



2021 HCBS CAHPS® STATEWIDE SURVEY RESULTS

PRESENTED BY

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pennsylvania

DEPARTMENT OF HUMAN SERVICES

STATEWIDE HCBS CAHPS® SURVEY HISTORY

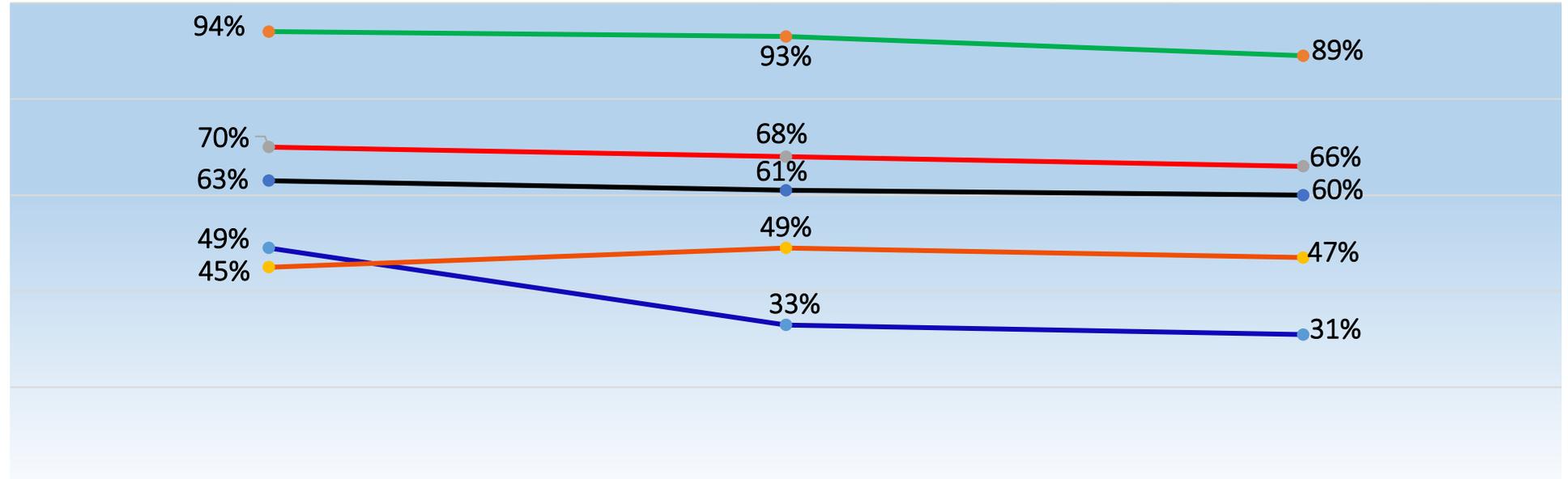
- Centers for Medicare & Medicaid Services (CMS) developed this survey
- PA administered the survey by telephone only via an independent vendor (in-person has not been used)
- Implementation Approach:
 - **2018 Phase I** (SW Region) with **708** Completed Surveys / Response Rate was **13% to 29%** with a State Average **20%**
 - **2019 Phase II** (SW, SE Regions) with **1,185** Completed Surveys / Response Rate was **10% to 13%** with a State Average **11%**
 - **2020 Phase III** (Statewide) with **2,139** Completed Surveys / Response Rate was **12% to 20%** with a State Average **15%**
 - **2021 Statewide** with **1,990** Completed Surveys / Response Rates was **6.3% to 7.1%** with a State Average **6.7%**

2021 STATEWIDE HCBS CAHPS® SURVEY OVERVIEW

- Independently Administered and Validated by SPH Analytics Statewide
- HCBS CAHPS Core Survey, Supplemental Employment
- PA-specific questions (Person Centered Service Plan, Transportation, Housing, Dental, Supplemental Nutrition Assistance Program (SNAP))
- Response Rates of **6.3% to 7.1% across the MCOs**; State Response rate **6.7%** (2020 Response Rate was **12% to 20% across the MCOs**; all regions average was 15%)
- Completed Surveys (targeted 700/plan); **1,990 completed**:
 - **609** from AmeriHealth Caritas (AHC)/Keystone First (KF)
 - **670** from PA Health and Wellness (PHW)
 - **711** from UPMC for Community HealthChoices (UPMC)

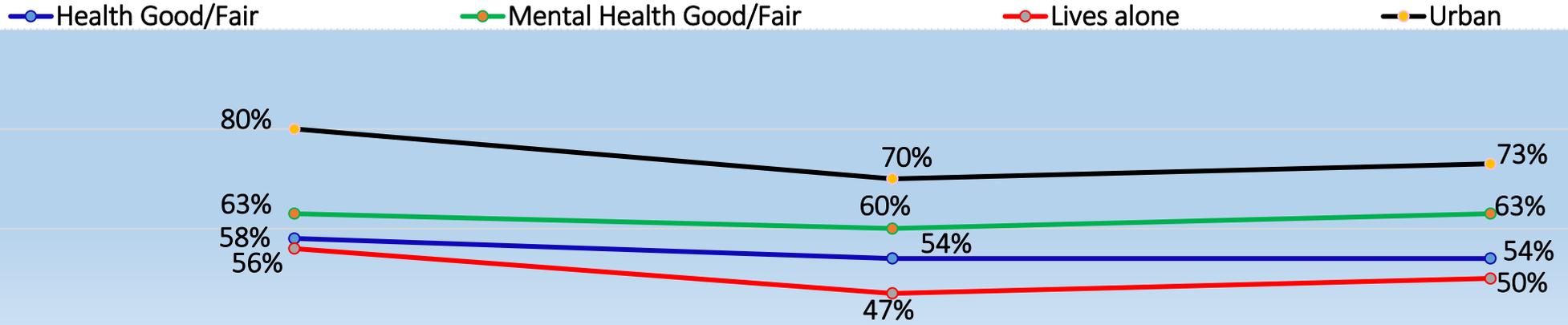
SURVEY RESULTS: RESPONDENT CHARACTERISTICS

● African-American
 ● Non-Hispanic
 ● Female
 ● Age 65+
 ● High School grad/GED/Some College



	2019	2020	2021
African-American	49%	33%	31%
Non-Hispanic	94%	93%	89%
Female	70%	68%	66%
Age 65+	45%	49%	47%
High School grad/GED/Some College	63%	61%	60%

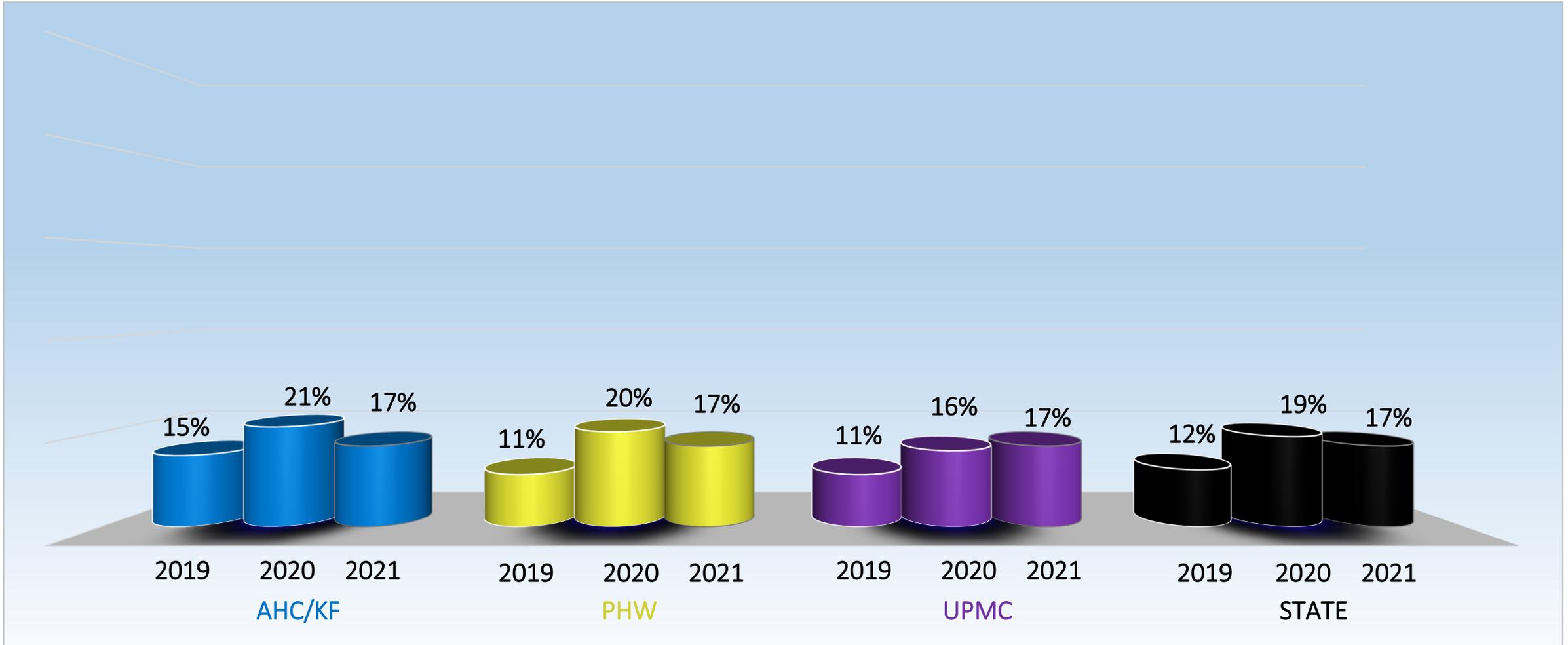
SURVEY RESULTS: RESPONDENT CHARACTERISTICS CONT.



