



UPCAP Care Management

2021 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.



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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 11,483 enrollees who met the following criteria for the sampling frame: (1) enrolled in the MI Choice program for at least three months between December 2020 and February 2021; (2) had at least one claim during that time period; (3) 18 years of age or older. A random number methodology per agency was then applied resulting in 5,816 enrollees being included in the sample frame state-wide. The sampling frame for the UPCAP Care Management was 300 with 30 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 February to May 2021. 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?

Considering the Technical Assistance Guide for Analyzing Data from the CAHPS Home and Community-Based Services Survey, survey results were standardized to a 100-point scale with mean scores calculated. A very small proportion 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 suppressed from presentation because of the instability of reporting small numbers.

## Demographics

UPCAP respondents were more likely to be younger, less educated, and white when compared to the statewide demographic profile (56.7% vs. 41.6%, 60.0% vs. 54.3%, 93.3% vs. 73.2%; respectively) as shown in Table 1. Due to the small number of cases in some demographic categories, caution should be exercised when evaluating the results in the agency.



**Table 1**  
**Demographics**

| Demographics    | Response             | State |     | UPCAP |    |
|-----------------|----------------------|-------|-----|-------|----|
|                 |                      | %     | n   | %     | n  |
| Age             | 18-64 years old      | 41.6  | 253 | 56.7  | 17 |
|                 | 65+ years old        | 58.4  | 355 | 43.3  | 13 |
| Gender          | Female               | 66.9  | 407 | 63.3  | 19 |
|                 | Male                 | 33.1  | 201 | 36.7  | 11 |
| Education Level | High School or Less  | 54.3  | 330 | 60.0  | 18 |
|                 | Some College or More | 42.6  | 259 | 36.7  | 11 |
| Race            | Non-Hispanic White   | 73.2  | 445 | 93.3  | 28 |
|                 | Non-Hispanic Black   | 19.7  | 120 | s     | s  |
|                 | Hispanic             | 2.0   | 12  | s     | s  |
|                 | Unknown/Others       | 5.1   | 31  | s     | s  |
| Overall Health  | Mean Score           | 49.1  | 594 | 48.7  | 30 |
| Mental Health   | Mean Score           | 60.8  | 591 | 60.0  | 29 |

*Results based on fewer than 5 cases were suppressed and noted as 's'.*

## 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 the quality of the patient-caregiver relationship, helpfulness of the case manager, respondent’s feelings of self-determination, met need, and physical safety.

This report derives a new domain *Met Need* from the HCBS CAHPS Survey and uses this new domain *Met Need* in place of the previously used domain *Unmet Need*. Appendix A provides the details of deriving *Met Need*. The *Met Need* domain evaluate whether the enrollee’ needs were met in dressing/bathing, meal preparation/eating, medication administration, toileting, and household tasks. The previously used *Unmet Need* is used to indicate no unmet needs. Compared to the *Unmet Need* measure, the new *Met Need* measure is more straightforward to interpret and understand.

CAHPS domain results are presented in Table 2. UPCAP scored at least five-percentage points higher than the state average on Recommendation Measures (98.6% vs. 92.6%). The remaining CAHPS domains were within five-percentage points of the state average. Due to the small number of responses in some questions, caution should be exercised when evaluating the results in the agency.



