



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
MAY 8, 2024

PRESENTED BY

BRIAN MACDAID, DIRECTOR, DIVISION OF QUALITY ASSURANCE

STEVEN KISSNER, HEALTHCARE ANALYST, DIVISION OF QUALITY ASSURANCE



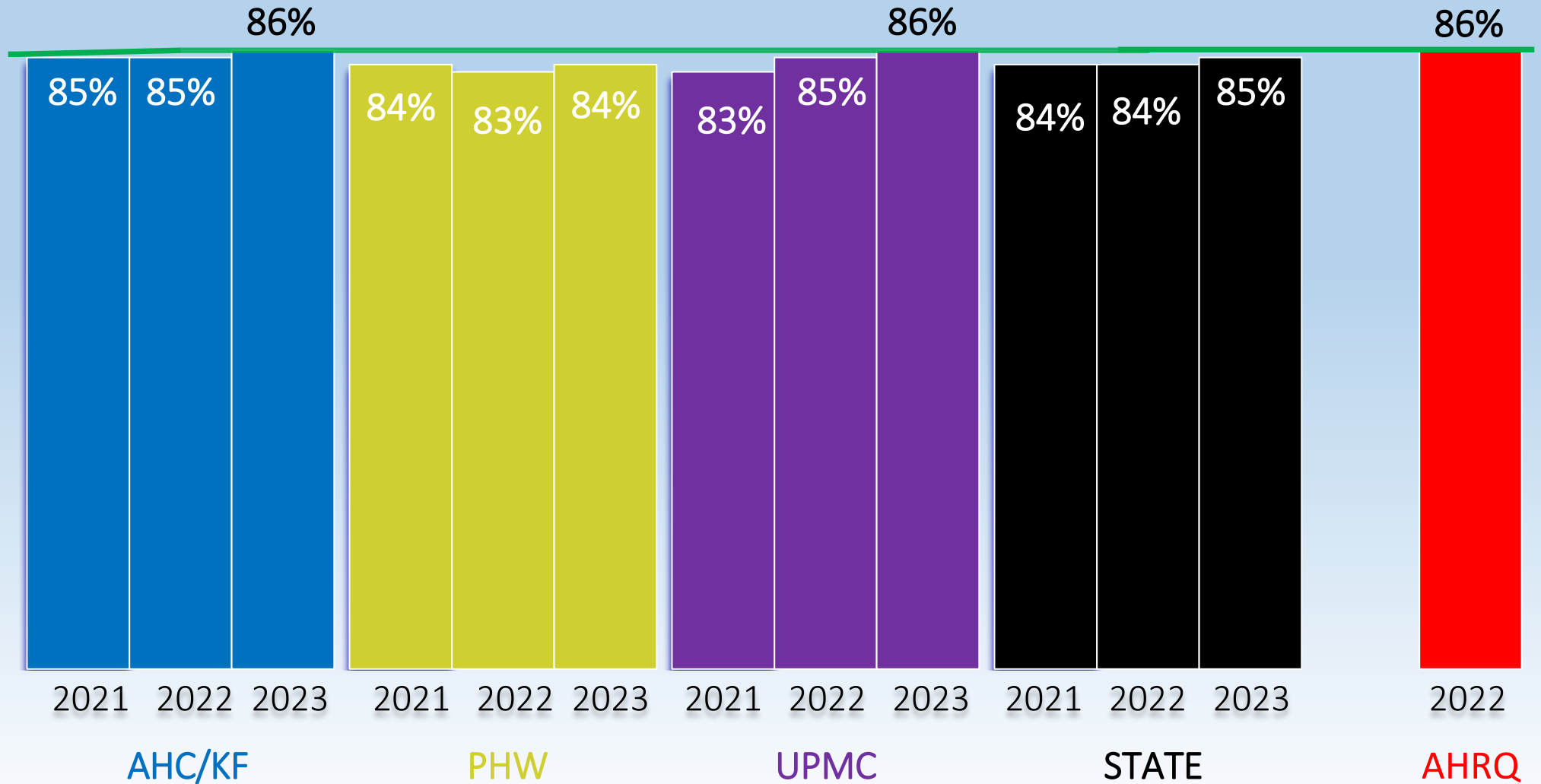
pennsylvania

