

# Consumer Assessment of Healthcare Providers and Systems® (CAHPS®) Home and Community Based Services (HCBS) Survey-2017 Findings WV Traumatic Brain Injury Waiver Program

---

## **Purpose of the CAHPS® HCBS Survey**

Center for Medicare and Medicaid Services (CMS) developed the Consumer Assessment of Healthcare Providers and Systems® (CAHPS®), Home and Community Based Services (HCBS) Survey for voluntary use in Medicaid HCBS programs as a tool for quality assessment and improvement, as well as for public reporting by states that choose to do so. The West Virginia Bureau for Medical Services (BMS) decided to use this survey instrument.

The purpose of the CAHPS® HCBS Survey is to provide BMS and other program stakeholders information about the TBI Waiver program participants' experience with paid staff who support and/or provide their care.

In contrast to many other experience or satisfaction surveys that are disability-specific, the CAHPS® HCBS survey was designed so that individuals with different types of disabilities (e.g., physical, cognitive, intellectual, behavioral) could respond to the same questionnaire, thus enabling comparisons across programs and disability groups within the state. The CAHPS® HCBS Survey is a tool that BMS selected to use as part of its quality improvement program to monitor quality in all three (3) Waiver programs.

The CAHPS® HCBS Survey replaces the Participant Experience Survey-TBI that has been used for the past several years.

## **Overview of the CAHPS® HCBS Survey\***

The CAHPS® HCBS survey asks program individuals to report on their experiences with different aspects of their Traumatic Brain Injury Waiver providers and services, including the personal attendant direct care staff, case manager, transportation services, and their ability to engage in community life.

The CAHPS® HCBS survey includes a maximum of 69 core questions about the participant's experience of care in the following areas:

1. Staff are reliable and helpful
2. Staff listen and communicate well
3. Case Manager is helpful
4. Choosing the service that matter to you
5. Transportation to medical appointments
6. Personal Safety
7. Planning your time and activities
8. Ratings of providers

The survey also begins with a set of three (3) cognitive screening questions and then a set of nine questions to identify the relevant waiver services that the person might use. The survey ends with fifteen (15) demographic questions.

\*Source: Technical Assistance Guide for Administration of the CAHPS® Home and Community-Based Services Survey. October 2017. CMS.

## Collection of Survey Data-TBIW

The survey was administered from September 1, 2017 through December 31, 2017. Eligible participants included adults 18 years old or older who had been enrolled and active (receiving either Case Management or Personal Attendant Services) for a minimum of three (3) months. This represented fifty-three (53) potential respondents. All eligible potential respondents were contacted to participate in the survey due to the small program size.

Before initiation of data collection, a letter notifying eligible respondents was sent alerting them to expect a telephone call about the survey interview. This was followed by KEPRO staff making initial telephone contact with the respondents to introduce the survey, explain its purpose, and upon receipt of verbal consent, schedule the interview date, place, and time. It was during this initial call, that the participant was offered the choice of in person or phone interview. It was also during this initial call, that it was determined that if a proxy respondent was necessary for the interview. Proxy refers to any help the respondent received in completing the survey; such help ranges from answering all questions for the respondent to providing prompts, translation, or help with assistive technology.

BMS approved the following types of Proxy respondents for the survey purpose: legal guardians, friends or family who are unpaid, and/or individuals with regular contact with the person.

Thirty-one (31) surveys were conducted. Six (6) surveys were conducted in person and twenty-five (25) were conducted by phone.

The TBIW program has fewer people than the effective sample size needed as recommended by the survey developers.

## How to Interpret the Results

The following types of data are presented in this report.

- 1. Respondent characteristics (e.g., age, sex, race, etc.)**
- 2. Composite measures.** These are scores derived by combining groups of similar questions.
- 3. Global ratings and recommendation questions.** These questions ask how respondents rate their staff, and whether they would recommend their staff to family and friends who need that type of help.

