

Consumer Assessment of Healthcare Providers and Systems® (CAHPS®) Home and Community Based Services (HCBS) Survey-2021 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 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 diverse 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 fifth 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 various 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 sixty-nine (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. Additional questions specific to a Waiver can be added to the Survey tool prior to the demographic section. Based on recommendations from stakeholders, Kepro developed the following survey items for the TBI Waiver covered service Non-Medical Transportation.

Survey Item	Survey Item Text
QA	In the last 3 months, how often did you have a way to get out in the community
QB	In the last 3 months, did your Personal Attendant Staff provide transportation to community outings
QC	In the last 3 months, were you able to get in and out of the Personal Attendant's car easily
QD	In the last 3 months, how often did you have a way to get out and complete errands
QE	In the last 3 months, did your Personal Attendant Staff provide transportation to help you complete your errands
QF	In the last 3 months, were you able to get in and out of the Personal Attendant's car easily

*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 January 1, 2022-March 31, 2022. 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 seventy-eight (78) 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 informed that due to the COVID-19, Public Health Emergency (PHE), phone interviews were only being offered. 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 -four (44) surveys were conducted.

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 = 44	% of n
Female	16	36.4%
Male	28	63.6%

AGE	n = 44	% of n
18 - 24 Years	3	6.8%
25 - 34 Years	6	13.6%
35 - 44 Years	11	25.0%
45 - 54 Years	15	34.1%
55 - 64 Years	5	11.4%
65 - 74 Years	3	6.8%
75 Years +	1	2.3%

RACE	n = 44	% of n
Black/African American	4	9.1%
White	40	90.9%

EDUCATIONAL LEVEL	n = 44	% of n
8th Grade or Lower	5	11.4%
Some High School	6	13.6%
High School/GED Graduate	27	61.4%
Some College	5	11.4%
4 Year College Degree	0	0.0%
No Response	1	2.3%

HISPANIC/LATINO/SPANISH	n = 44	% of n
Yes	0	0.0%
No	44	100.0%

LANGUAGE SPOKEN AT HOME	n = 44	% of n
English	44	100.0%
Spanish	0	0.0%
Other	0	0.0%

LIVING ARRANGEMENT	n = 44	% of n
Lives Alone	12	27.3%
Lives with Family Member(s)	27	61.4%
Lives with Other(s)	1	2.3%

OVERALL HEALTH	n = 44	% of n
Excellent	1	2.3%
Very Good	11	25.0%
Good	14	31.8%
Fair	12	27.3%
Poor	2	4.5%
Do not Know	4	9.1%

MENTAL/EMOTIONAL HEALTH	n = 44	% of n
Excellent	1	2.3%
Very Good	6	13.6%
Good	19	43.2%
Fair	14	31.8%
Poor	1	2.3%
Do not Know	3	6.8%

Type of Service Delivery Model (SDM)	n =44	% Of n
Traditional	18	33.3%
Personal Options	26	66.6%

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.

COMPOSITE MEASURES	n = 44	Mean of n
Staff are Reliable and Helpful	44	92.4%
How Well Staff Communicate & Treat You	44	91.5%
Case Manager is Helpful	44	89.7%
Choosing the Services That Matter to You	44	90.9%
Transportation to Medical Appointments	44	85.6%
Personal Safety and Respect	44	99%
Planning Your Time and Activities	44	80.4%
Non-Emergency Transportation	44	76.5%

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 zero being the worst provider and ten 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.