DEPARTMENT OF HUMAN SERVICES

AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

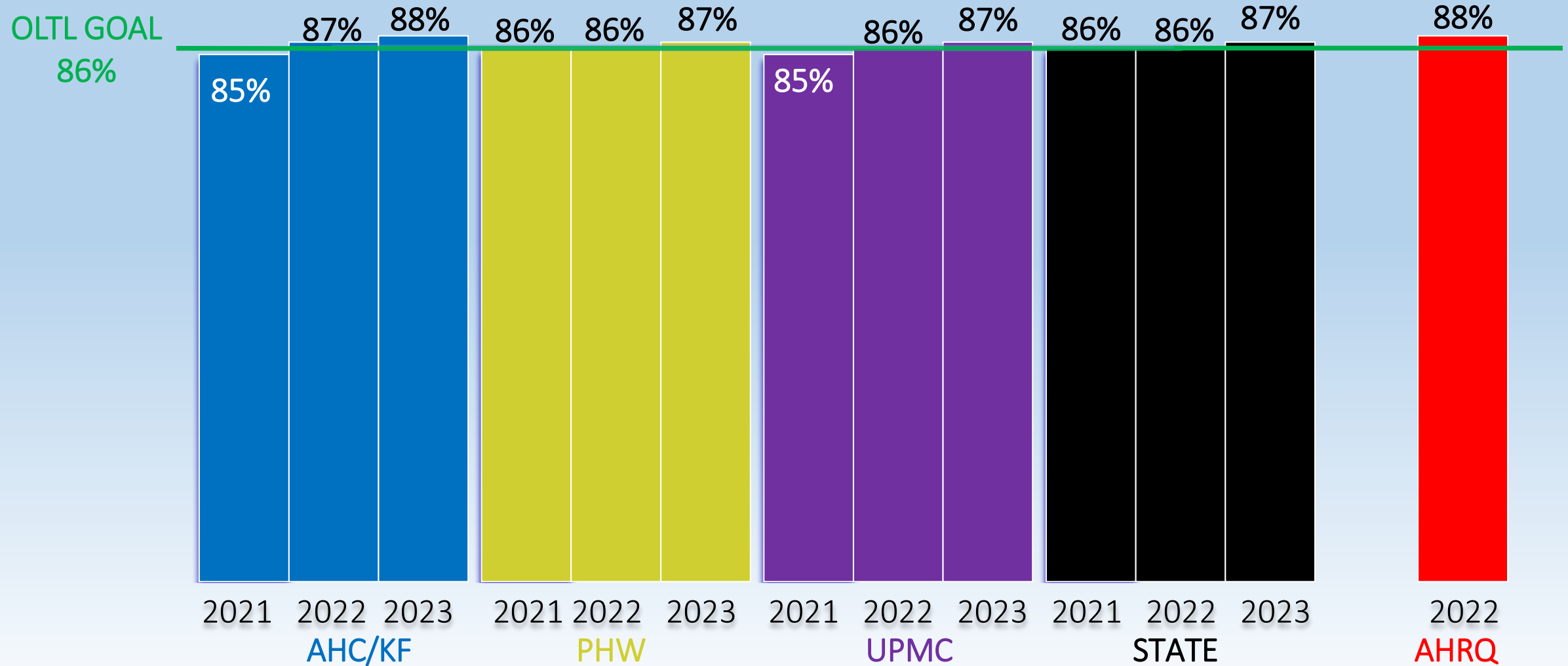
STAFF ARE RELIABLE AND HELPFUL

OLTL GOAL
86%



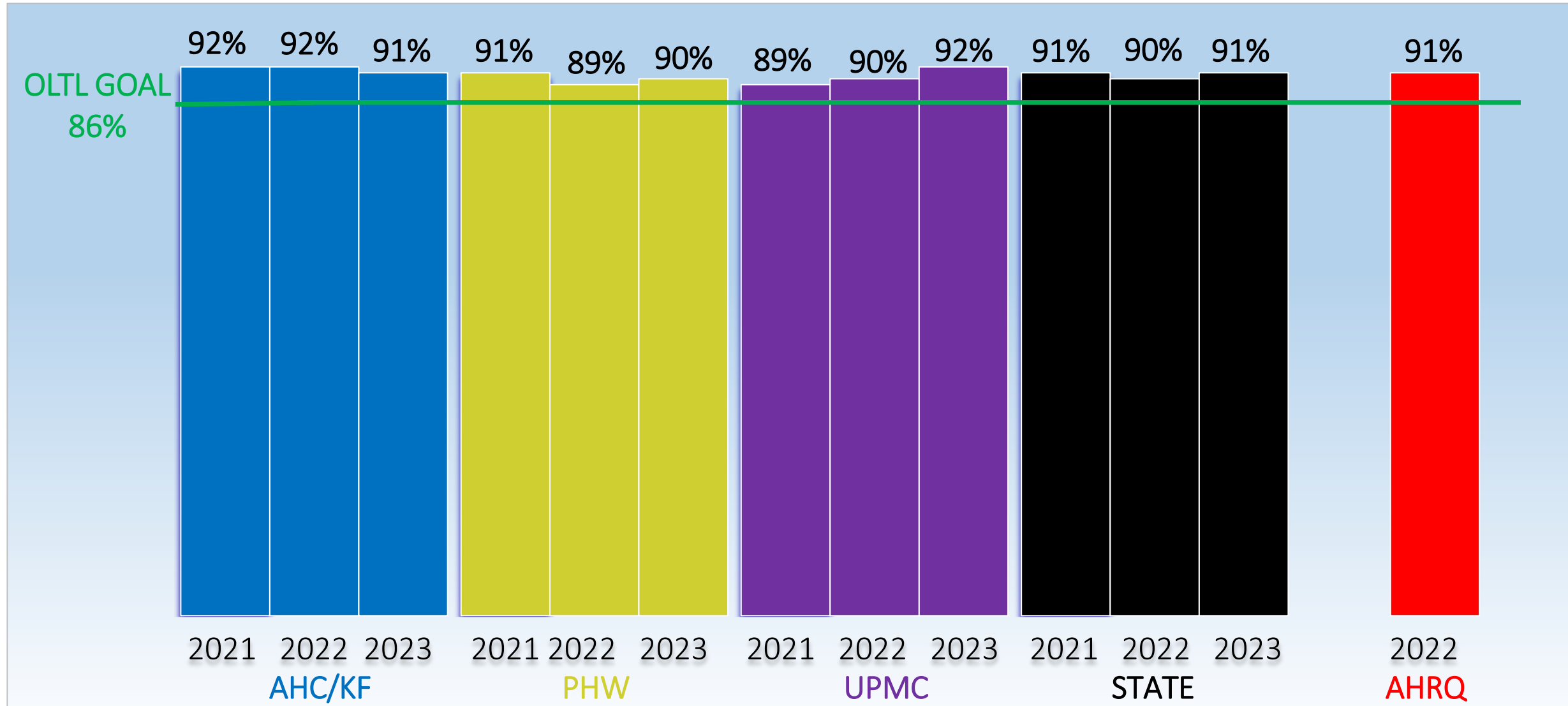
AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