	2019	2020	2021
Health Good/Fair	58%	54%	54%
Mental Health Good/Fair	63%	60%	63%
Lives alone	56%	47%	50%
Urban	80%	70%	73%

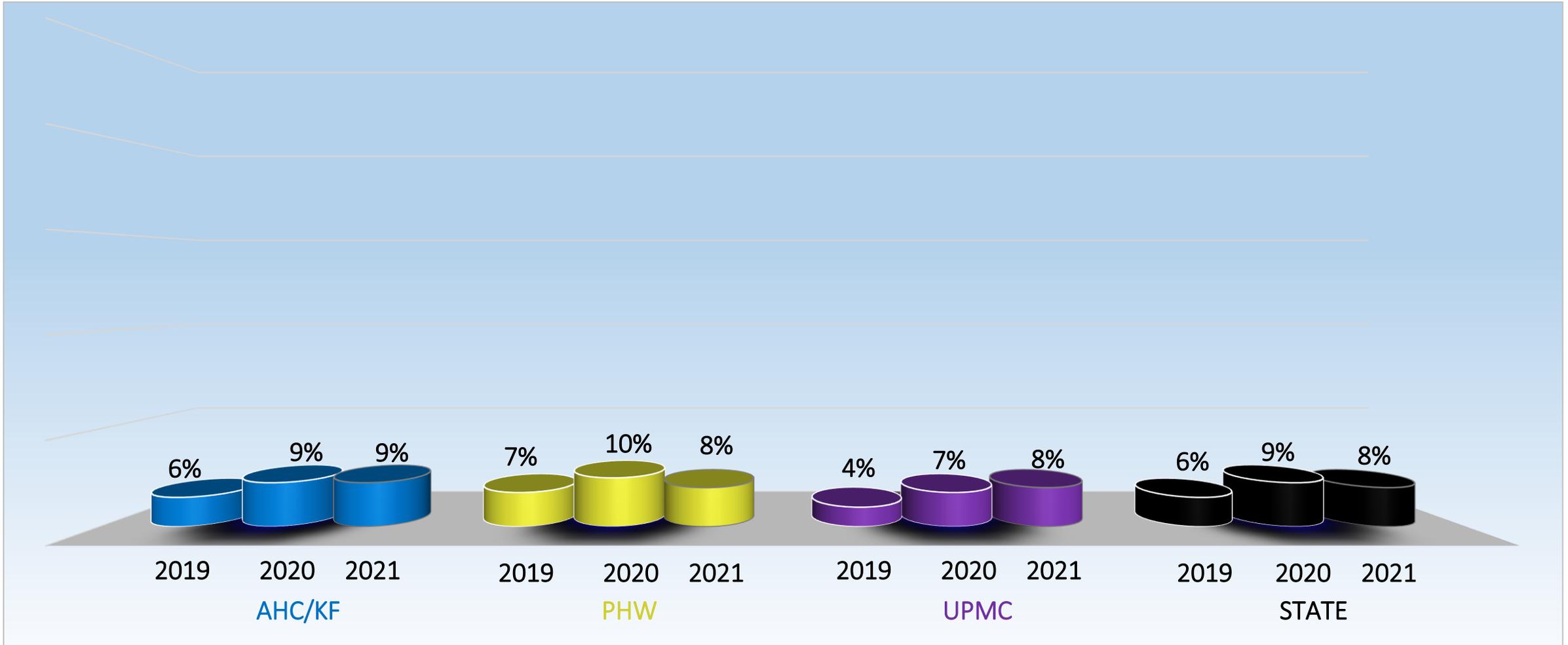
SURVEY RESULTS: ASSISTED IN COMPLETING THE SURVEY

SOMEONE HELPED RESPONDENT COMPLETE SURVEY



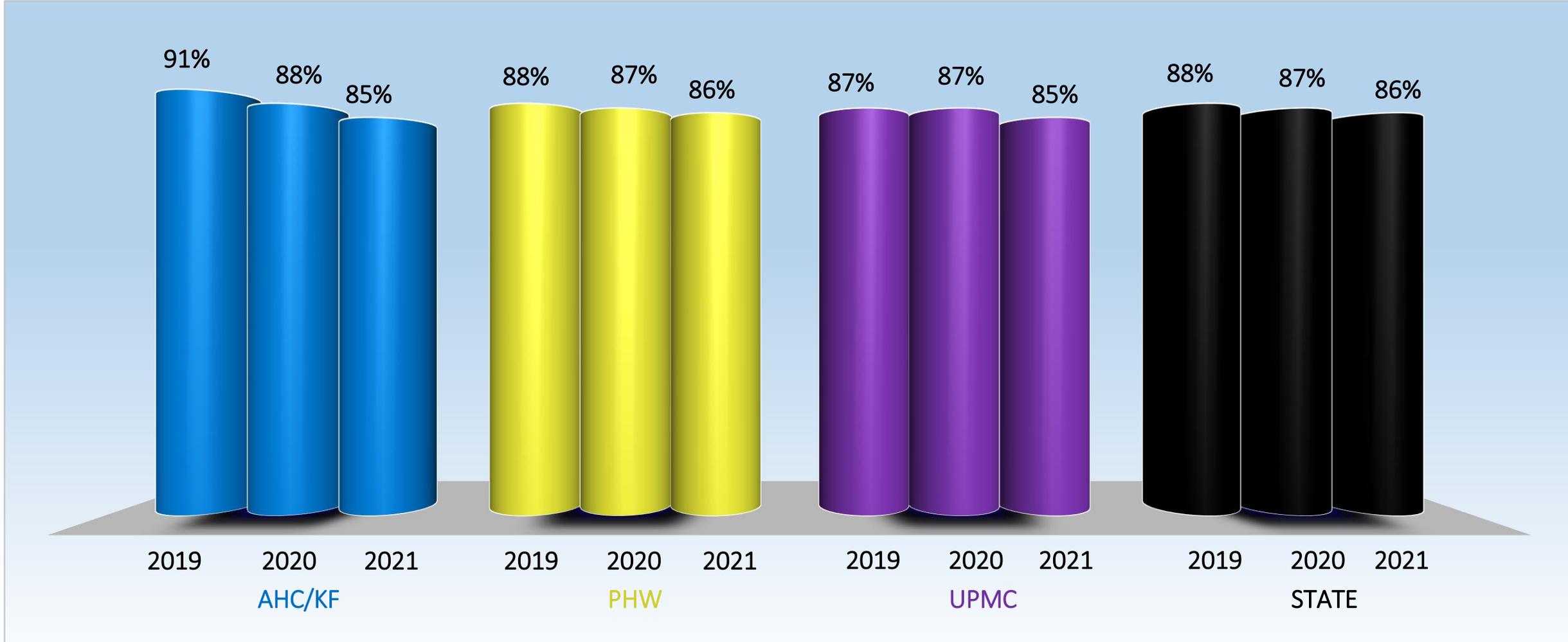
SURVEY RESULTS: ASSISTED IN COMPLETING THE SURVEY

STAFF OR PAID SUPPORT HELPED RESPONDENT COMPLETE SURVEY