## Results- Respondent Characteristics

GENDER	n = 31	% of n
Female	14	45.16%
Male	17	54.84%

<b>AGE</b>	<b>n = 31</b>	<b>% of n</b>
18 - 24 Years	2	6.45%
25 - 34 Years	7	22.58%
35 - 44 Years	12	38.71%
45 - 54 Years	0	0.00%
55 - 64 Years	8	25.81%
65 - 74 Years	2	6.45%

<b>RACE</b>	<b>n = 31</b>	<b>% of n</b>
Black/African American	1	3.23%
White	28	90.32%
Other	2	6.45%

<b>EDUCATIONAL LEVEL</b>	<b>n = 31</b>	<b>% of n</b>
8th Grade or Lower	4	12.90%
Some High School	4	12.90%
High School/GED Graduate	16	51.61%
Some College	5	16.13%
4 Year College Degree	2	6.45%

<b>HISPANIC/LATINO/SPANISH</b>	<b>n = 31</b>	<b>% of n</b>
Yes	0	0.00%
No	31	100.00%

<b>LANGUAGE SPOKEN AT HOME</b>	<b>n = 31</b>	<b>% of n</b>
English	31	100.00%
Spanish	0	0.00%
Other	0	0.00%

<b>LIVING ARRANGEMENT</b>	<b>n = 31</b>	<b>% of n</b>
Lives Alone	5	16.13%
Lives with Family Member(s)	25	80.65%
Lives with Other(s)	1	3.23%

<b>OVERALL HEALTH</b>	<b>n = 31</b>	<b>% of n</b>
Excellent	5	16.13%
Very Good	10	32.26%
Good	8	25.81%
Fair	6	19.35%
Poor	1	3.23%
Don't Know	1	3.23%

<b>MENTAL/EMOTIONAL HEALTH</b>	<b>n = 31</b>	<b>% of n</b>
Excellent	7	22.58%
Very Good	9	29.03%
Good	9	29.03%
Fair	3	9.68%
Poor	1	3.23%
Don't Know	2	6.45%

<b>Type of Service Delivery Model (SDM)</b>	<b>n = 31</b>	<b>% of n</b>
Traditional	14	45.16%
Personal Options	17	54.84%

## Results-Composite Measures

Responses to individual survey questions were combined to form composite measures of beneficiaries' experiences with their Waiver services. Composite measures are useful for reporting the survey results because they efficiently summarize what would otherwise be a large amount of data. This approach makes it easier for users to understand and interpret the data display. These scores are presented on a 0 to 100-point scale.

<b>COMPOSITE MEASURES</b>	<b>n = 31</b>	<b>n</b>
Staff are Reliable and Helpful	95.8	31
How Well Staff Communicate & Treat You	95.5	31
Case Manager is Helpful	100.0	27
Choosing the Services That Matter to You	84.3	30
Transportation to Medical Appointments	94.5	31
Personal Safety and Respect	95.7	31
Planning Your Time and Activities	82.0	31

## Results-Global Ratings and Recommendations

Global ratings and recommendation questions are asking how respondents rate their staff, and whether they would recommend their staff to family and friends who need that type of help. The initial rating was based on a measurement scale of 0 to 10, with 0 being the worst provider and 10 being the best. These items were transformed to a 0 to 100 scale (by multiplying the response by 10) to be consistent with the presentation of other results.

<b>GLOBAL RATINGS</b>	<b>n = 31</b>	<b>n</b>
Personal Attendant Staff	83.8	31
Case Manager	85.2	27

<b>RECOMMENDATION of</b>	<b>n = 31</b>	<b>n</b>
Personal Attendant Staff	93.2	31
Case Manager	92.9	26

## Results-Additional Items Not reflected in Global or Composite Results

<b>PHYSICAL SAFETY</b>	<b>n = 31</b>	<b>n</b>
<u>Not</u> Hit or Hurt by Staff	100	31

<b>Was the respondent able to give valid responses?</b>	<b>n = 31</b>	<b>% of n</b>
Yes	29	93.5%
No	2	6.5%

<b>Did Someone help the respondent complete this survey</b>	<b>n = 18</b>	<b>% of n</b>
Yes	13	72.2%
No	5	27.8%
No Response Recorded	13	