STAFF LISTEN AND COMMUNICATE WELL



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

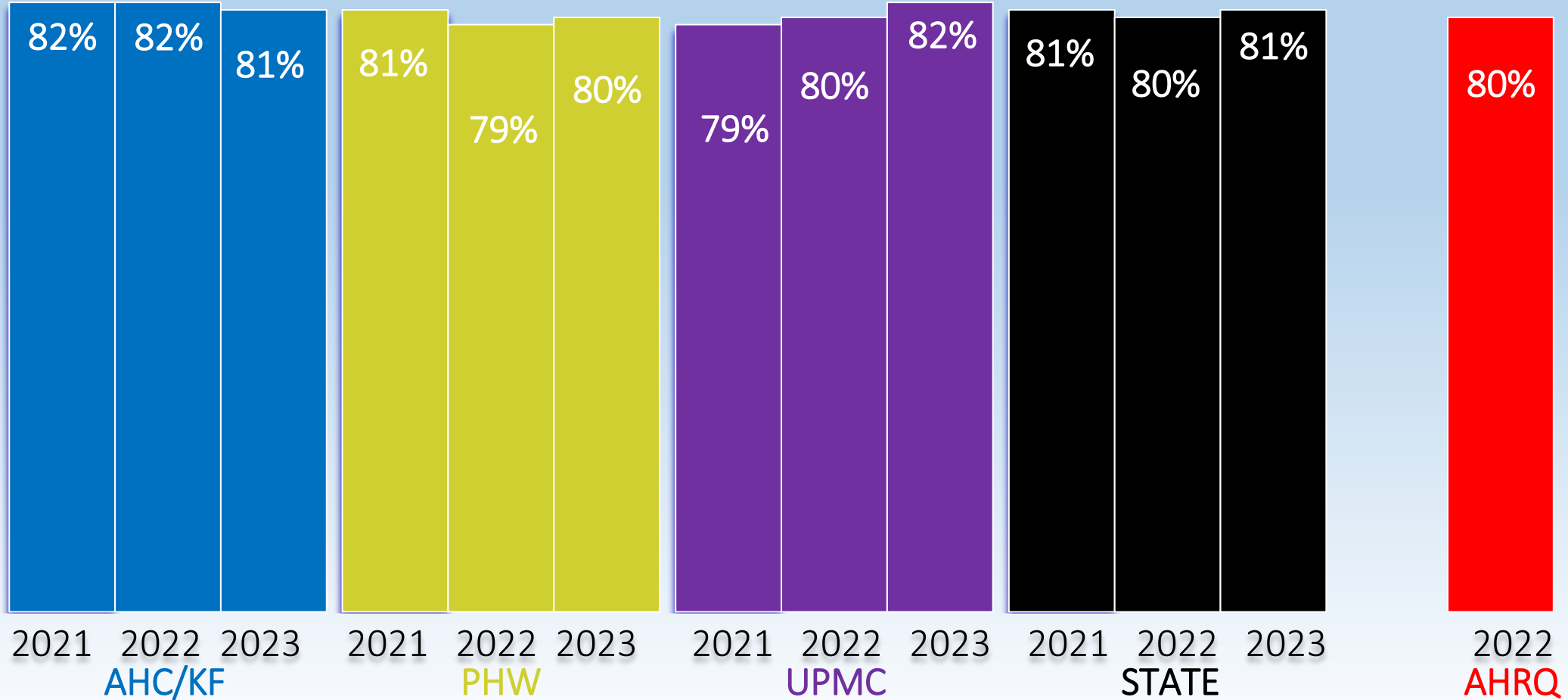
SERVICE COORDINATOR IS HELPFUL



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

CHOOSING THE SERVICES THAT MATTER TO YOU

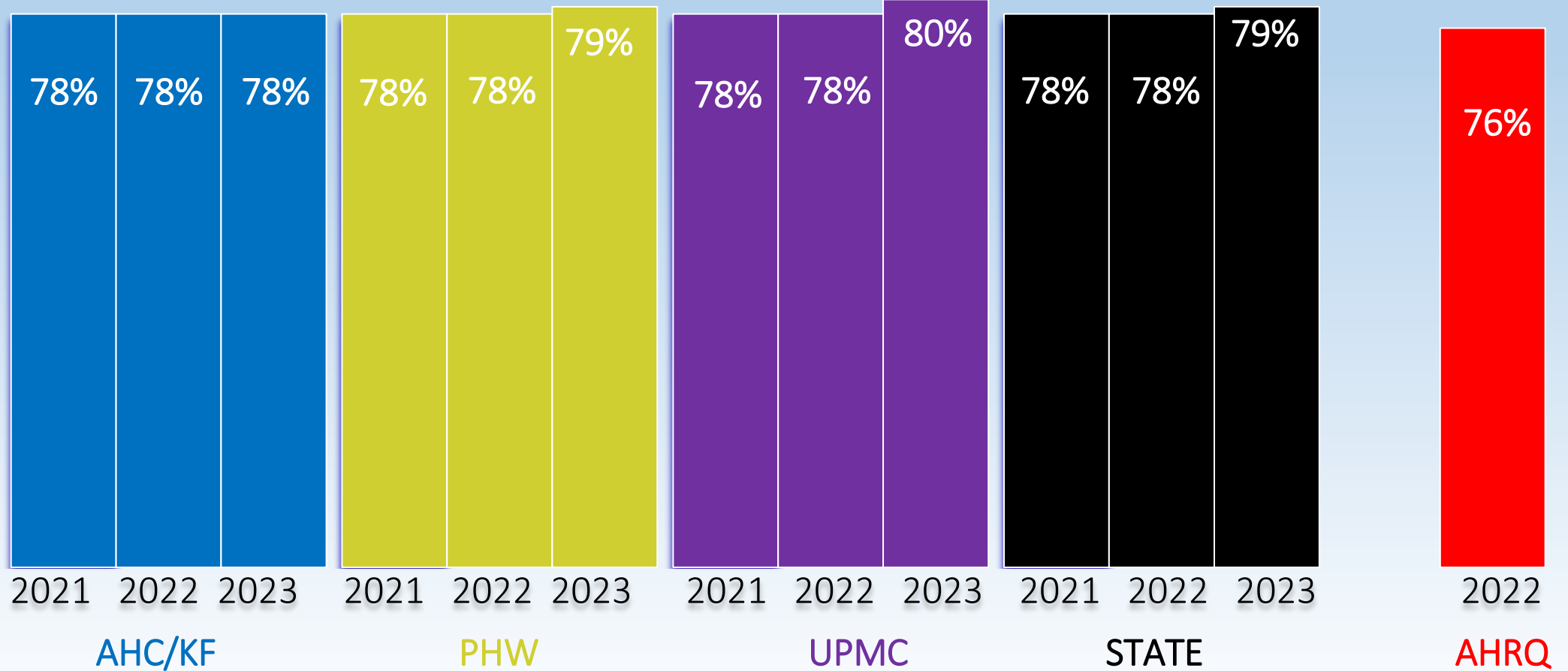
OLTL GOAL
86%



