUR TIME AND ACTIVITIES





# QUESTIONS

