



Consumer Assessment Of Healthcare and Provider Systems (CAHPS) Home and Community-Based Services (HCBS) Informational Meeting

Presented: June 2024

■ CAHPS Survey | Agenda

State of Maine Objectives

CAHPS Introduction: Overview + Sample Questions

CAHPS Survey Year 1 Results

Project Management Organization: Knowledge Services

Survey Management: Experience and Approach

CAHPS HCBS Project Scope

Implementation Timelines

Questions

■ CAHPS Survey | State of Maine Objectives

- Maine wishes to obtain waiver member feedback about their experiences with our services
- This pilot project allows for two years of data collection, with year 1 completed in 2023
- The CAHPS Survey is designed to assess the experiences of adult Medicaid beneficiaries who receive long-term services and support from State HCBS programs
- The survey asks beneficiaries to report on their experiences with the following:
 - Getting needed services
 - Communication with providers
 - Case managers
 - Choice of services
 - Medical transportation
 - Personal safety
 - Community inclusion and empowerment
- The results of the survey will help inform future HCBS-related quality improvement efforts in Maine and will be used as part of Maine's quality measurement system

■ CAHPS Survey | Overview

- Completed with variety of targeted population groups, such as:
 - Older and Disabled Adults
 - Brain Injury
 - Intellectual Disabilities, Autism, and Other Related Conditions
- Administered at the state-level; States determine their sample strategy with support from Knowledge Services
- Standardized survey with a sample of individuals receiving services
- Survey conducted in-person, via video conference, or over the phone
- Standardized surveyor training
- Allows questions to be reworded or rephrased using familiar names and terms
- Survey portions take 30-45 minutes on average and includes approximately 69 items

■ CAHPS Survey | Sample Questions

- Sometimes staff cannot come to work on a day that they are scheduled. In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that your personal care attendant could not come that day?
- In the last 3 months, how often did your personal care attendant treat you the way you wanted them to?
- In the last 3 months, did you feel your personal care attendant knew what kind of help you needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community?
- In the last 3 months, could you contact your case manager when you needed to?
- In the last 3 months, did your case manager work with you when you asked for help with getting or fixing equipment?

■ CAHPS Survey | Year 1 Results

- 1,991 completed surveys
- 25.96% response rate
 - 7,670 members sampled
 - 1,991 completed surveys
- Year 1 Timeline
 - Survey data collection from 10/16/2023-12/29/2023
- <https://www.maine.gov/dhhs/oads/providers/CAHPS>

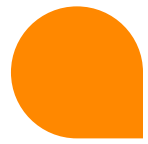


About Knowledge Services

Serving Those Who Serve Others

- Founded in 1994, Indianapolis, Certified WBE
- Experts in Managed Services
 - Survey Management Solutions
 - Managed Service Provider (MSP) for Contingent Labor
 - MSP for Statement of Work (SOW) Services
 - Staffing + Recruiting
 - State Government Contracts
 - AZ, CO, DE, FL, HI, IN, ME, MI, MS, MO, NV, ND, RI, TN, UT, WI
- Proprietary Cloud-based SaaS Platform
 - FedRAMP Ready
 - StateRAMP Authorized