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

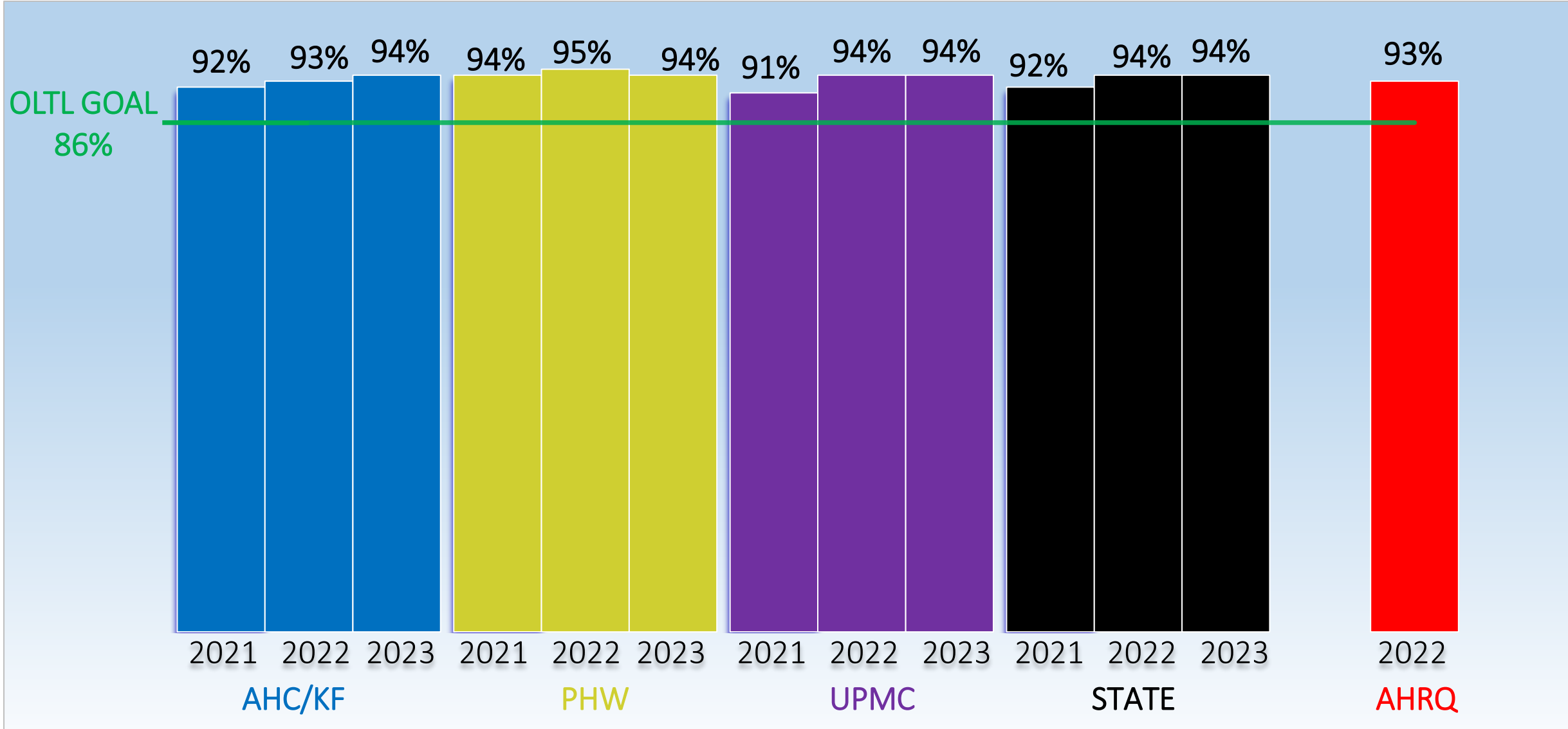
TRANSPORTATION TO MEDICAL APPOINTMENTS

OLTL GOAL
86%



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

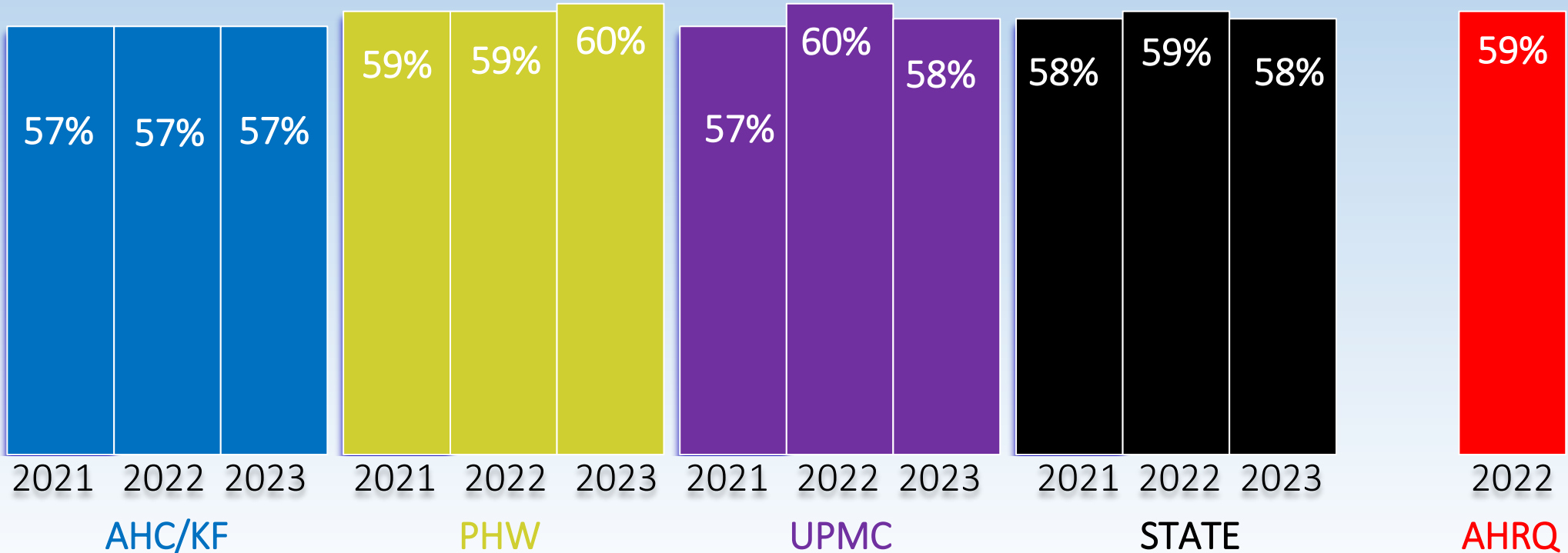
PERSONAL SAFETY AND RESPECT



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)