**Table 2**  
**2021 MI Choice Enrollee Satisfaction Survey**

| Category                                 | Question   | State Percent (n=608) | UPCAP Percent (n=30) |
|--|--|-----------------------|----------------------|
| <b>Global Ratings Measures</b>           | <b>Category Mean Score</b>   | <b>91.5</b>           | <b>95.8</b>          |
|  | Global Rating of Personal Assistance and Behavioral Health Staff               | 92.0                  | 96.7                 |
|  | Global Rating of Homemakers  | 90.6                  | s                    |
|  | Global Rating of Case Manager  | 92.1                  | 97.5                 |
| <b>Recommendation Measures</b>           | <b>Category Mean Score</b>   | <b>92.6</b>           | <b>98.6</b>          |
|  | Recommendation of Personal Assistance and Behavioral Health Staff              | 92.8                  | 96.9                 |
|  | Recommendation of Homemakers   | 92.3                  | s                    |
|  | Recommendation of Case Manager   | 92.8                  | 99.0                 |
| <b>Staff are reliable and helpful</b>    | <b>Category Mean Score</b>   | <b>91.9</b>           | <b>92.6</b>          |
|  | Staff come to work on time   | 92.7                  | 94.8                 |
|  | Staff work as long as they are supposed to                                     | 94.7                  | 94.8                 |
|  | Someone tells you if staff cannot come   | 84.0                  | 89.3                 |
|  | Staff make sure you have enough privacy for dressed, shower, bathing           | 92.7                  | 85.3                 |
|  | Homemakers come to work on time  | 92.4                  | s                    |
| <b>Staff listen and communicate well</b> | Homemakers work as long as they are supposed to                                | 94.6                  | s                    |
|  | <b>Category Mean Score</b>   | <b>95.0</b>           | <b>97.6</b>          |
|  | Staff treat you with courtesy and respect                                      | 96.7                  | 97.9                 |
|  | Staff explanations are easy to understand                                      | 93.9                  | 93.8                 |
|  | Staff treat you the way you want them to                                       | 94.8                  | 99.0                 |
|  | Staff explain things in a way that is easy to understand                       | 94.0                  | 94.8                 |
|  | Staff listen carefully to you  | 93.2                  | 96.9                 |
|  | Staff know what kind of help you need with everyday activities                 | 97.4                  | 100.0                |
|  | Homemakers treat you with courtesy and respect                                 | 96.8                  | s                    |
|  | Homemaker explanations are easy to understand                                  | 91.1                  | s                    |
|  | Homemakers treat you the way you want them to                                  | 96.5                  | s                    |
| <b>Case Manager is Helpful</b>           | Homemakers listen carefully  | 94.0                  | s                    |
|  | Homemakers know what kind of help you need                                     | 96.8                  | s                    |
|  | <b>Category Mean Score</b>   | <b>95.2</b>           | <b>96.4</b>          |
|  | Able to contact this case manager when needed                                  | 97.3                  | 100.0                |
| <b>Case Manager is Helpful</b>           | Case manager helped when asked for help with getting or fixing equipment       | 94.3                  | 89.3                 |
|  | Case manager helped when asked for help with getting other changes to services | 94.0                  | 100.0                |



| Category  | Question  | State Percent (n=608) | UPCAP Percent (n=30) |
|---|---|-----------------------|----------------------|
| <b>Choosing the Services that Matter to You</b> | <b>Category Mean Score</b>  | <b>92.7</b>           | <b>97.4</b>          |
|   | Person-centered service plan included all of the things that are important                | 87.5                  | 94.8                 |
|   | Staff knows what's on the service plan, including the things that are important           | 97.9                  | 100.0                |
| <b>Transportation to Medical Appointments</b>   | <b>Category Mean Score</b>  | <b>92.5</b>           | <b>91.8</b>          |
|   | Have a way to get to your medical appointments  | 90.3                  | 89.2                 |
|   | Able to get in and out of this ride easily  | 94.2                  | 91.7                 |
|   | Ride arrives on time to pick you up   | 93.1                  | 94.4                 |
| <b>Personal Safety and Respect</b>              | <b>Category Mean Score</b>  | <b>97.2</b>           | <b>97.4</b>          |
|   | Have someone to talk to if someone hurts you or does something to you that you don't like | 94.0                  | 92.2                 |
|   | None of the staff take money or things without asking                                     | 99.3                  | 100.0                |
|   | None of the staff yell, swear, or curse   | 98.4                  | 100.0                |
| <b>Planning Your Time and Activities</b>        | <b>Category Mean Score</b>  | <b>75.4</b>           | <b>80.0</b>          |
|   | Can get together with nearby family   | 70.4                  | 85.5                 |
|   | Can get together with nearby friends  | 63.7                  | 58.8                 |
|   | Can do things in community  | 50.5                  | 50.9                 |
|   | Needs more help to do things in community   | 83.7                  | 90.2                 |
|   | Takes part in deciding what to do with their time   | 91.0                  | 97.4                 |
|   | Takes part in deciding when they do things each day                                       | 93.3                  | 97.5                 |
| <b>Met Need</b>                                 | <b>Category Mean Score</b>  | <b>95.3</b>           | <b>98.3</b>          |
|   | Met need in dressing/bathing  | 94.3                  | 100.0                |
|   | Met need in meal preparation/eating   | 98.4                  | 100.0                |
|   | Met need in medication administration   | 91.4                  | 95.0                 |
|   | Met need in toileting   | 97.0                  | 100.0                |
|   | Met need in household tasks   | 95.5                  | 96.4                 |
| <b>Physical Safety Measure</b>                  | <b>Category Mean Score</b>  | <b>99.6</b>           | <b>100.0</b>         |
|   | No physical safety concerns; staff does not hit or hurt                                   | 99.6                  | 100.0                |