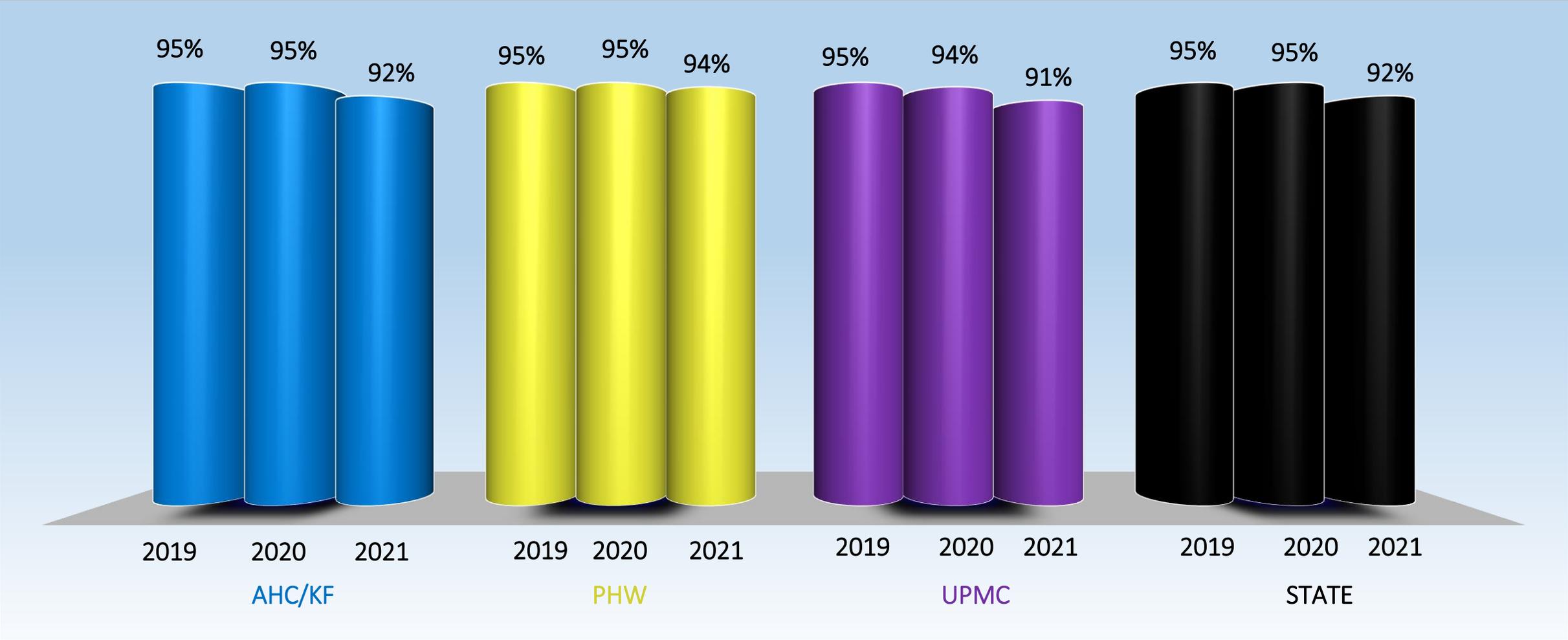
SURVEY RESULTS: PARTICIPANT EXPERIENCE

STAFF LISTEN AND COMMUNICATE WELL



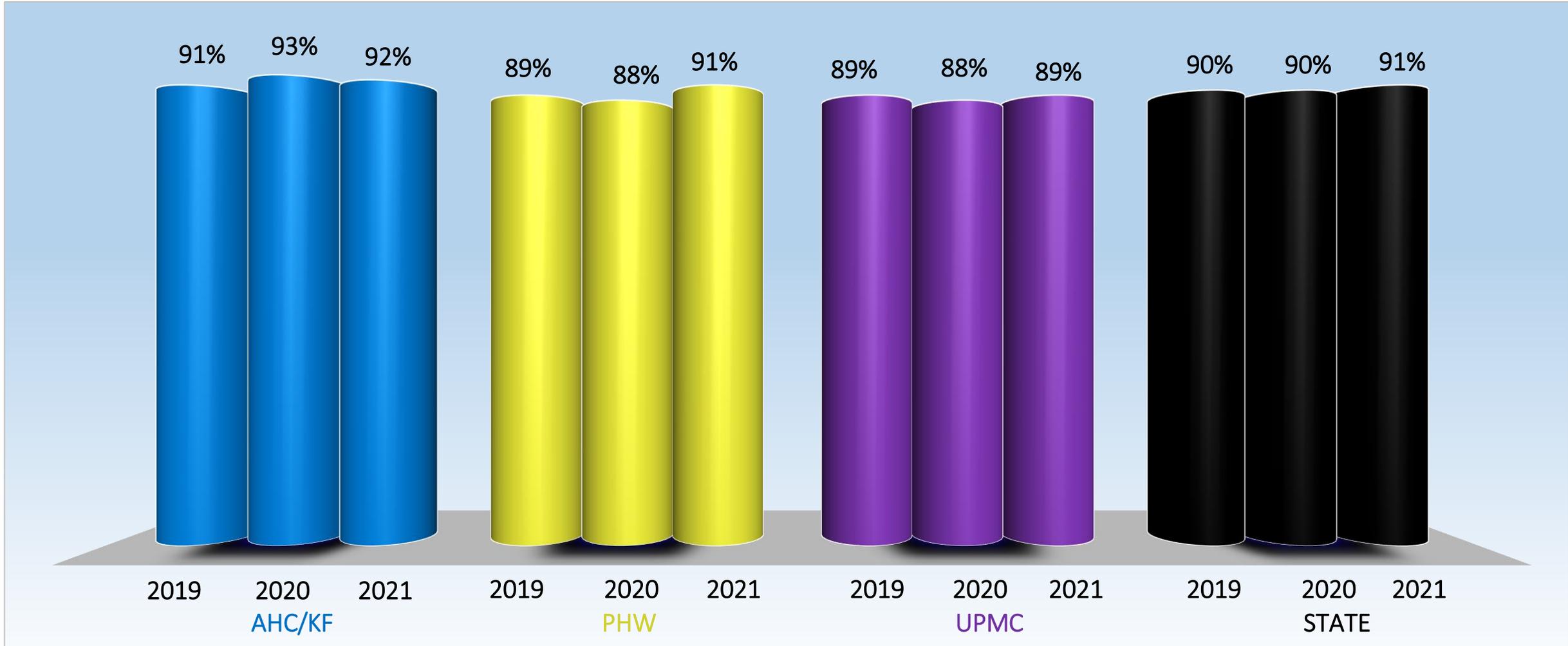
SURVEY RESULTS: PARTICIPANT EXPERIENCE

PERSONAL SAFETY AND RESPECT



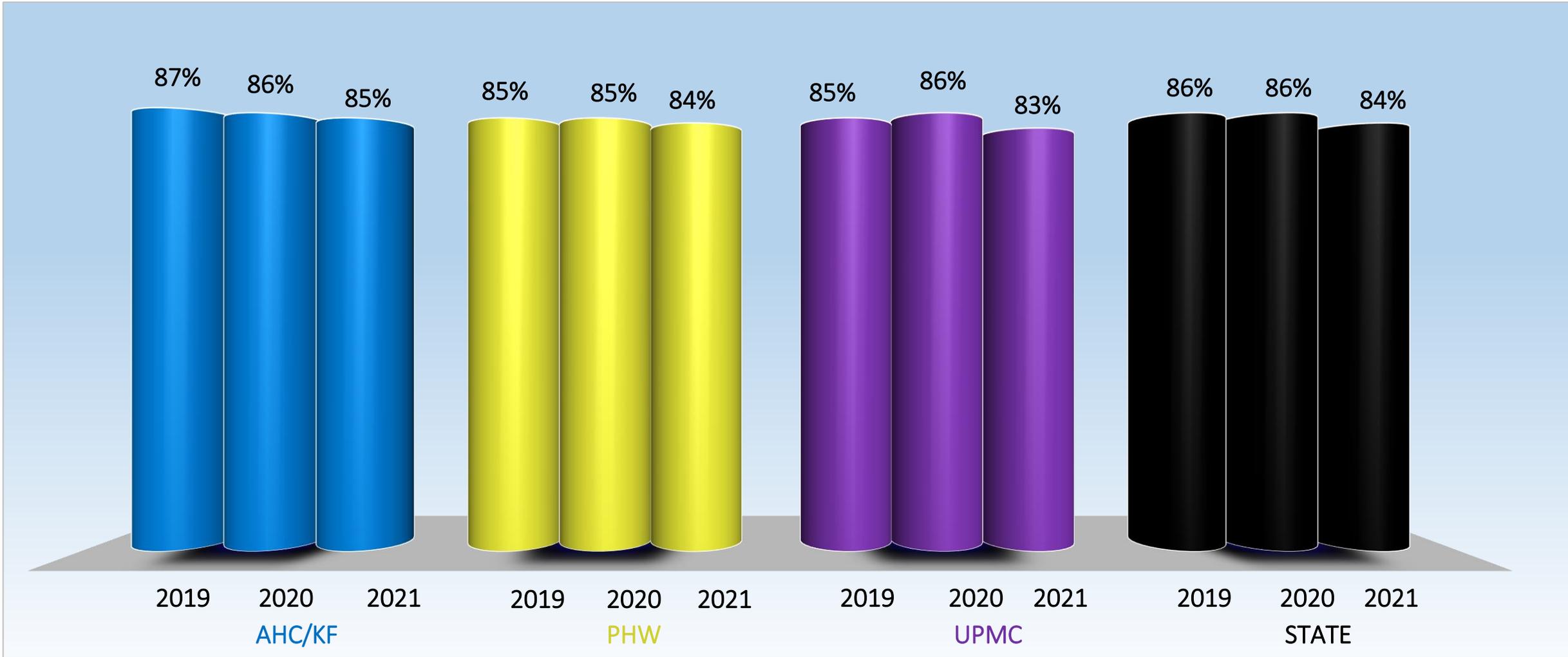
SURVEY RESULTS: PARTICIPANT EXPERIENCE

SERVICE COORDINATOR IS HELPFUL



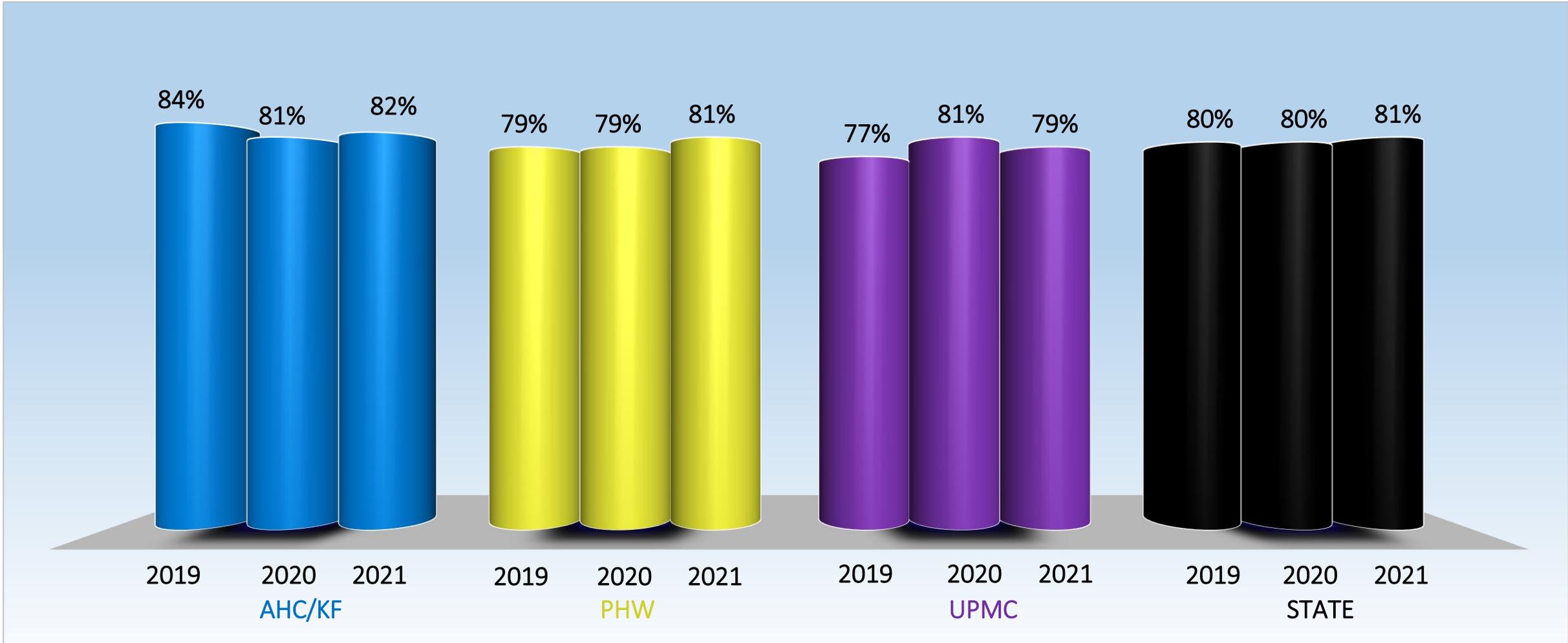
SURVEY RESULTS: PARTICIPANT EXPERIENCE

