



Reliance Community Care Partners

2022 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

Enrollees must meet the following criteria to be included in the sampling frame: (1) enrolled in the MI Choice program for at least three months between December 2021 and February 2022; (2) had at least one claim during that period; (3) 18 years of age or older. A random number methodology per agency was then applied resulting in 9,564 enrollees being included in the sample frame. The sampling frame for the Reliance Community Care Partners was 686 with 19 completed surveys.

For those enrollees selected for a telephone interview, they were sent a pre-notification letter informing them to anticipate a telephone call prior to the telephone survey administration. For those selected for the web-based pilot, they were sent a different letter with information on how to access their web survey. 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 survey from March 2022 to September 2022. 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

Compared to the statewide demographic profile, Reliance Community Care Partners respondents were more likely to be younger, male, less educated, and white (52.6% vs. 42.9%, 52.6% vs. 31.3%, 57.9% vs. 51.4%, 84.2% vs. 74.2%; respectively) as shown in Table 1. Furthermore, Reliance Community Care Partners respondents were healthier in overall health and mental health when compared to the statewide health status (54.7% vs. 48.0%, 67.4% vs. 60.2%; respectively). 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		Reliance	
		%	n	%	n
Age	18-64 years old	42.9	241	52.6	10
	65+ years old	57.1	321	47.4	9
Gender	Female	68.7	386	47.4	9
	Male	31.3	176	52.6	10
Education Level	High School or Less	51.4	289	57.9	11
	Some College or More	45.0	253	36.8	7
Race	White	74.2	417	84.2	16
	Black	20.8	117	s	s
	Unknown/Others	5.0	28	s	s
Ethnicity	Hispanic	1.6	9	s	s
	Non-Hispanic	98.4	553	100.0	19
Overall Health	Mean Score	48.0	547	54.7	19
Mental Health	Mean Score	60.2	549	67.4	19

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. Reliance Community Care Partners had the highest *Global Rating* among all agencies with noticeably higher than the state average on *Global Rating* (96.0% vs. 91.8%), and scored at least five-percentage points higher than the state average on *Staff are Reliable and Helpful* (97.3% vs. 92.1%) and *Planning Your Time and Activities* (86.8% vs. 78.5%). Reliance Community Care Partners had full marks on *Case Manger is Helpful* and *Personal Safety and Respect*. 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
2022 MI Choice Enrollee Satisfaction Survey

Category	Question	State Percent (n=562)	Reliance Percent (n=19)
Global Ratings Measures	Category Mean Score	91.8	96.0
	Global Rating of Personal Assistance and Behavioral Health Staff	92.4	93.1
	Global Rating of Homemakers	91.8	s
	Global Rating of Case Manager	91.3	95.0
Recommendation Measures	Category Mean Score	92.1	96.4
	Recommendation of Personal Assistance and Behavioral Health Staff	92.8	96.9
	Recommendation of Homemakers	91.0	s
	Recommendation of Case Manager	92.6	92.2
Staff are reliable and helpful	Category Mean Score	92.1	97.3
	Staff come to work on time	93.2	96.9
	Staff work as long as they are supposed to	94.5	100.0
	Someone tells you if staff cannot come	80.3	93.8
	Staff make sure you have enough privacy for dressed, shower, bathing	95.3	93.3
	Homemakers come to work on time	94.4	s
Staff listen and communicate well	Homemakers work as long as they are supposed to	94.9	s
	Category Mean Score	94.6	98.0
	Staff treat you with courtesy and respect	96.7	98.4
	Staff explanations are easy to understand	90.4	95.3
	Staff treat you the way you want them to	95.0	95.3
	Staff explain things in a way that is easy to understand	94.2	95.3
	Staff listen carefully to you	92.6	93.8
	Staff know what kind of help you need with everyday activities	97.1	100.0
	Homemakers treat you with courtesy and respect	97.6	s
	Homemaker explanations are easy to understand	90.6	s
	Homemakers treat you the way you want them to	97.1	s
Case Manager is Helpful	Homemakers listen carefully	93.7	s
	Homemakers know what kind of help you need	95.2	s
	Category Mean Score	95.8	100.0
	Able to contact this case manager when needed	97.1	100.0
Case Manager is Helpful	Case manager helped when asked for help with getting or fixing equipment	95.6	s
	Case manager helped when asked for help with getting other changes to services	94.7	s