Agency percentage scores based on fewer than 5 respondents were suppressed and noted as 's'. Agency-level results are informational only and not intended for federal reporting.



## COVID-19 Question Results

In addition to the standard questions from the HCBS CAHPS Survey, six questions were asked about how the COVID pandemic may have affected enrollees and the people that are paid to help enrollees. The COVID-19 question results are summarized at the state-wide and agency level.

**COVID Question 1:** In the last 3 months, if your worker could not come to work on a day that they were scheduled, did someone tell you that your worker was exposed to COVID?

Due to the small number of responses, caution should be exercised when evaluating the results in the agency.

**Table C1: COVID Question 1 Response Percent (%) and Case Count (n)**

| Response <sup>a</sup> |   | State Wide | UPCAP  |
|-----------------------|---|------------|--------|
| <b>Yes</b>            | % | 25.4%      | s      |
|                       | n | 137        | s      |
| No                    | % | 74.6%      | 85.2%  |
|                       | n | 402        | 23     |
| Total                 | % | 100.0%     | 100.0% |
|                       | n | 539        | 27     |

Results based on fewer than 5 cases were suppressed and noted as 's'.

<sup>a</sup>Bold value identifies the most positive response.

**COVID Question 2:** In the last 3 months, if your worker could not come to work on a day that they were scheduled, did someone tell you that your worker had contracted COVID?

Due to the small number of responses, caution should be exercised when evaluating the results in the agency.

**Table C2: COVID Question 2 Response Percent (%) and Case Count (n)**

| Response <sup>a</sup> |   | State Wide | UPCAP  |
|-----------------------|---|------------|--------|
| <b>Yes</b>            | % | 15.6%      | s      |
|                       | n | 86         | s      |
| No                    | % | 84.4%      | 85.2%  |
|                       | n | 466        | 23     |
| Total                 | % | 100.0%     | 100.0% |
|                       | n | 552        | 27     |

Results based on fewer than 5 cases were suppressed and noted as 's'.

<sup>a</sup>Bold value identifies the most positive response.



**COVID Question 3:** In the last 3 months, if your worker could not come to work on a day that they were scheduled, did someone tell you that your worker was staying home because they did not want to be exposed to COVID?

Due to the small number of responses, caution should be exercised when evaluating the results in the agency.

**Table C3: COVID Question 3 Response Percent (%) and Case Count (n)**

| Response <sup>a</sup> |   | State Wide | UPCAP  |
|-----------------------|---|------------|--------|
| <b>Yes</b>            | % | 12.1%      | s      |
|                       | n | 68         | s      |
| No                    | % | 87.9%      | 89.3%  |
|                       | n | 493        | 25     |
| Total                 | % | 100.0%     | 100.0% |
|                       | n | 561        | 28     |

Results based on fewer than 5 cases were suppressed and noted as 's'.

<sup>a</sup>Bold value identifies the most positive response.

**COVID Question 4:** When staff did not come to work due to reasons related to COVID, did your Agency send a substitute worker?

Due to the small number of responses, caution should be exercised when evaluating the results in the agency.

**Table C4: COVID Question 4 Response Percent (%) and Case Count (n)**

| Response <sup>a</sup> |   | State Wide | UPCAP  |
|-----------------------|---|------------|--------|
| <b>Yes</b>            | % | 33.1%      | 33.3%  |
|                       | n | 162        | 8      |
| No                    | % | 66.9%      | 66.7%  |
|                       | n | 327        | 16     |
| Total                 | % | 100.0%     | 100.0% |
|                       | n | 489        | 24     |

Results based on fewer than 5 cases were suppressed and noted as 's'.