STAFF ARE RELIABLE AND HELPFUL



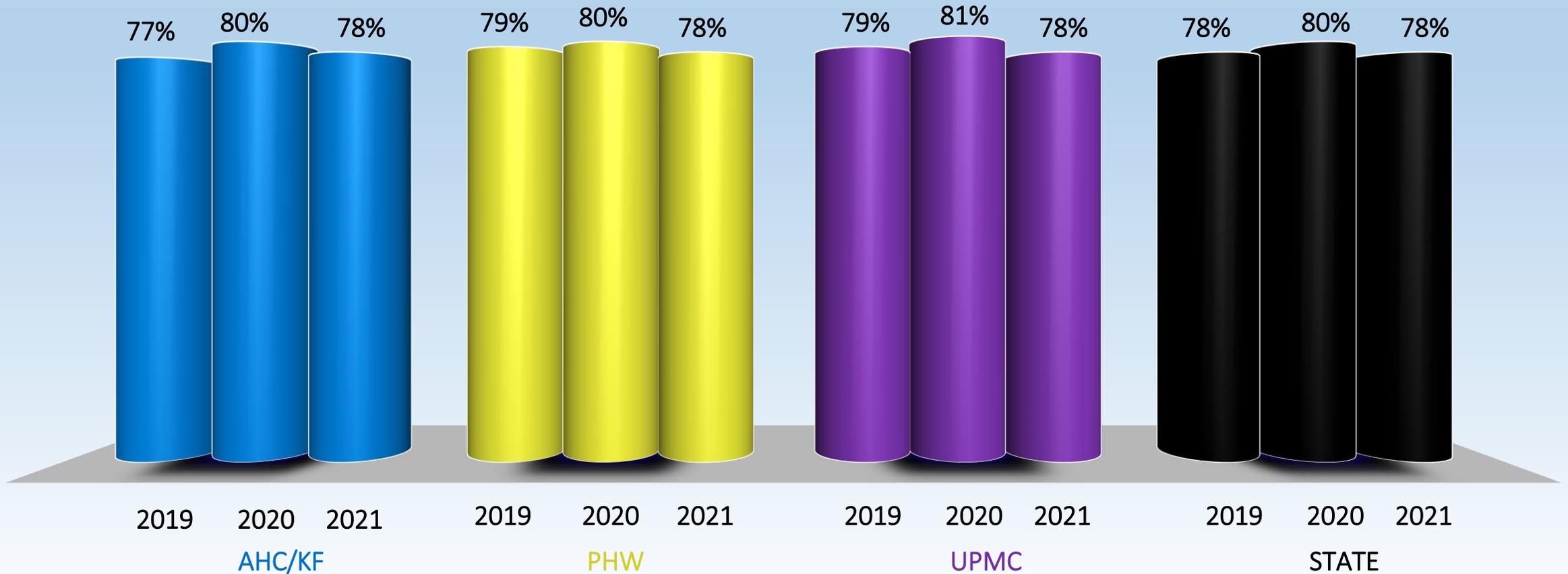
SURVEY RESULTS: PARTICIPANT EXPERIENCE

CHOOSING THE SERVICES THAT MATTER TO YOU



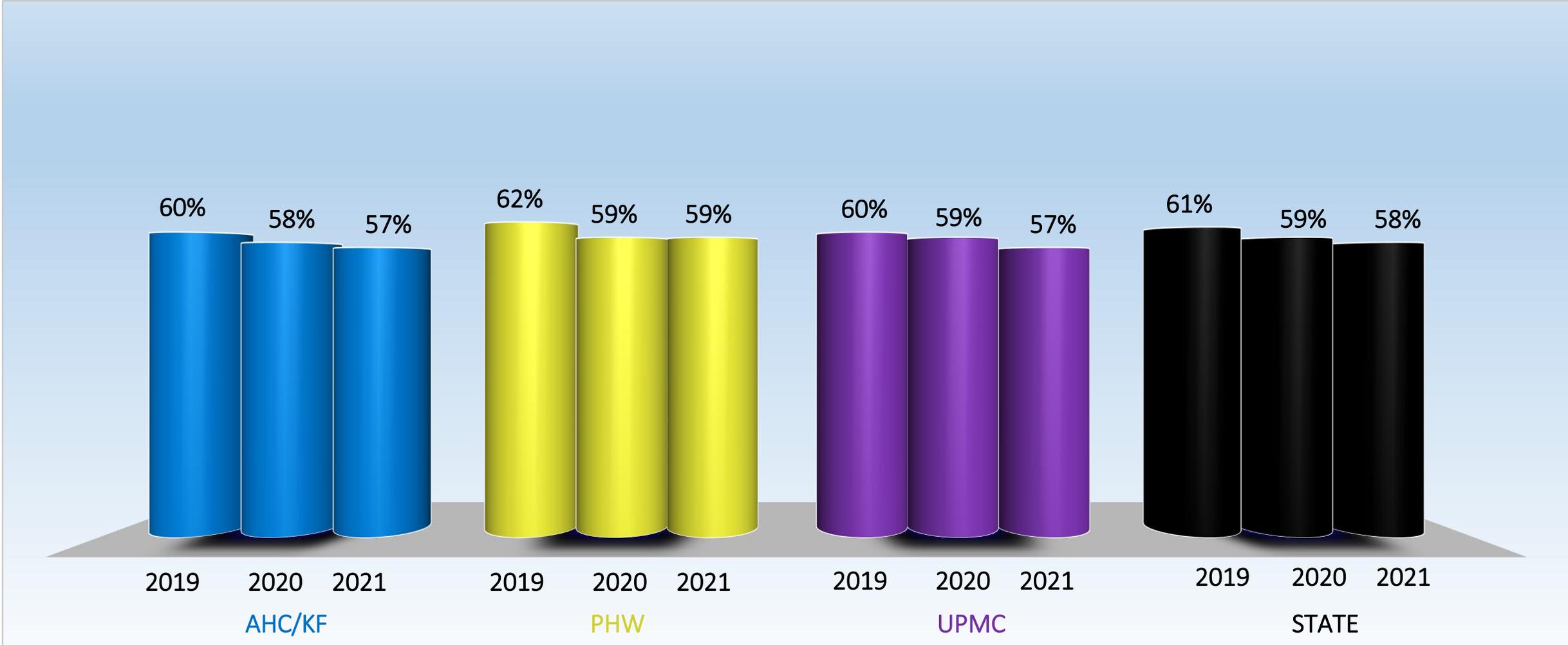
SURVEY RESULTS: PARTICIPANT EXPERIENCE

TRANSPORTATION TO MEDICAL APPOINTMENTS

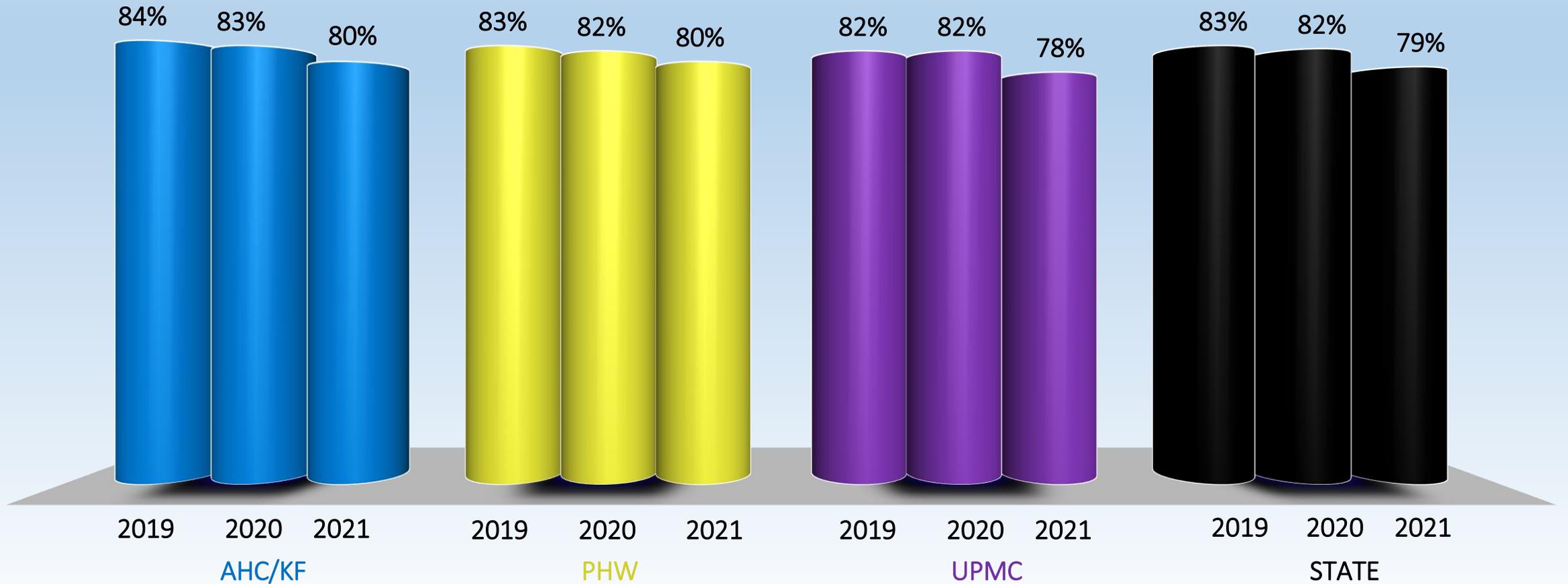


SURVEY RESULTS: PARTICIPANT EXPERIENCE

PLANNING YOUR TIME AND ACTIVITIES

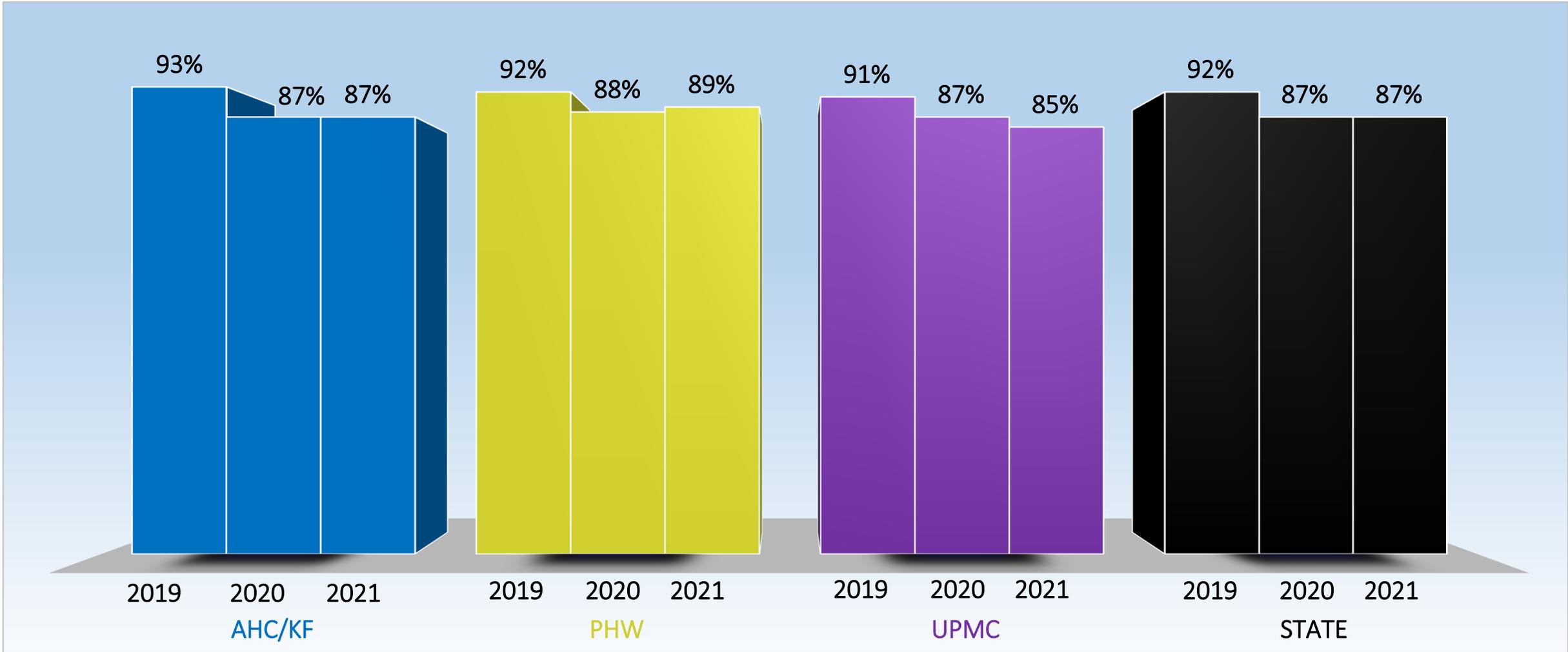


