



## Senior Services

### 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  
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## 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 Medicaid 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 Senior Services was 194 with 31 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

When comparing Senior Services respondents to the overall demographics, Senior Services respondents were more likely to be younger, female, and black as well as indicate a higher overall health score (51.6% vs. 40.3%, 80.6% vs. 66.9%, 32.3% vs. 18.8%, and 55.9% vs. 47.9%; respectively) as shown in Table 1.



**Table 1**  
**Demographics**

| Demographics    | Response             | State |     | Senior Services |    |
|-----------------|----------------------|-------|-----|-----------------|----|
|                 |                      | %     | #   | %               | #  |
| Age             | 18-64 years old      | 40.3  | 242 | 51.6            | 16 |
|                 | 65+ years old        | 59.7  | 359 | 48.4            | 15 |
| Gender          | Female               | 66.9  | 402 | 80.6            | 25 |
|                 | Male                 | 33.1  | 199 | 19.4            | 6  |
| Education Level | High School or Less  | 56.6  | 328 | 58.1            | 18 |
|                 | Some College or More | 43.4  | 252 | 41.9            | 13 |
| Race            | White                | 71.0  | 427 | 58.1            | 18 |
|                 | Black                | 18.8  | 113 | 32.3            | 10 |
|                 | Hispanic             | 3.0   | 18  | -               | 0  |
|                 | Other                | 5.2   | 31  | s               | 3  |
|                 | Unknown              | 2.0   | 12  | -               | 0  |
| Mental Health   | Scale from 1-100     | 59.5  | 595 | 61.3            | 31 |
| Overall Health  | Scale from 1-100     | 47.9  | 587 | 55.9            | 29 |

*'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.

Senior Services scored within five-percentage points of the statewide result across all CAHPS domains.



**Table 2**  
**2019 MI Choice Enrollee Satisfaction Survey**

| Category  | Question  | State Percent<br>n=601 | Senior Services Percent<br>n=31 |
|---|---|------------------------|---------------------------------|
| <b>Global Ratings Measures</b>                  | <b>Category Score</b>   | <b>92.0</b>            | <b>93.0</b>                     |
|   | Global Rating of Personal Assistance and Behavioral Health Staff                | 92.9                   | 88.9                            |
|   | Global Rating of Case Manager   | 91.4                   | 90.0                            |
| <b>Recommendation Measures</b>                  | <b>Category Score</b>   | <b>93.3</b>            | <b>94.6</b>                     |
|   | Recommendation of Personal Assistance and Behavioral Health Staff               | 94.3                   | 91.2                            |
|   | Recommendation of Case Manager  | 92.9                   | 92.6                            |
| <b>Staff are reliable and helpful</b>           | <b>Category Score</b>   | <b>92.4</b>            | <b>93.3</b>                     |
|   | Staff come to work on time  | 93.3                   | 87.5                            |
|   | Staff work as long as they are supposed to                                      | 95.4                   | 93.1                            |
|   | Someone tells you if staff cannot come  | 85.8                   | 85.9                            |
|   | Staff make sure you have enough privacy for dressed, shower, bathing            | 93.3                   | 93.3                            |
| <b>Staff listen and communicate well</b>        | <b>Category Score</b>   | <b>94.9</b>            | <b>96.5</b>                     |
|   | Staff treat you with courtesy and respect                                       | 97.0                   | 94.4                            |
|   | Staff explanations are easy to understand                                       | 92.9                   | 92.6                            |
|   | Staff treat you the way you want them to  | 95.3                   | 91.7                            |
|   | Staff explain things in a way that is easy to understand                        | 94.8                   | 91.2                            |
|   | Staff know what kind of help you need with everyday activities                  | 96.6                   | 91.7                            |
| <b>Case Manager is Helpful</b>                  | <b>Category Score</b>   | <b>94.5</b>            | <b>95.7</b>                     |
|   | Able to contact this case manager when needed                                   | 97.8                   | 94.6                            |
|   | 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                   | 92.5                            |
| <b>Choosing the Services that Matter to You</b> | <b>Category Score</b>   | <b>90.9</b>            | <b>88.6</b>                     |
|   | Person-centered service plan included all of the things that are important      | 86.5                   | 85.5                            |
|   | Staff knows what's on the service plan, including the things that are important | 95.4                   | 91.7                            |



| Category                                      | Question  | State Percent | Senior Services Percent |
|---|---|---------------|-------------------------|
| <b>Transportation to Medical Appointments</b> | <b>Category Score</b>   | <b>91.5</b>   | <b>94.7</b>             |
|   | Have a way to get to your medical appointments  | 91.4          | 99.1                    |
|   | Able to get in and out of this ride easily  | 94.7          | 95.0                    |
|   | Ride arrives on time to pick you up   | 88.3          | 90.0                    |
| <b>Personal Safety and Respect</b>            | <b>Category Score</b>   | <b>97.3</b>   | <b>100</b>              |
|   | Have someone to talk to if someone hurts you or does something to you that you don't like | 94.7          | 100                     |
|   | None of the staff take money or things without asking                                     | 98.5          | 100                     |
|   | None of the staff yell, swear, or curse   | 98.7          | 100                     |
| <b>Planning Your Time and Activities</b>      | <b>Category Score</b>   | <b>78.0</b>   | <b>77.9</b>             |
|   | Can get together with nearby family   | 78.6          | 77.4                    |
|   | Can get together with nearby friends  | 72.9          | 73.6                    |
|   | Can do things in community  | 58.7          | 60.3                    |
|   | Takes part in deciding what to do with their time   | 91.9          | 87.9                    |
|   | Takes part in deciding when they do things each day                                       | 91.8          | 90.3                    |
| <b>Unmet Need</b>                             | <b>Category Score</b>   | <b>97.8</b>   | <b>95.0</b>             |
|   | Sufficient staff to help dress, shower, or bathe  | 97.6          | 91.2                    |
|   | Sufficient staff to help you with meals   | 98.5          | 100                     |
|   | Sufficient staff to help you with medications   | 97.8          | 92.5                    |
|   | Sufficient staff to help you with toileting   | 98.3          | 91.2                    |
|   | Sufficient homemakers to help you with household task                                     | 96.6          | 100.0                   |
| <b>Physical Safety Measure</b>                | <b>Category Score</b>   | <b>99.6</b>   | <b>100</b>              |
|   | 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.*