

# Consumer Assessment of Healthcare Providers and Systems® (CAHPS®) Home and Community Based Services (HCBS) Survey-2019 Findings WV Traumatic Brain Injury Waiver Program

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## **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 Respondents' 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.

This is the third year the CAHPS® HCBS Survey has been utilized with the TBIW Respondents.

## **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 August 19, 2019 through December 14, 2019. Eligible Respondents 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 sixty-one (61) 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.

Forty-seven (47) surveys were conducted. Sixteen (16) surveys were conducted in person and thirty-one (31) 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

<b>GENDER</b>	<b>n = 47</b>	<b>% of n</b>
Female	18	38.3%
Male	29	61.7%

<b>AGE</b>	<b>n = 47</b>	<b>% of n</b>
18 - 24 Years	3	6.4%
25 - 34 Years	9	19.1%
35 - 44 Years	14	29.8%
45 - 54 Years	11	23.4%
55 - 64 Years	5	10.6%
65 - 74 Years	4	8.5%
75 – 84 Years	1	2.1%

<b>RACE</b>	<b>n = 47</b>	<b>% of n</b>
Black/African American	3	6.4%
White	44	93.6%

<b>EDUCATIONAL LEVEL</b>	<b>n = 47</b>	<b>% of n</b>
8th Grade or Lower	5	10.6%
Some High School	11	23.4%
High School/GED Graduate	24	51.1%
Some College	6	12.8%
4 Year College Degree	0	0.0%
Don't Know	1	2.1%

<b>HISPANIC/LATINO/SPANISH</b>	<b>n = 47</b>	<b>% of n</b>
Yes	0	0.00%
No	47	100.00%

<b>LANGUAGE SPOKEN AT HOME</b>	<b>n = 47</b>	<b>% of n</b>
English	47	100.00%
Spanish	0	0.00%
Other - French	0	0.00%

<b>LIVING ARRANGEMENT</b>	<b>n = 47</b>	<b>% of n</b>
Lives Alone	11	23.4%
Lives with Family Member(s)	33	70.2%
Lives with Other(s)	3	6.4%

<b>OVERALL HEALTH</b>	<b>n = 47</b>	<b>% of n</b>
Excellent	0	0.0%
Very Good	14	29.8%
Good	13	27.7%
Fair	14	29.8%
Poor	6	12.8%
Don't Know	0	0.0%

<b>MENTAL/EMOTIONAL HEALTH</b>	<b>n = 47</b>	<b>% of n</b>
Excellent	1	2.1%
Very Good	12	25.5%
Good	11	23.4%
Fair	15	31.9%
Poor	8	17.0%
Don't Know	0	0.0%

<b>Type of Service Delivery Model (SDM)</b>	<b>n = 47</b>	<b>% of n</b>
Traditional	18	38.3%
Personal Options	29	61.7%

## 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 = 47</b>	<b>Mean of n</b>
Staff are Reliable and Helpful	46	95.9%
How Well Staff Communicate & Treat You	47	98.6%
Case Manager is Helpful	46	99.3%
Choosing the Services That Matter to You	43	93.3%
Transportation to Medical Appointments	47	93.7%
Personal Safety and Respect	47	100%
Planning Your Time and Activities	47	89.2%

## 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 = 47</b>	<b>Mean of n</b>
Personal Attendant Staff	46	97.4%
Homemaker	46	97.4%
Case Manager	44	90.7%

<b>RECOMMENDATION of</b>	<b>n = 47</b>	<b>Mean of n</b>
Personal Attendant Staff	45	97.2%
Homemaker	45	97.2%
Case Manager	43	95.3%

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

<b>PHYSICAL SAFETY</b>	<b>n = 47</b>	<b>Mean of n</b>
<u>Not</u> Hit or Hurt by Staff	47	100%

<b>Was the respondent able to give valid responses?</b>	<b>n = 47</b>	<b>Mean of n</b>
Yes	29	61.7%
No	18	38.3%

<b>Did Someone help the respondent complete this survey</b>	<b>n = 47</b>	<b>Mean of n</b>
Yes	20	42.6%
No	27	57.4%

<b>Case Manager Is Helpful-2 Questions</b>	<b># Responses (n=47)</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?	47	44	93.6%
48. Do you know who your case manager is?	47	43	91.4%

**Limitations, Findings, Noted Improvements (3 Years) and Recommendations:**

Limitations

The survey results are limited by the size of the Traumatic Brain Injury Waiver program. All eligible program Respondents 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.

Findings

Any composite scores that fell below 86% were targeted for in-depth review. There were zero (0) areas of participant’s experience of care that met the criterion.

Noted Improvements

KEPRO on behalf of BMS has administered the CAHPS® HCBS Survey in 2017, 2018 and 2019. Noted improvement in the following composite measure (s) is evident over the three (3) year period. Targeted provider trainings and technical assistance has resulted in noted improvement with participant’s experience of care in the following domains:

**2017**

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

**2018**

<b>COMPOSITE MEASURES</b>	<b>Mean of n</b>	<b>n</b>
Planning Your Time and Activities	69.0	42

## 2019

COMPOSITE MEASURES	Mean of n	n
Planning Your Time and Activities	89.2%	47

### Recommendations

#### UMC Recommendations:

1. Maintain the survey data for future comparison and analysis.
2. Review survey results with the TBI Waiver Quality Improvement Advisory Council, TBI Waiver Service Providers and Stakeholders.
3. Continue to integrate brain injury knowledge and skills into the quarterly provider trainings.
4. For survey administration in 2020, add question about the Service Code Non-Medical Transportation to gauge participant's experience with non-medical transportation needs.
5. Consider use of survey responses for reporting on CMS performance measures.

### Attachments

- CAHPS® Home and Community Based Services (HCBS) Survey-Last updated January 9, 2017.
- 2019 Results Composite and Survey Items Scores
- BUILDING A CROSS WAIVER QUALITY IMPROVEMENT STRATEGY USING THE HCBS CAHPS® SURVEY HCBS Conference-Baltimore
- Comparison of Survey Respondents 2017,2018 and 2019

### About the Survey

<https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html>