Category	Question	State Percent (n=562)	Reliance Percent (n=19)
Choosing the Services that Matter to You	Category Mean Score	90.8	87.7
	Person-centered service plan included all of the things that are important	86.9	89.5
	Staff knows what's on the service plan, including the things that are important	94.6	85.9
Transportation to Medical Appointments	Category Mean Score	92.4	94.1
	Have a way to get to your medical appointments	90.7	93.4
	Able to get in and out of this ride easily	96.6	100.0
	Ride arrives on time to pick you up	89.9	88.9
Personal Safety and Respect	Category Mean Score	97.4	100.0
	Have someone to talk to if someone hurts you or does something to you that you don't like	94.0	100.0
	None of the staff take money or things without asking	99.3	100.0
	None of the staff yell, swear, or curse	98.9	100.0
Planning Your Time and Activities	Category Mean Score	78.5	86.8
	Can get together with nearby family	76.3	82.7
	Can get together with nearby friends	70.9	88.9
	Can do things in community	57.6	73.6
	Needs more help to do things in community	80.6	83.9
	Takes part in deciding what to do with their time	92.7	96.1
	Takes part in deciding when they do things each day	92.7	95.8
Met Need	Category Mean Score	93.0	96.6
	Met need in dressing/bathing	90.5	95.0
	Met need in meal preparation/eating	95.9	100.0
	Met need in medication administration	90.0	93.8
	Met need in toileting	95.6	94.2
	Met need in household tasks	93.2	100.0
Physical Safety Measure	Category Mean Score	100.0	100.0
	No physical safety concerns; staff does not hit or hurt	100.0	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?

Reliance respondents gave a lower percent on response ‘Yes’ when compared to the statewide results (27.8% vs. 32.3%). 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 ^a		State Wide	Reliance
Yes	%	32.3%	27.8%
	n	168	5
No	%	67.7%	72.2%
	n	352	13
Total	%	100.0%	100.0%
	n	520	18

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

^aBold 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 ^a		State Wide	Reliance
Yes	%	22.3%	s
	n	118	s
No	%	77.7%	77.8%
	n	411	14
Total	%	100.0%	100.0%
	n	529	18

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

^aBold 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 ^a		State Wide	Reliance
Yes	%	13.5%	s
	n	71	s
No	%	86.5%	77.8%
	n	453	14
Total	%	100.0%	100.0%
	n	524	18

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

^aBold 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 ^a		State Wide	Reliance
Yes	%	49.4%	s
	n	84	s
No	%	50.6%	s
	n	86	s
Total	%	100.0%	s
	n	170	s

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

^aBold value identifies the most positive response.



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

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 ^a		State Wide	Reliance
Yes	%	72.5%	s
	n	95	s
No	%	27.5%	s
	n	36	s
Total	%	100.0%	s
	n	131	s

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

^aBold 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?

All of Reliance respondents gave response 'No', which is noticeable higher when compared to the statewide results (100.0% vs. 93.6%). 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 ^a		State Wide	Reliance
Yes	%	6.4%	s
	n	35	s
No	%	93.6%	100.0%
	n	509	19
Total	%	100.0%	100.0%
	n	544	19

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

^aBold 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 ^a	Measure	Question Text	Original Response Values ^b
17 [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?	Yes = 1 No = 2
21 [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?	Yes = 1 No = 2
24 [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?	Yes = 1 No = 2
27 [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?	Yes = 1 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?	Yes = 1 No = 2

^a Item numbers correspond to Version 1.0 of the HCBS CAHPS Survey updated January 19, 2017.

^b Bold values identify completed surveys that count toward the numerator.