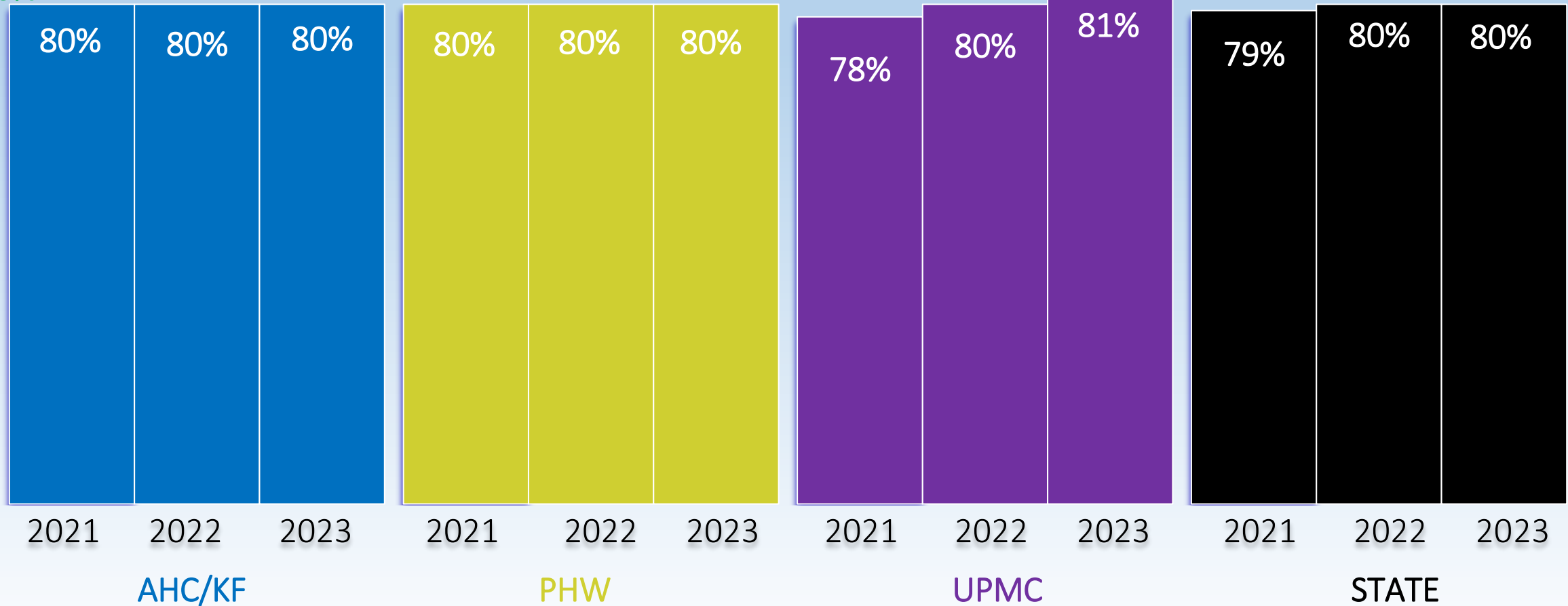
PLANNING YOUR TIME AND ACTIVITIES

OLTL GOAL
86%



SURVEY RESULTS: OVERALL PARTICIPANT EXPERIENCE

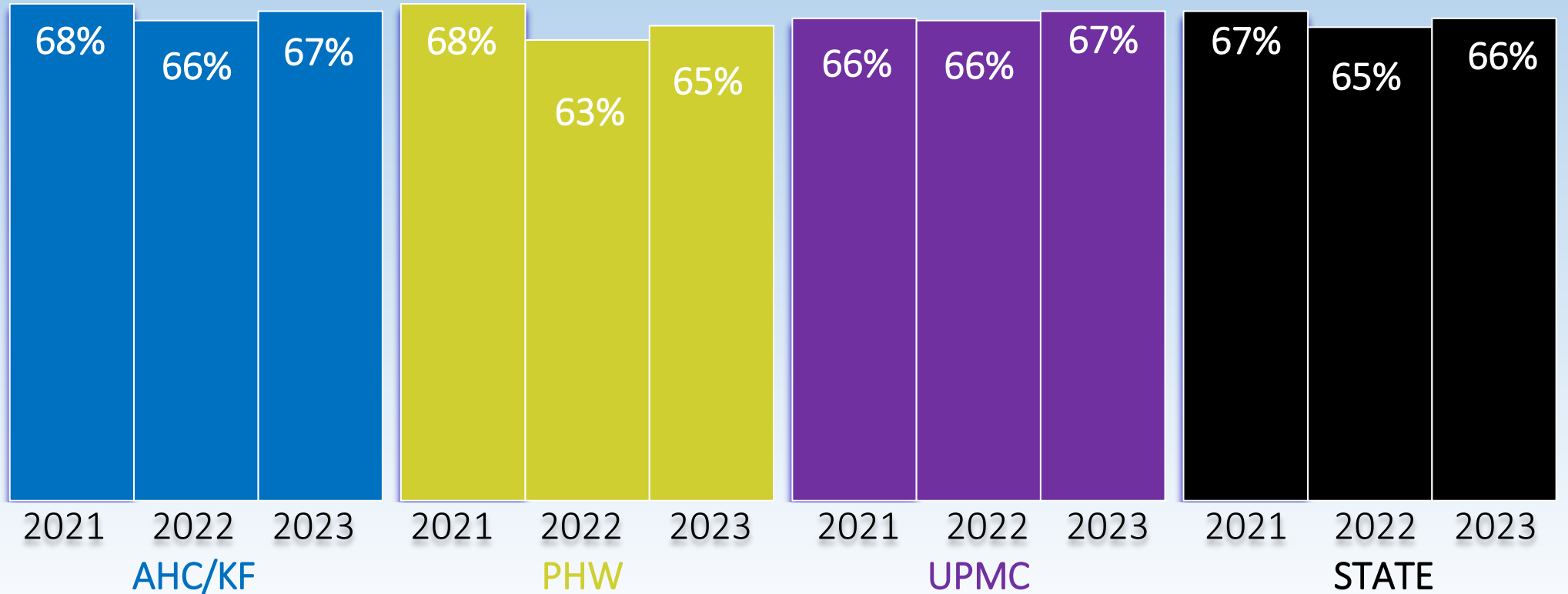
OLTL GOAL
86%



SURVEY RESULTS: SERVICE COORDINATOR AND SERVICE CHOICE

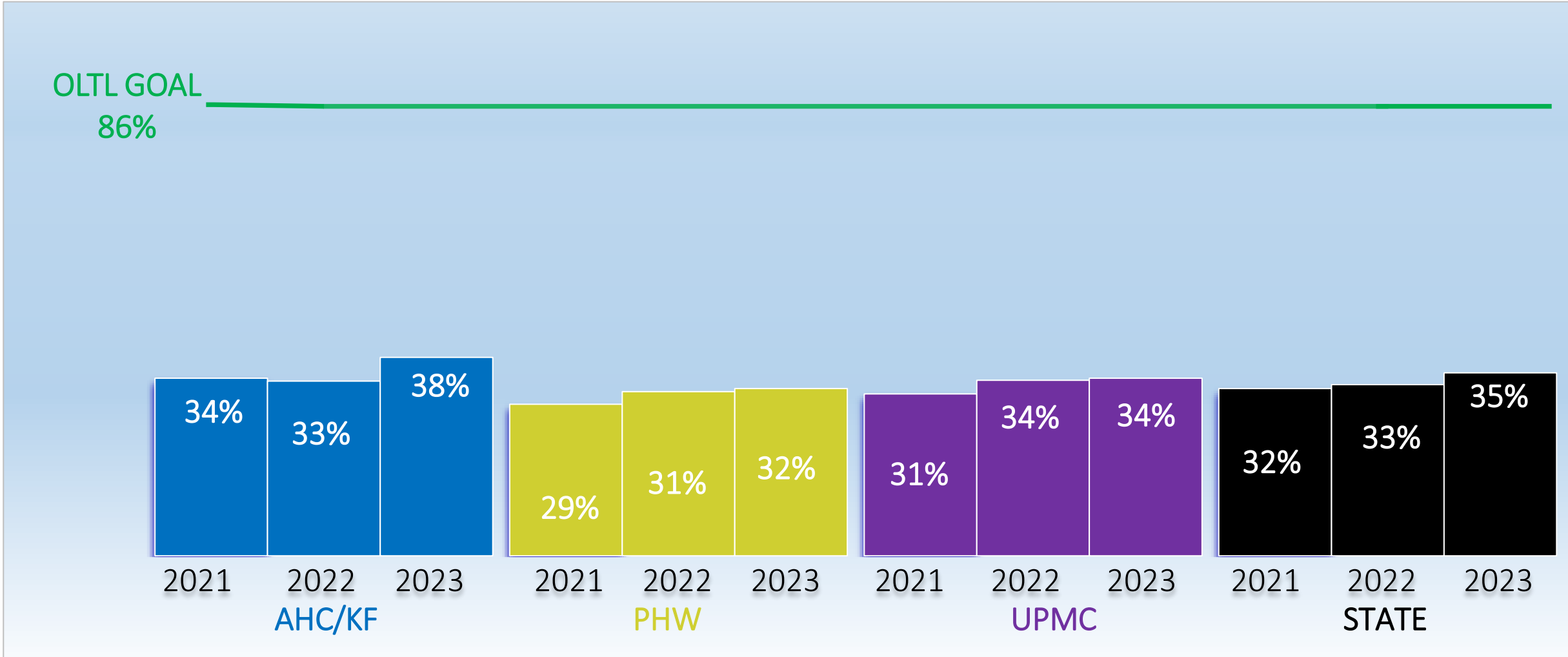
PERSONAL CARE SERVICE PLAN INCLUDED ALL THE THINGS IMPORTANT TO YOU

OLTL GOAL
86%



SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

