



Reliance Community Care Partners

2019 Michigan MI Choice
Enrollee Satisfaction Report

Consumer Assessment of Healthcare
Providers and Systems Survey
Home and Community-Based Services

Agency specific results are not intended to meet federal reporting requirements.



Institute for Health Policy
College of Human Medicine
MICHIGAN STATE UNIVERSITY

Our mission is to advance knowledge of health and well-being through policy evaluation, collaborative partnerships, quality improvement initiatives, and research.



Introduction

The goal of the MI Choice Enrollee Satisfaction Survey is to provide performance feedback that is actionable and that will aid in improving patient-centered service delivery. The CAHPS Home and Community-Based Services Survey was selected because (1) it is the most widely used survey with benchmarking and standardized questions for assessing patient experiences in the United States, (2) the survey tool and technical guidance is publicly available from the Agency for Healthcare Research and Quality, (3) the survey has a strong track record of rigorous scientific development and testing to ensure reliability and validity, and (4) the survey is commonly used as the federal reporting standard to the Centers for Medicaid and Medicare Services.

Methodology

There were 8,729 enrollees who met the following criteria for the sampling frame: (1) enrolled in the MI Choice program for at least three months between February and April 2019; (2) had at least one claim during that time period; (3) 18 years of age or older; and (4) did not participate in the 2018 MI Choice Enrollee Satisfaction Survey. A random number methodology per agency was then applied resulting in 3,417 enrollees being included in the telephone sample frame. The sampling frame for the Reliance Community Care Partners was 264 with 36 completed surveys.

Prior to the survey administration, a pre-notification letter was sent informing enrollees to anticipate a telephone call. Enrollees were assured that the survey was being sponsored by the State of Michigan and answers kept confidential by Michigan State University.

MI Choice enrollees completed the telephone survey from May to September 2019. The survey was considered viable for inclusion if the respondent answered three cognitive screening questions with valid responses: (1) Does someone come into your home to help you? (2) How do they help you? and (3) What do you call them?

Survey results were standardized to a 100-point scale with mean scores calculated in accordance with the Technical Assistance Guide for Analyzing Data from the CAHPS Home and Community-Based Services Survey. Less than five percent of the respondents opted to use the alternative responses where options are presented as “mostly yes” or “mostly no” instead of a more cognitively challenging Likert-type scale. The alternative responses were also converted to the standardized scale.

Statewide and agency specific calculations are provided within this report. Please note that agency results are informational only and not intended for federal reporting. Official reporting of CAHPS results requires 100 valid surveys per unit of analysis completed by an approved vendor. Cells under five were either suppressed or excluded from presentation because of the instability of reporting small numbers.

Demographics

Reliance Community Care Partners respondents were more likely to be younger and indicate a higher overall health score (47.2% vs. 40.37% and 54.4% vs. 47.9%; respectively) as shown in Table 1.



**Table 1
 Demographics**

Demographics	Response	State		Reliance	
		%	#	%	#
Age	18-64 years old	40.3	242	47.2	17
	65+ years old	59.7	359	52.8	19
Gender	Female	66.9	402	69.4	25
	Male	33.1	199	30.6	11
Education Level	High School or Less	56.6	328	60.6	20
	Some College or More	43.4	252	39.4	13
Race	White	71.0	427	66.7	24
	Black	18.8	113	16.7	6
	Hispanic	3.0	18	s	3
	Other	5.2	31	s	1
	Unknown	2.0	12	s	2
Mental Health	Scale from 1-100	59.5	595	57.2	36
Overall Health	Scale from 1-100	47.9	587	54.4	36

's' indicated suppressed due to cell size less than 5.

Results

The CAHPS survey asks 46 questions which can be grouped into 11 domains of objective and actionable information for quality improvement. These domains address issues such as unmet need, physical safety, helpfulness of the case manager, the quality of the patient-caregiver relationship, and the respondent’s feelings of self-determination. CAHPS domain results are presented in Table 2.

Reliance Community Care Partners scored at least five-percentage points lower than the state average on Staff Listen & Communicate Well (84.9% vs. 94.9%) and Planning Your Time & Activities (73.7% vs. 78.8%). The remaining CAHPS domains were within five-percentage points of the state average.



Table 2
2019 MI Choice Enrollee Satisfaction Survey

Category	Question	State Percent n=601	Reliance Percent n=36
Global Ratings Measures	Category Score	92.0	88.4
	Global Rating of Personal Assistance and Behavioral Health Staff	92.9	91.7
	Global Rating of Case Manager	91.4	93.7
Recommendation Measures	Category Score	93.3	95.6
	Recommendation of Personal Assistance and Behavioral Health Staff	94.3	90.0
	Recommendation of Case Manager	92.9	96.8
Staff are reliable and helpful	Category Score	92.4	89.6
	Staff come to work on time	93.3	90.2
	Staff work as long as they are supposed to	95.4	96.0
	Someone tells you if staff cannot come	85.8	85.0
	Staff make sure you have enough privacy for dressed, shower, bathing	93.3	91.3
Staff listen and communicate well	Category Score	94.9	84.9
	Staff treat you with courtesy and respect	97.0	96.0
	Staff explanations are easy to understand	92.9	97.1
	Staff treat you the way you want them to	95.3	94.2
	Staff explain things in a way that is easy to understand	94.8	90.0
	Staff know what kind of help you need with everyday activities	96.6	97.1
Case Manager is Helpful	Category Score	94.5	96.1
	Able to contact this case manager when needed	97.8	95.2
	Case manager helped when asked for help with getting or fixing equipment	94.2	100
	Case manager helped when asked for help with getting other changes to services	91.4	93.2
Choosing the Services that Matter to You	Category Score	90.9	87.9
	Person-centered service plan included all of the things that are important	86.5	82.4
	Staff knows what's on the service plan, including the things that are important	95.4	93.5



Category	Question	State Percent	Reliance Percent
Transportation to Medical Appointments	Category Score	91.5	93.7
	Have a way to get to your medical appointments	91.4	87.9
	Able to get in and out of this ride easily	94.7	100
	Ride arrives on time to pick you up	88.3	93.2
Personal Safety and Respect	Category Score	97.3	96.4
	Have someone to talk to if someone hurts you or does something to you that you don't like	94.7	93.6
	None of the staff take money or things without asking	98.5	100.0
	None of the staff yell, swear, or curse	98.7	95.7
Planning Your Time and Activities	Category Score	78.0	73.7
	Can get together with nearby family	78.6	67.0
	Can get together with nearby friends	72.9	76.4
	Can do things in community	58.7	49.2
	Takes part in deciding what to do with their time	91.9	86.8
	Takes part in deciding when they do things each day	91.8	89.3
Unmet Need	Category Score	97.8	96.7
	Sufficient staff to help dress, shower, or bathe	97.6	96.3
	Sufficient staff to help you with meals	98.5	96.9
	Sufficient staff to help you with medications	97.8	100
	Sufficient staff to help you with toileting	98.3	97.0
	Sufficient homemakers to help you with household task	96.6	93.5
Physical Safety Measure	Category Score	99.6	100
	No physical safety concerns; staff does not hit or hurt	99.6	100

Some responses were suppressed as a result of fewer than 5 cases. Questions pertaining to homemaker support independent from support coordinator and personal assistant are not presented as all agencies had <5. Agency-level results are informational only and not intended for federal reporting.