SURVEY RESULTS: OVERALL PARTICIPANT EXPERIENCE



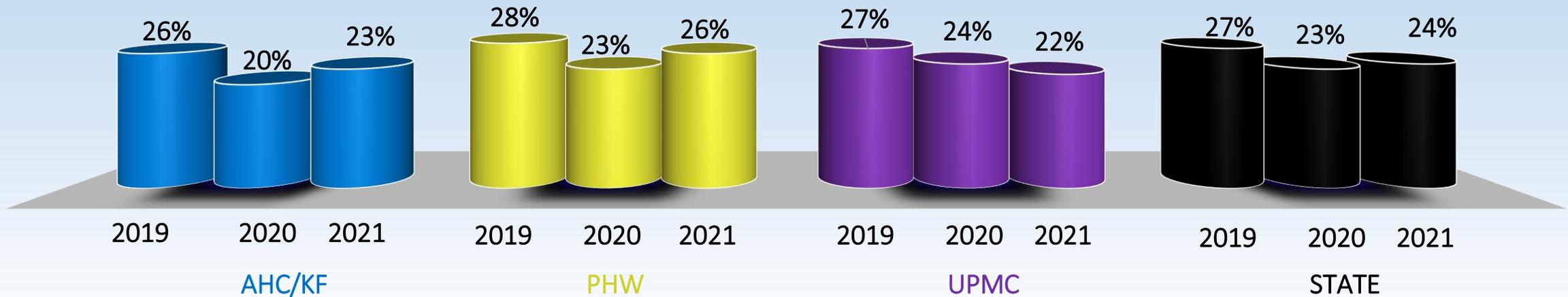
SURVEY RESULTS: SAFETY AND RESPECT

KNOW HOW TO REPORT ABUSE, NEGLECT OR EXPLOITATION



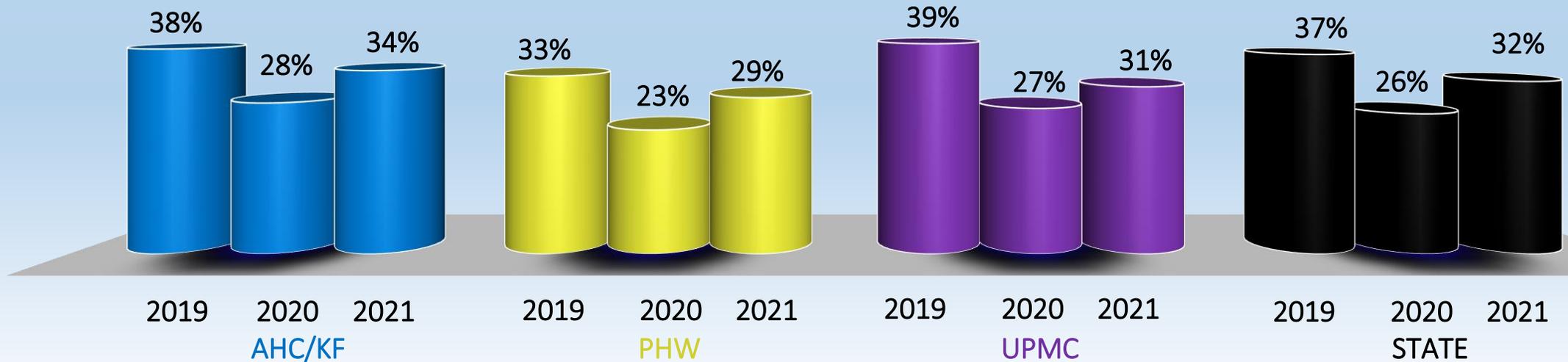
SURVEY RESULTS: PLANNING YOUR TIME AND ACTIVITIES

ABILITY TO DO THINGS IN THE COMMUNITY



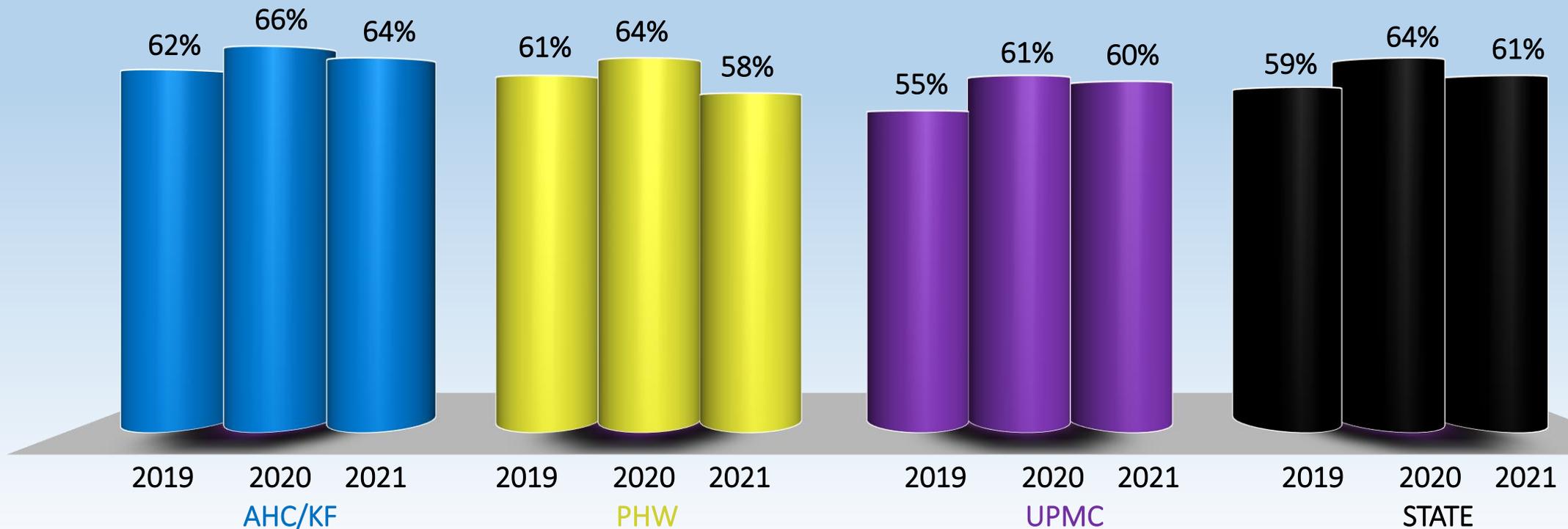
SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