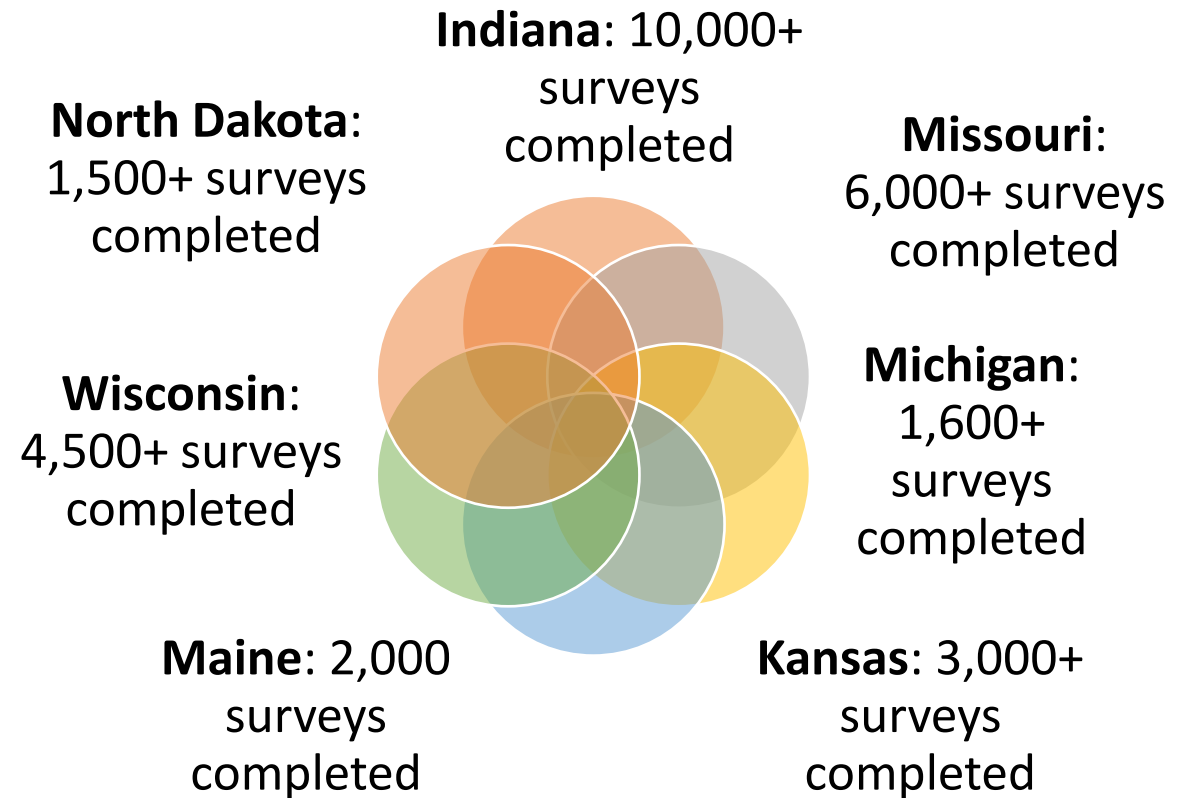




Survey Management Experience

- 10+ Years Experience managing survey projects
- Experience conducting surveys in 8 states with various populations, including:
 - Aging and disabled
 - Intellectual and Developmental Disabilities
 - Blind and blind/deaf

Project Experience: **28,000+ surveys** completed





CAHPS HCBS Project Scope: What to Expect

Project education activities

Informational mailings to participants and local advocacy groups/providers, informational calls with stakeholders to spread awareness about the project and to flow information down to survey participants

Interview scheduling and coordination

Explain initiative to participants, schedule appointments, explain consent options to participant

Interview completion

In-person, videoconference, or telephone based upon participant request

Results report

A final summary of anonymous participant responses will be created for Maine's Office of Aging and Disability Services



2024 Timeline

**Week of
June 24th**

- Project introduction and informational sessions with key stakeholders

**Week of
July 1st**

- 1st batch of informational letters mailed to participants

**Week of
July 8th**

- Outreach begins to participants about CAHPS HCBS participation

**September
20th**

- All surveys must be completed and entered into the web-based system by Knowledge Services

**November
2024**

- Knowledge Services analyzes data, prepares final report, and presents findings to OADS



Our Request

Help spread awareness

- Encourage their participation to garner feedback and improve outcomes for the State
- If an individual receiving service reaches out about a letter or phone call they received, provide information about the survey to legitimize the project as a whole

Communicate questions or challenges

- If an individual receiving service reaches out with a question or challenge to participation, communicate with Knowledge Services
- If you have a question or challenge about the survey, reach out to Knowledge Services to seek clarification

Questions +
Discussion



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