GLOBAL RATINGS	n = 44	Mean of n
Personal Assistance & Behavioral Health Staff	44	93.2%
Homemaker	44	93.2%
Case Manager	44	86.4%

RECOMMENDATION of	n = 44	Mean of n
Personal Assistance & Behavioral Health Staff	44	86.4%
Homemaker	44	86.4%
Case Manager	44	81.8%

NO UNMET NEED	n = 44	Mean of n
Dressing/Bathing	44	100%
Meal Preparation/Eating	44	98%
Medication Administration	44	100%
Toileting	44	100%
Household Tasks	44	100%

Results-Additional Items Not reflected in Global or Composite Results

PHYSICAL SAFETY	n = 44	Mean of n
<u>Not</u> Hit or Hurt by Staff	44	100%

Was the respondent able to give valid responses?	n = 44	Mean of n
Yes	44	100%
No		

Did Someone help the respondent complete this survey	n = 44	Mean of n
Yes	17	38.6%
No	11	25%

Case Manager Is Helpful-2 Questions	# Responses (n=44)	# of "Yes" Responses	% of "Yes" Responses
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?		43	97.72%
48. Do you know who your case manager is?		42	95.45%

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. Survey administration was conducted during COVID 19 PHE and could impact the scoring on items such as community outings, planning activities and getting to visit family and/or friends. In addition to quarantine and isolation procedures for those who have been exposed to or infected with COVID-19, social distancing has been enforced amongst the general population to reduce the transmission of COVID-19. *

Findings

Any composite scores that fell below 86% were targeted for in-depth review. The following composite scores fell below the quality threshold.

COMPOSITE MEASURES	n = 44	Mean of n
Transportation to Medical Appointments	44	85.6%
Planning Your Time and Activities	44	80.4%
Non-Emergency Transportation	44	76.5%

Each composite score is linked to specific questions within the survey tool. A summary of the questions and average score responses for each composite measure are below.

Composite & Survey Items Scores: TRANSPORT MEDICAL APPOINTMENTS

Survey Item	Survey Item Text	Average Score	# of Responses to Survey Item
59	Medical appointments include seeing a doctor, a therapist, or someone else who takes care of your health. In the past 3 months, how often did you have a way to get to your medical appointments?	95.4	44
61	In the last 3 months, were you able to get in and out of this ride easily?	100	13
62	In the last 3 months, how often did this ride arrive on time to pick you up?	61.5	13

Composite Score 85.6

Composite & Survey Items Scores: PLANNING YOUR TIME AND ACTIVITIES

Survey Item	Survey Item Text	Average Score	# of Responses to Survey Item
75	In the last 3 months, when you wanted to, how often could you get together with these family members who lives nearby?	66.6	36
77	In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby?	72.7	33
78	In the last 3 months, when you wanted to, how often could you do things in the community that you like?	54.5	44
79	In the last 3 months, did you need more help than you get from (personal assistance/behavioral health staff) to do things in your community?	95.5	44
80	Do you take part in deciding what you do with your time each day?	95.5	44
81	Do you take part in deciding when you do things each day - for example, deciding when you get up, eat or go to bed?	97.7	44
Composite Score		80.4	

Composite & Survey Items Scores: Non-Medical Transportation

Survey Item	Survey Item Text	Average Score	# of Responses to Survey Item
QA	In the last 3 months, how often did you have a way to get out in the community	77.2	44
QB	In the last 3 months, did your Personal Attendant Staff provide transportation to community outings	70.4	44
QC	In the last 3 months, were you able to get in and out of the Personal Attendant's car easily	81.8	44
QD	In the last 3 months, how often did you have a way to get out and complete errands	72.7	44
QE	In the last 3 months, did your Personal Attendant Staff provide transportation to help you complete your errands	79.5	44
QF	In the last 3 months, were you able to get in and out of the Personal Attendant's car easily	77.2	44
Composite Score		76.5	

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. Engage the providers to monitor their members' experiences with non-medical transportation Waiver services. (2020 and 2021 survey findings below quality threshold)
4. Explore resources for community outings, determine barriers to planning activities for members. (2020 and 2021 survey findings below quality threshold)
5. Continue to integrate brain injury knowledge and skills into the quarterly provider trainings.
6. 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.

About the Survey

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

Reference

* Hwang TJ, Rabheru K, Peisah C, Reichman W, Ikeda M. Loneliness, and social isolation during the COVID-19 pandemic. *Int Psychogeriatr.* 2020 Oct;32(10):1217-1220. doi: 10.1017/S1041610220000988. Epub 2020 May 26. PMID: 32450943; PMCID: PMC7306546.