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



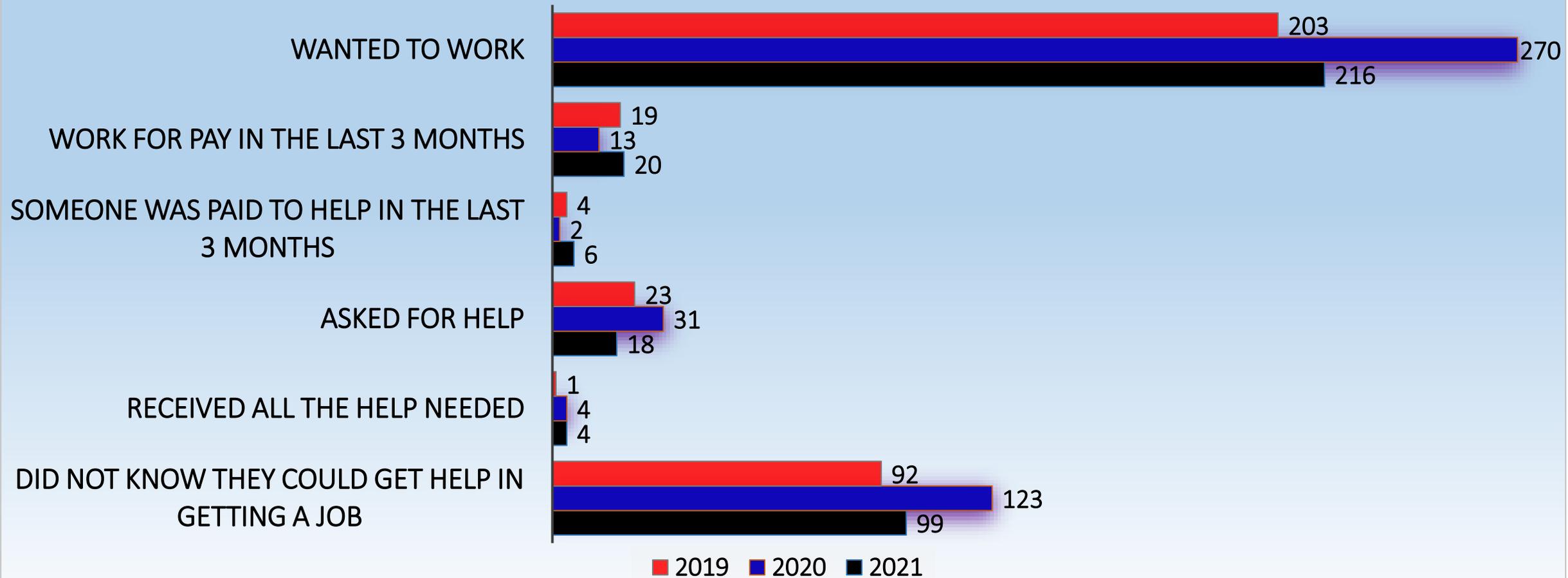
SURVEY RESULTS: PA-SPECIFIC DENTAL QUESTIONS

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



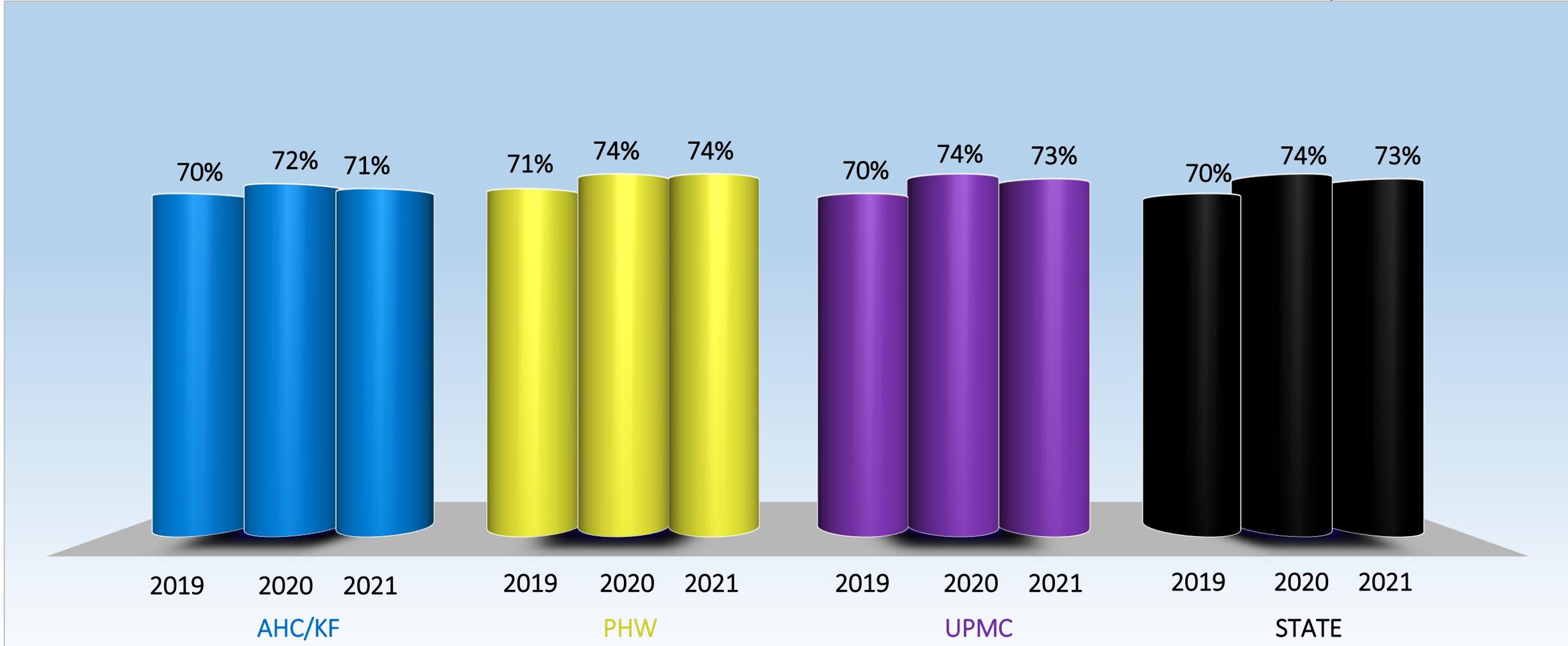
STATE SURVEY RESULTS:

EMPLOYMENT ASSISTANCE EXPERIENCE



SURVEY RESULTS: PA-SPECIFIC HOUSING QUESTIONS

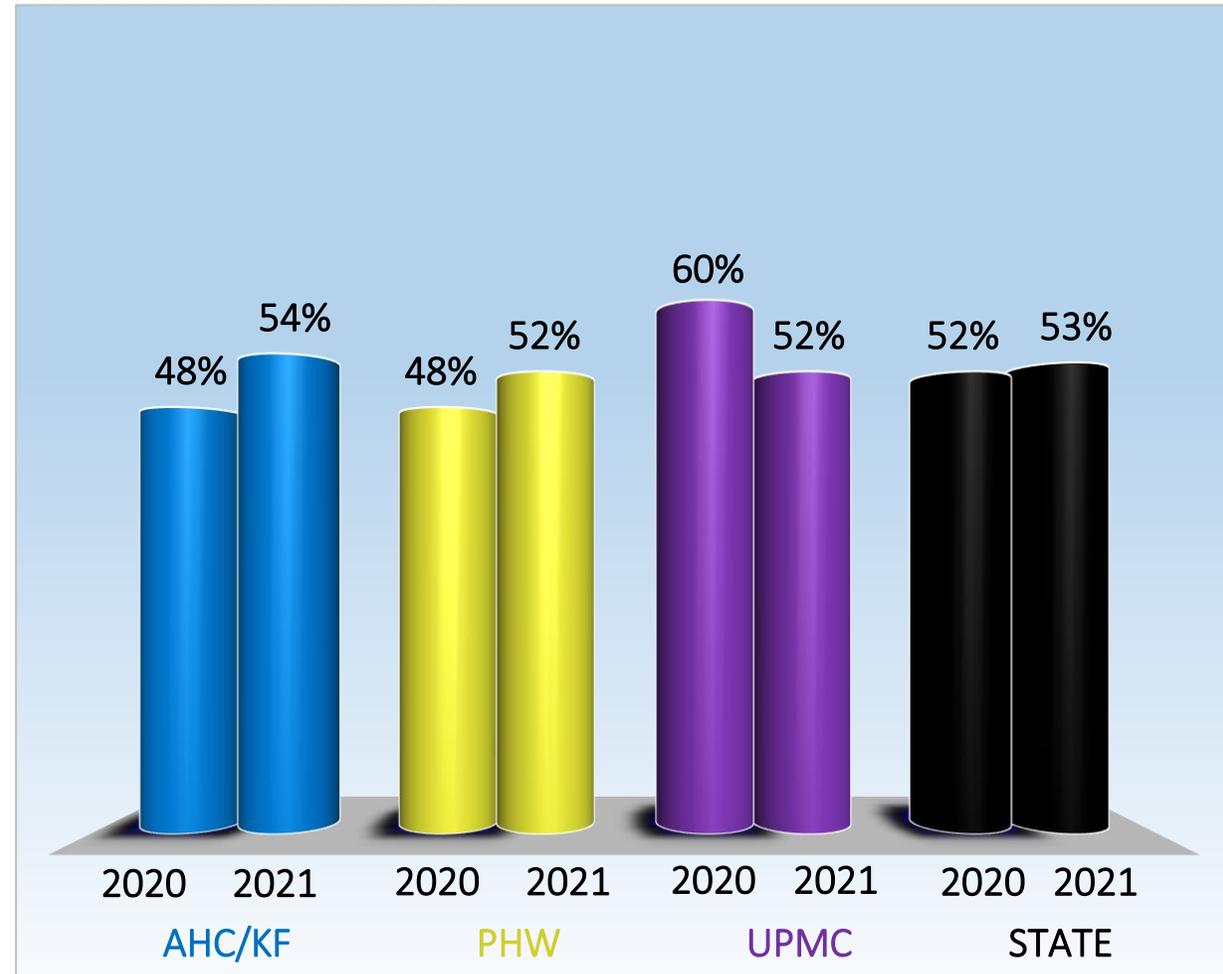
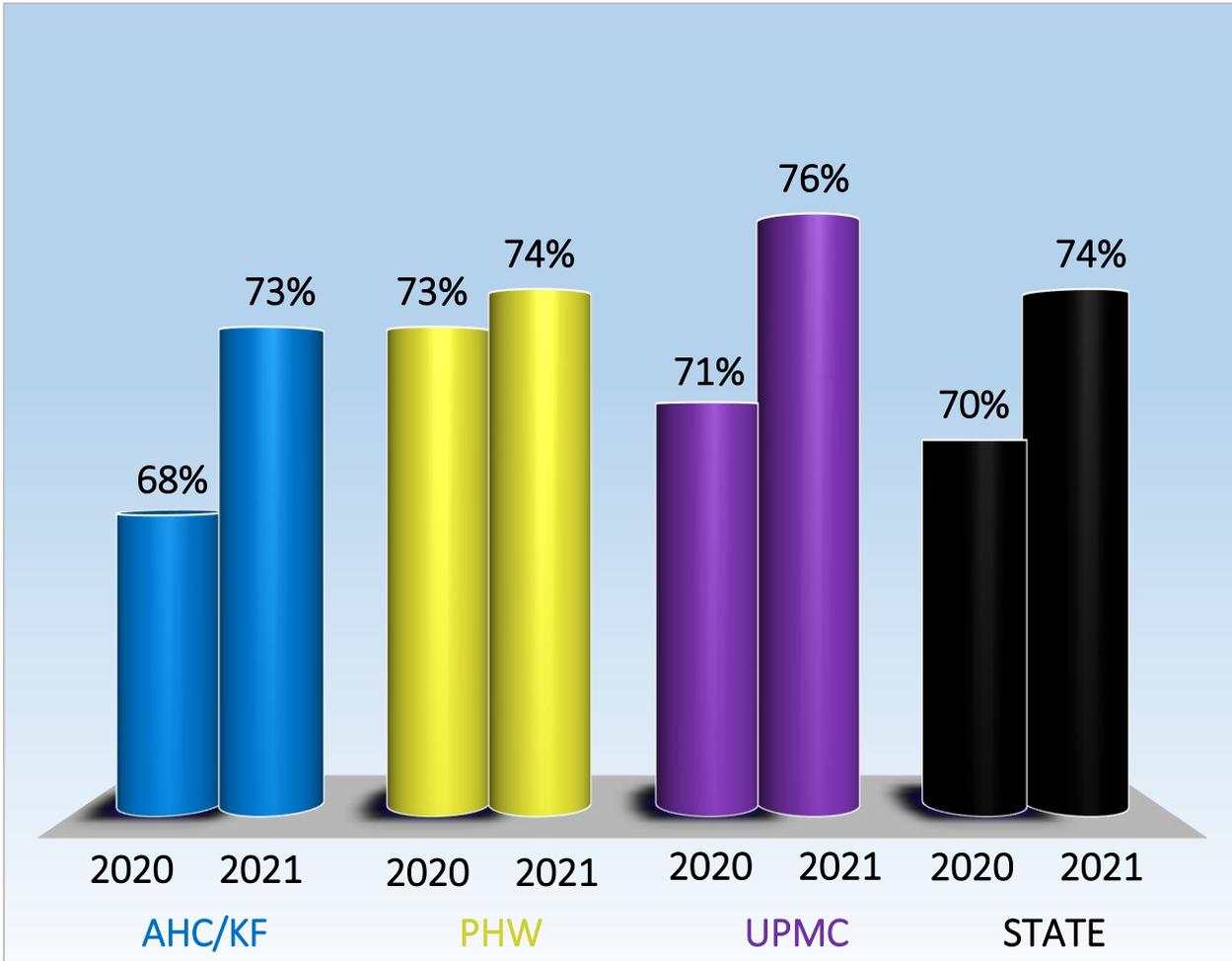
AWARE OF HOUSING RIGHTS AND HOW TO GET INFORMATION FOR PREVENTING EVICTION/FORECLOSURE