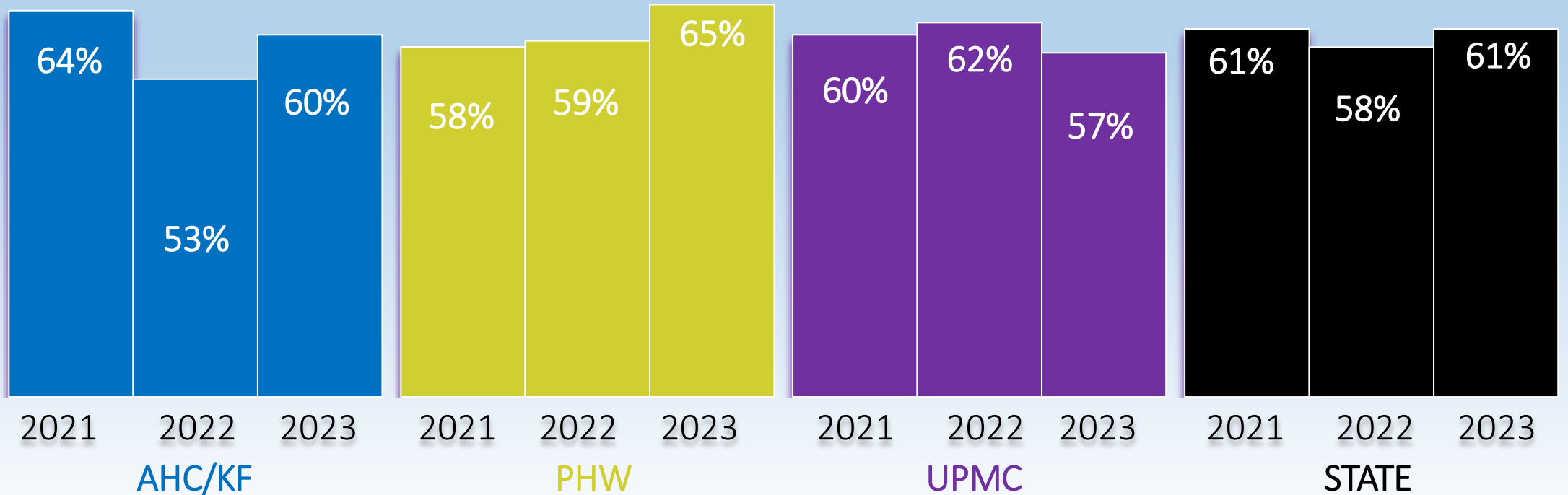
RECEIVED CARE FROM A DENTIST OFFICE OR DENTAL CLINIC IN THE LAST 6 MONTHS



SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

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

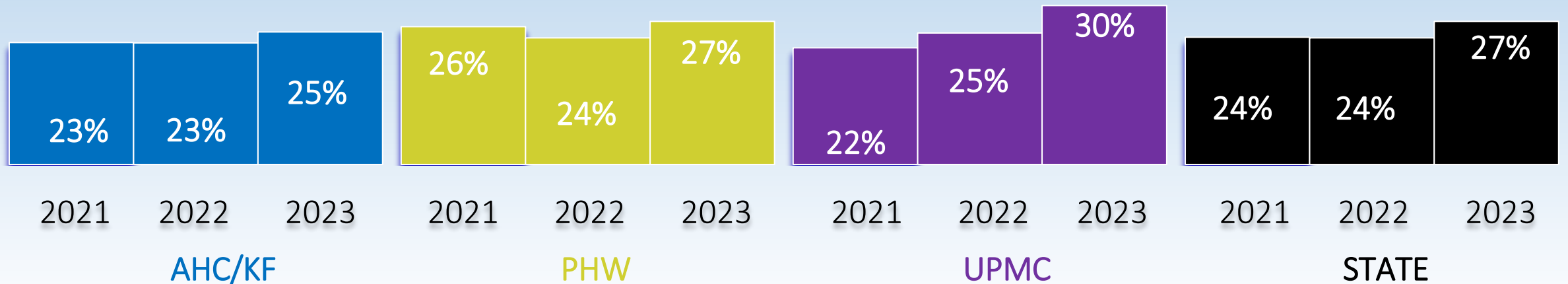
OLTL GOAL
86%



SURVEY RESULTS: PLANNING YOUR TIME AND ACTIVITIES

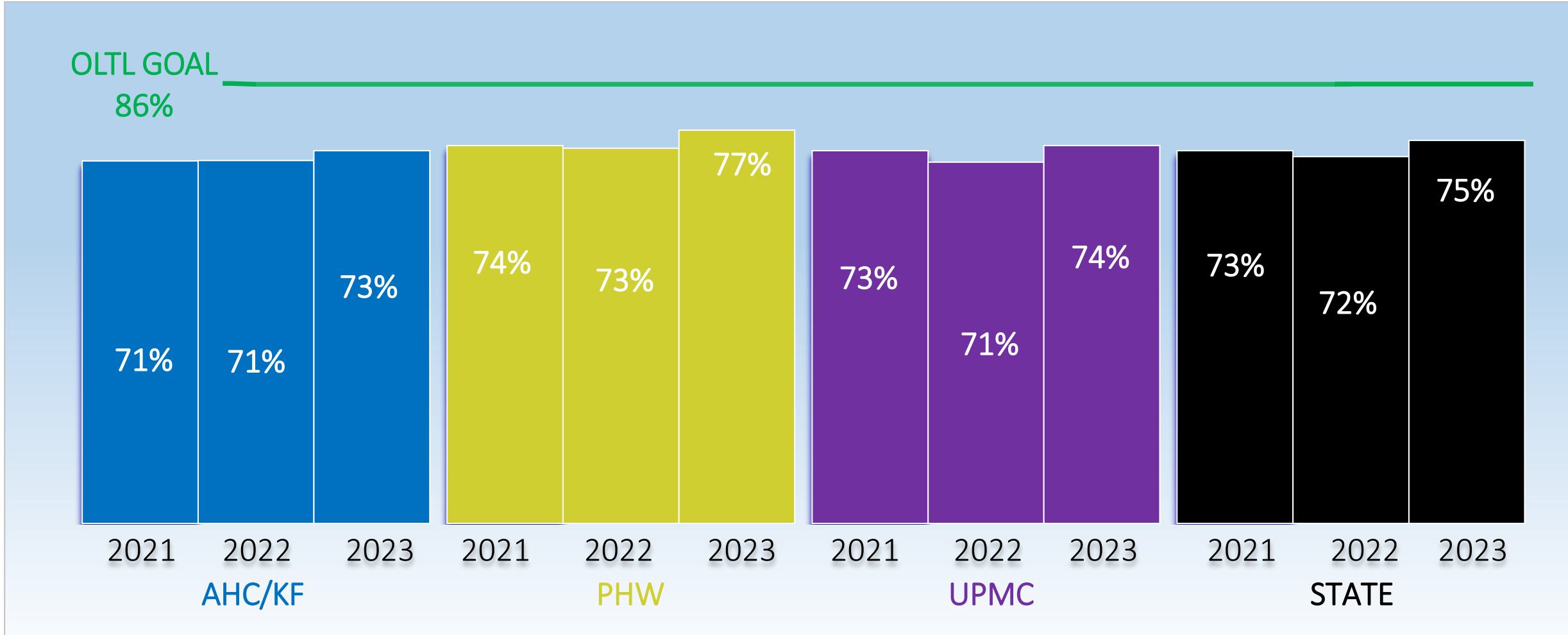
ABILITY TO DO THINGS IN THE COMMUNITY