<sup>a</sup>Bold value identifies the most positive response.





**COVID Question 5:** Did the substitute perform the same number of services for you?

All of UPCAP respondents gave response ‘Yes’. Due to the small number of responses, caution should be exercised when evaluating the results in the agency.

**Table C5: COVID Question 5 Response Percent (%) and Case Count (n)**

| Response <sup>a</sup> |   | State Wide | UPCAP  |
|-----------------------|---|------------|--------|
| <b>Yes</b>            | % | 96.1%      | 100.0% |
|                       | n | 149        | 8      |
| No                    | % | 3.9%       | s      |
|                       | n | 6          | s      |
| Total                 | % | 100.0%     | 100.0% |
|                       | n | 155        | 8      |

Results based on fewer than 5 cases were suppressed and noted as ‘s’.

<sup>a</sup>Bold value identifies the most positive response.

**COVID Question 6:** At any time in the last 4 weeks, did you need medical care for something other than COVID, but **did not get it** because of the COVID pandemic?

Due to the small number of responses, caution should be exercised when evaluating the results in the agency.

**Table C6: COVID Question 6 Response Percent (%) and Case Count (n)**

| Response <sup>a</sup> |   | State Wide | UPCAP  |
|-----------------------|---|------------|--------|
| Yes                   | % | 8.1%       | s      |
|                       | n | 48         | s      |
| <b>No</b>             | % | 91.9%      | 90.0%  |
|                       | n | 548        | 27     |
| Total                 | % | 100.0%     | 100.0% |
|                       | n | 596        | 30     |

Results based on fewer than 5 cases were suppressed and noted as ‘s’.

<sup>a</sup>Bold value identifies the most positive response.



## Appendix A

### Derivation of Domain *Met Need*

The *Met Need* measures derived from the HCBS CAHPS Survey indicate whether certain needs (i.e., help with bathing, meals, medicine, toileting, and household tasks) are met. These are scored so that higher values indicate better care, i.e., need is met. These are five distinct items that are presented separately.

**Table 3. The Met Need Measures Derived from the HCBS CAHPS Survey**

| Survey Item <sup>a</sup> | Measure                               | Question Text  | Original Response Values <sup>b</sup> |
|--------------------------|---------------------------------------|--|---------------------------------------|
| 17<br>[screener = 16]    | Met need in dressing/bathing          | <i>[If respondents indicate that they need help from personal assistance/behavioral health staff to get dressed, take a shower, or bathe, they are asked]</i> In the last 3 months, did you always get dressed, take a shower or bathe when you needed to?   | <b>Yes = 1</b><br>No = 2              |
| 21<br>[screener = 20]    | Met need in meal preparation/eating   | <i>[If respondents indicate that they need help from personal assistance/behavioral health staff with meals, such as help making or cooking meals or help eating, they are asked]</i> In the last 3 months, were you always able to get something to eat when you were hungry?                                       | <b>Yes = 1</b><br>No = 2              |
| 24<br>[screener = 23]    | Met need in medication administration | <i>[If respondents indicate that they need help from personal assistance/behavioral health staff to take their medicines, such as reminders to take a medicine, help pouring them, or setting up their pills, they are asked]</i> In the last 3 months, did you always take your medicine when you were supposed to? | <b>Yes = 1</b><br>No = 2              |
| 27<br>[screener = 26]    | Met need in toileting                 | <i>[If respondents indicate that they need help with toileting, they are asked]</i> In the last 3 months, did you get all the help you needed with toileting from {personal assistance/behavioral health staff} when you needed it?  | <b>Yes = 1</b><br>No = 2              |
| 39                       | Met need in household tasks           | In the last 3 months, did your household tasks, like cleaning and laundry, always get done when you needed them to?  | <b>Yes = 1</b><br>No = 2              |

<sup>a</sup> Item numbers correspond to Version 1.0 of the HCBS CAHPS Survey updated January 19, 2017.

<sup>b</sup> Bold values identify completed surveys that count toward the numerator.