<b>Case Manager Is Helpful</b>	<b># Responses (n = 31)</b>	<b># of "Yes" Responses</b>	<b>% of "Yes" Responses</b>
11. In the last 3 months, did you get help from your case manager to help make sure that you had all the services you need?	29	28	96.6%
48. Do you know who your case manager is?	31	28	90.3%

## Limitations and Recommendations:

### Limitations

The survey results are limited by the size of the Traumatic Brain Injury Waiver program. All eligible program participants were contacted and asked to participate with the survey process. The program size will always be a hindrance in seeking to secure a valid sample size as recommended by the survey developers. Addition, the survey items for *Transportation to medical appointments* was asked and scored by the surveyor however, the results should not be considered as a reflection the participant experience with the TBIW Covered Service, Non-Medical Transportation.

### Recommendations

Any composite scores that received an 85% or below were targeted for in-depth review. The in-depth review involved listing each survey item that made up the composite measure and looking at the response that each the participant gave. There were two (2) areas of participant's experience of care that met this criterion:

<b>COMPOSITE MEASURES</b>	<b>n = 31</b>	<b>n</b>
Choosing the Services That Matter to You	84.3	31
Planning Your Time and Activities	82.0	30

### **Choosing the Services That Matter to You**

This composite score was determined by the following two (2) questions:

**Question # 56:** In the last 3 months, did your TBIW Service Plan include:

1. None of the things that are important to you,
2. Some of the things that are important to you,
3. Most of the things that are important to you, or
4. All of the things that are important to you?

### **Respondents Answers**

- 16 participants answered #4-All of the things that are important to them.
- 9 participants answered #3-Most of the things that are important to them.
- 5 participants answered #2-Some of the things that are important to them.
- 1 participant answered #1-None of the things that are important to them.

**Question # 57:** In the last 3 months, did you feel your personal attendant knew what is on your TBIW service plan, including the things that are important to you?

1. Yes
2. No

**Respondents Answers**

1. Yes-30
2. No-1

**Planning Your Time and Activities**

This composite score was determined by the following six (6) questions.

**Question #75:** In the last 3 months, when you wanted to, how often could you get together with these family members that live nearby? Would you say...?

1. Never
2. Sometimes
3. Usually
4. Always

**Respondents Answers:**

- 1 of the participants answered Never
- 2 of the participants answered Sometimes
- 2 of the participants answered Usually
- 15 of the participants answered Always

**Question #77:** In the last 3 months, when you wanted to, how often could you get together with these friends that live nearby? Would you say...?

1. Never
2. Sometimes
3. Usually
4. Always

**Respondents Answers:**

- 0 of the participants answered Never
- 3 of the participants answered Sometimes
- 3 of the participants answered Usually
- 13 of the participants answered Always

**Question # 78:** In the last 3 months, when you wanted to, how often could you do things in the community that you like? Would you say...?

1. Never
2. Sometimes
3. Usually
4. Always

**Respondents Answers:**

0 of the participants answered Never  
8 of the participants answered Sometimes  
10 of the participants answered Usually  
14 of the participants answered Always

**Question # 79:** In the last 3 months, did you need more help than you get from your personal attendants to do things in your community?

1. Yes
2. No

**Respondents Answers:**

1. Yes-16
2. No-4

**Question # 80:** In the last 3 months, did you take part in deciding what you did with your time each day?

1. Yes
2. No

**Respondents Answers**

1. Yes-20
2. No-1

**Question # 81:** In the last 3 months, did you take part in deciding when you do things each day-for example, deciding when you get up, eat or go to bed?

1. Yes
2. No

**Respondents Answers:**

1. Yes-20
2. No-1



## Attachments

- CAHPS® Home and Community Based Services (HCBS) Survey-Last updated January 9, 2017.
- <https://www.medicaid.gov/medicaid/quality-of-care/downloads/cahps-home-and-community-based-services-survey-10-english.pdf>
- Technical Assistance Guide for Analyzing Data From the (CAHPS®), Home and Community Based Services (HCBS) Survey-October 2017-.