OLTL GOAL
86%



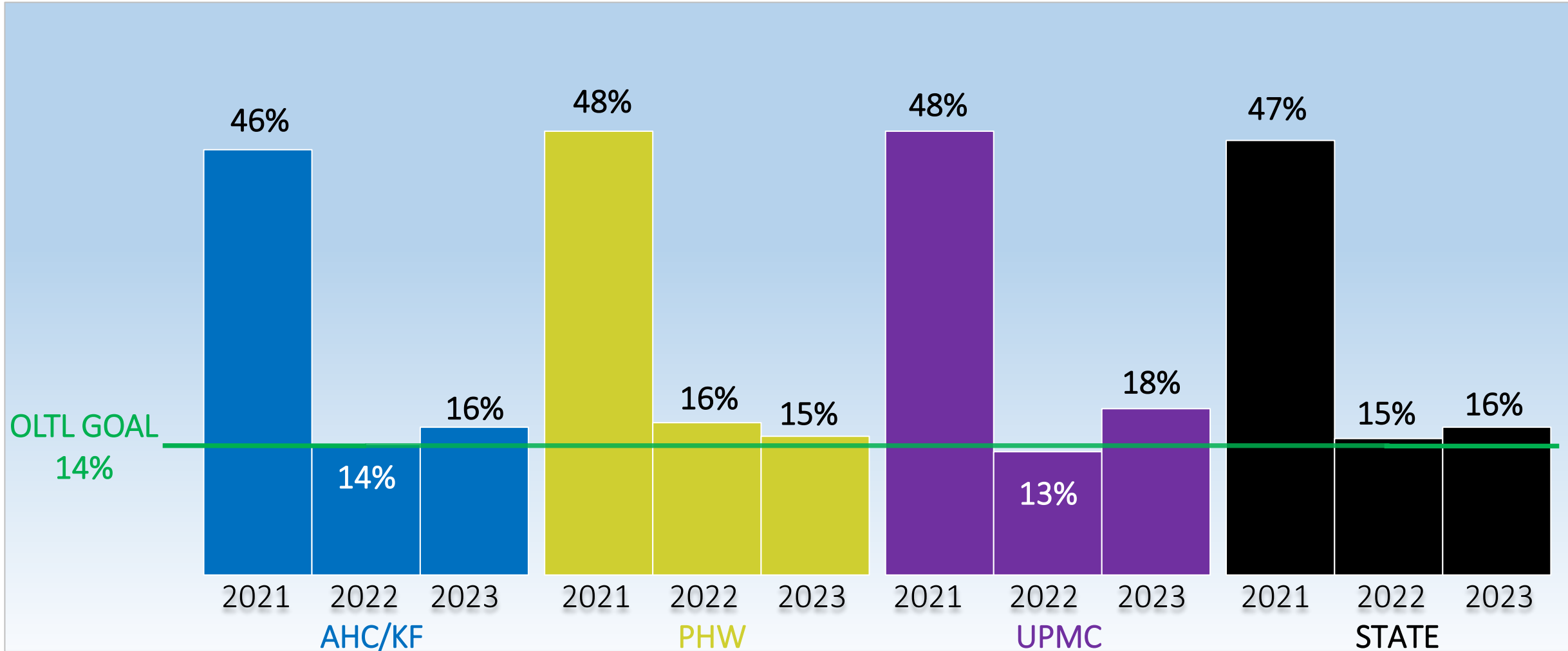
SURVEY RESULTS: PA-SPECIFIC HOUSING QUESTIONS

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



SURVEY RESULTS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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

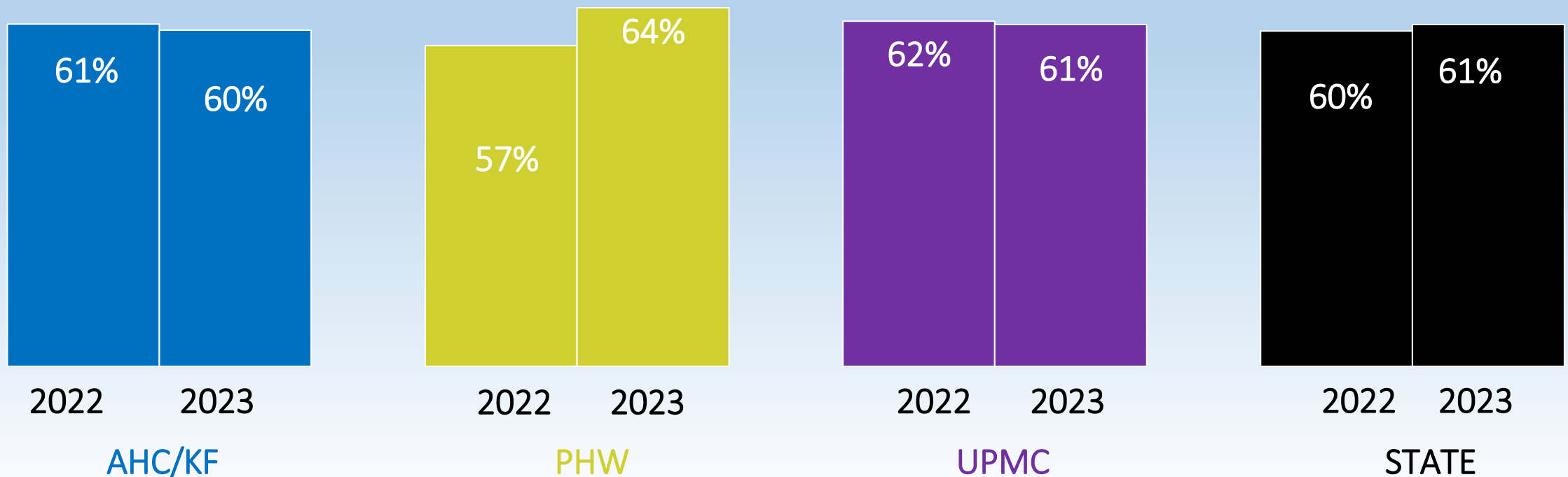


SURVEY RESULTS: MENTAL HEALTH

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

OLTL GOAL

86%



SOURCES

- Office of Long-Term Living (OLTL) analysis of the HCBS CAHPS Survey measure scores and state-specific questions reported by the CHC-MCOs for 2021/2022/2023 administration in Pennsylvania.
- Agency for Healthcare Research and Quality (AHRQ) analysis of the 2022 HCBS CAHPS Survey measure scores provided by participating states as reported in the AHRQ CAHPS® HCBS Survey Database 2024 Chartbook.

QUESTIONS

