



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

Long-Term Services and Supports (LTSS) Subcommittee Meeting

UPMC Community HealthChoices (CHC)

March 7, 2024

Presented By: Ashley Bevan

2023 Survey Administration Barriers and Plans of Resolution

Barriers

- Language
 - Statewide, there were 248 respondents that were unable to complete the survey due to a language barrier.

UPMC Recommended Resolutions

- UPMC recommends that the vendor provides the Managed Care Organizations (MCOs) information on the languages spoken in respondent homes other than English and Spanish.

- Low response rate and need for additional samples

- UPMC recommends establishing weekly target completion goals, even if they need to fluctuate based on the vendor's priorities.
- UPMC recommends sending a larger number of pre-notification letters to participants to increase the number who may initiate a desire to participate in the survey.
- UPMC plans to send out a reminder call to CHC participants about the survey to help increase participation.

Survey Findings: Areas of Improvement 2021 - 2023

■ 2021 ■ 2022 ■ 2023



Survey Findings: Areas of Improvement 2021 - 2023

Areas of Improvement	UPMC Actions Taken
Choosing the services that matter to you	<ul style="list-style-type: none"> • Enhanced service coordination training and completed an internal process improvement for service coordinators (SC) ask if the plan includes all things important to them. • SCs work with participants to resolve Person-Centered Service Plan (PCSP) gaps
Planning your time and activities	<ul style="list-style-type: none"> • Pilot in 2022 that provided participants a Wi-Fi-enabled tablet to increase social communication, which is ending 2024. • New <i>Pulsewrx</i> device distribution • SC use of UPMC internal Community Resource Guide
Transportation to medical appointments	<ul style="list-style-type: none"> • UPMC monitors transportation services, processes, and opportunities for improvement • UPMC continues to provide rides that Medical Assistance Transportation Program (MATP) denies
Knowledge of how to report abuse, neglect or exploitation	<ul style="list-style-type: none"> • Improved service coordination training on providing participant education • Tools and resources in multiple formats for participants • Continued training for all providers and employees who interact with participants

Survey Findings: Areas of Improvement 2021 - 2023

Areas of Improvement	UPMC Actions Taken
Supplemental Nutrition Assistance Program (SNAP) Benefits	<ul style="list-style-type: none"> • Improved service coordination training and increased awareness of the Department of Human Services (DHS) website and its tools. • UPMC team to assist with applications
Awareness of housing rights	<ul style="list-style-type: none"> • Developed numerous housing-related resources • Several partnerships and pilot programs to address housing needs
Mental Health Treatment:	<ul style="list-style-type: none"> • Increased training on Behavioral Health referrals, virtual services available, and appointment expectations
Staff listen and communicate well	<ul style="list-style-type: none"> • Enhanced SC training to include a question on Personal Assistance Services (PAS) communication with participants during monitoring calls
Staff are reliable and helpful	<ul style="list-style-type: none"> • Enhanced SC training to included a question on PAS reliability with participants during monitoring calls

Identified Areas in Need of Improvement from 2023 Survey

Areas of Improvement	UPMC Actions Taken/to be Taken in 2024
All identified areas	<ul style="list-style-type: none"> UPMC continues to utilize the strategies from the 2021, 2022, and 2023 Action Plans. We meet regularly to create or modify interventions as needed for the areas identified internally or by the Office of Long-Term Living
Planning your time and activities	<ul style="list-style-type: none"> Implementation of Community Connections Pilot
Staff listen and communicate well	<ul style="list-style-type: none"> An interactive training to demonstrate and emphasize the importance of monitoring services, including PAS
Staff are reliable and helpful	<ul style="list-style-type: none"> An interactive workshop to provide SC with guidance on how to address direct care workers that are not working the scheduled time, how to address the concerns with providers, and holding providers accountable.

Are there any questions at this time?