SURVEY RESULTS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

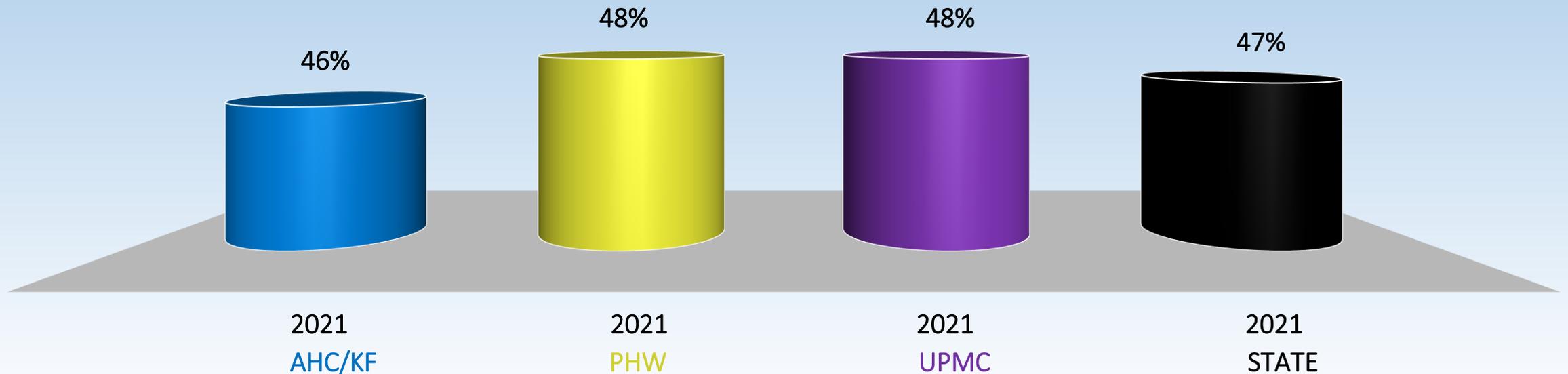
IN THE LAST THREE MONTHS RECEIVED SNAP BENEFITS TO HELP BUY FOOD

DID NOT RECEIVE SNAP BUT KNEW THAT THEY MAY BE ELIGIBLE FOR SNAP BENEFITS TO HELP BUY FOOD



SURVEY RESULTS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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



SUMMARY SURVEY RESULTS

Areas of Success

- Service Coordinator are reliable and helpful (continuous trend)
- Increase in receiving care from a dentist office or dental clinic (new)
- Increase in receiving SNAP benefits to help buy food (new)

Areas for Improvement

- Choice of services that matter to the participants (continuous trend)
- Assisting participants with being active in the community (continuous trend)
- Transportation to medical appointments (continuous trend)
- Increase participants knowledge of how to report abuse, neglect or exploitation (continuous trend)
- Staff are reliable and helpful (new)
- Assisting participants with planning their time and activities (new)
- Participants dental care and services (new)
- Increase participants' awareness of employment assistance, housing services and SNAP (new)

CHC-MCO IMPROVEMENT PLANS

Choice of services that matter to the participants

- Apply best practices and refresh SC training on effective participant communication
- Provide a “Services Available” visual guidebook that lists available personal assistance services
- SC training to focus on choice of services that matter to the participant
- Distribute SC contact information magnets
- Provide a LTSS benefits video on the plan’s website explaining covered benefits and services
- Initiate SC outreach calls/surveys to collect information related to the services that are important to the participant

CHC-MCO IMPROVEMENT PLANS

Assisting participants with being active in the community

- Pilot project that provides participants access to virtual and local community events through a loaned computer tablet
- SC use www.findhelp.org to assist participants with locating community resources/services
- Through targeted SC outreach improve participant awareness of activities in the community
- Using the Participant Services and Support Tool the SC and participant can map out routines and activities of daily living
- Include community events in the participant newsletter
- Include upcoming community activities at the Participant Advisor Committee (PAC)

CHC-MCO IMPROVEMENT PLANS

Transportation to medical appointments

- Enhance communication with the Medical Assistance Transportation Program (MATP) liaisons
- Monitor and participate in regular meetings with Medical Transportation Management (MTM) to review issues /concerns
- Develop a participant survey to include questions about transportation services
- Provide a magnet with local transportation services phone numbers
- Review and address transportation grievances with the contractor in real time
- Conduct SC training on the transportation grid and questionnaire developed to help participants identify available transportation resources in Pennsylvania

CHC-MCO IMPROVEMENT PLANS

Increase participants knowledge of how to report abuse, neglect or exploitation

- Provide participants a magnet/flyer containing phone numbers for Adult Protective and Older Adult Protective Services
- Add language about protective services to plan's participant handbook, website and participant newsletter
- Improve SC training regarding participant education on how to report abuse, neglect or exploitation
- SC to address participant knowledge of how to report abuse, neglect or exploitation during initial assessments and reassessments
- SC to discuss participant wellness, service delivery and follow up on past incidents during contact calls

CHC-MCO IMPROVEMENT PLANS

Staff are reliable and helpful

- Improve monitoring of missed appointments and communicate any trends to providers
- Monitor trends and identify PAS providers who miss or are late to appointments
- Communicate to homecare agencies and request action to mitigate
- Explore the use of the alert capabilities of the HHAeXchange to become aware in “real time” when PAS providers are late to appointments
- SC will ask participant satisfaction questions during assessment and contact calls, monitor results monthly and address identified issues

CHC-MCO IMPROVEMENT PLANS

Assisting participants with planning their time and activities

- SC training to focus on offering participant choice and explaining the available service models
- Improve the specificity in the Participant Care Plans developed with the SC to ensure the participants are comfortable that the SC is assisting with planning their time and activities
- Add Plans of Care to HHAeXchange specific to each participant that define more details around the care needs, activities, preferences, and participant specific information that is pertinent to the providers and important to the participant
- Using the Participant Services and Support Tool the SC and participant can map out routines and activities of daily living the participant requires assistance with
- Remind providers how to access the service plan and the importance of training staff on the plan before providing services

CHC-MCO IMPROVEMENT PLANS

Participants dental care and services

- Partner with dental providers to increase the number of dental visits
- Increase access and awareness of Dental Kits availability
- Educate Participants and providers about the importance of good dental hygiene
- Focusing within the dental workgroup to learn more about dental services , benefits, complaints and denials and address issues or denial concerns as needed
- Review participant use of Emergency Department for dental issues
- Collaborate with Oral Health Impact Project (OHIP) in the Southeast zone to call participants with Mental Health/Behavioral Health diagnoses and care gaps for their Adult Dental Visit

CHC-MCO IMPROVEMENT PLANS

Increase participants' awareness of employment assistance, housing services and SNAP

- Provide ongoing updated information about employment services on website and social/media channels
- Train SC on the use of available housing assistance assessment tool
- Develop a process to identify all members who do not have SNAP benefits, but may be eligible and conduct a targeted outreach
- Educate and distribute employment assistance opportunities, housing services resources and SNAP information to SC and participants

2022 HCBS CAHPS® SURVEY

- New Pennsylvania specific questions added regarding participant ability to obtain counseling or mental health treatment
- OLTL requires the CHC-MCO's vendor to stratify the sample to assure equal race/ethnicity representation of the CHC waiver population
- OLTL requires the CHC-MCOs to obtain 700 completed surveys per plan (combined state total of 2,100 completed surveys)
- The CHC-MCOs are working with their vendor in developing ways to increase participation in the survey
- OLTL requires the CHC-MCO's vendor to provide Limited English Proficiency and Text Telephone services
- CHC-MCOs are to send out their pre-survey participant contact letter by July 15, 2022
- CHC-MCOs' survey administrator is to conduct the survey between August 1 through October 31, 2022
- OLTL requires the CHC-MCOs to analyze the survey results and develop an Areas for Improvement Plan addressing the status of existing corrective actions as well as developing new corrective actions to address both new and ongoing areas of need

QUESTIONS

