

Area Agency on Aging of Western Michigan

2023 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 Medicare 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 2022 and February 2023; (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 2,646 enrollees being included in the sample frame. The sampling frame for the Area Agency on Aging of Western Michigan was 356 with 16 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 2023 to September 2023. 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

Area Agency on Aging of Western Michigan respondents were more likely to be younger, male, and more educated when compared to the statewide demographic profile (62.5% vs. 56.8%, 37.5% vs. 33.5%, 50.0% vs. 46.8%; respectively) as shown in Table 1. Furthermore, Area Agency on Aging of Western Michigan respondents were healthier in overall health and less healthy in mental health when compared to the statewide health status (53.8% vs. 47.8%, 56.3% vs. 62.1%; 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		Western Michigan	
		%	n	%	n
Age	18-64 years old	56.8	176	62.5	10
	65+ years old	43.2	134	37.5	6
Gender	Female	66.5	206	62.5	10
	Male	33.5	104	37.5	6
Education Level	High School or Less	51.3	159	50.0	8
	Some College or More	46.8	145	50.0	8
Race	White	72.6	225	75.0	12
	Black	21.9	68	s	s
	Unknown/Others	5.5	17	s	s
Ethnicity	Hispanic	1.9	6	s	s
	Non-Hispanic	98.1	304	93.8	15
Overall Health	Mean Score	47.8	306	53.8	16
Mental Health	Mean Score	62.1	302	56.3	16

*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. Area Agency on Aging of Western Michigan scored over five-percentage points lower than the state average on *Choosing the Services that Matter to You* (85.4% vs. 91.1%) and *Met Need* (80.1% vs. 94.2%). The remaining CAHPS domains were within five percentage points of the statewide average. Due to the small number of responses in some questions, caution should be exercised when evaluating the results in the agency.





**Table 2**  
**2023 MI Choice Enrollee Satisfaction Survey**  
**n=16**

Category	Question	State Percent	Agency Percent
<b>Global Ratings Measures</b>	<b>Category Mean Score</b>	<b>89.7</b>	<b>89.7</b>
	Global Rating of Personal Assistance and Behavioral Health Staff	92.7	85.4
	Global Rating of Homemakers	84.8	s
	Global Rating of Case Manager	91.7	96.9
<b>Recommendation Measures</b>	<b>Category Mean Score</b>	<b>89.4</b>	<b>89.3</b>
	Recommendation of Personal Assistance and Behavioral Health Staff	94.8	90.4
	Recommendation of Homemakers	79.5	s
	Recommendation of Case Manager	94.0	94.2
<b>Staff are reliable and helpful</b>	<b>Category Mean Score</b>	<b>90.6</b>	<b>93.3</b>
	Staff come to work on time	93.3	92.3
	Staff work as long as they are supposed to	95.5	96.2
	Someone tells you if staff cannot come	84.9	79.5
	Staff make sure you have enough privacy for dressed, shower, bathing	93.3	91.7
	Homemakers come to work on time	87.2	s
<b>Staff listen and communicate well</b>	<b>Category Mean Score</b>	<b>93.8</b>	<b>94.2</b>
	Staff treat you with courtesy and respect	97.6	86.5
	Staff explanations are easy to understand	93.0	96.2
	Staff treat you the way you want them to	96.3	88.5
	Staff explain things in a way that is easy to understand	95.4	92.3
	Staff listen carefully to you	93.7	84.6
	Staff know what kind of help you need with everyday activities	98.8	88.5
	Homemakers treat you with courtesy and respect	92.1	s
	Homemaker explanations are easy to understand	94.5	s
	Homemakers treat you the way you want them to	88.8	s
	Homemakers listen carefully	88.4	s
Homemakers know what kind of help you need	92.9	s	
<b>Case Manager is Helpful</b>	<b>Category Mean Score</b>	<b>96.0</b>	<b>97.9</b>
	Able to contact this case manager when needed	98.0	93.8
	Case manager helped when asked for help with getting or fixing equipment	93.7	s
	Case manager helped when asked for help with getting other changes to services	96.2	100.0



Category	Question	State Percent	Agency Percent
<b>Choosing the Services that Matter to You</b>	<b>Category Mean Score</b>	<b>91.1</b>	<b>85.4</b>
	Person-centered service plan included all of the things that are important	85.3	83.3
	Staff knows what's on the service plan, including the things that are important	96.9	87.5
<b>Transportation to Medical Appointments</b>	<b>Category Mean Score</b>	<b>92.4</b>	<b>90.4</b>
	Have a way to get to your medical appointments	91.0	90.6
	Able to get in and out of this ride easily	95.6	100.0
	Ride arrives on time to pick you up	90.8	80.6
<b>Personal Safety and Respect</b>	<b>Category Mean Score</b>	<b>97.1</b>	<b>98.4</b>
	Have someone to talk to if someone hurts you or does something to you that you don't like	93.8	100.0
	None of the staff take money or things without asking	99.3	100.0
	None of the staff yell, swear, or curse	98.3	95.3
<b>Planning Your Time and Activities</b>	<b>Category Mean Score</b>	<b>78.5</b>	<b>77.4</b>
	Can get together with nearby family	77.1	73.1
	Can get together with nearby friends	69.7	69.4
	Can do things in community	57.9	59.4
	Needs more help to do things in community	79.0	76.9
	Takes part in deciding what to do with their time	92.8	90.0
	Takes part in deciding when they do things each day	94.3	95.3
<b>Met Need</b>	<b>Category Mean Score</b>	<b>94.2</b>	<b>80.1</b>
	Met need in dressing/bathing	92.9	87.5
	Met need in meal preparation/eating	98.0	93.2
	Met need in medication administration	88.9	75.0
	Met need in toileting	95.3	57.1
	Met need in household tasks	95.8	87.5
<b>Physical Safety Measure</b>	<b>Category Mean Score</b>	<b>99.8</b>	<b>100.0</b>
	No physical safety concerns; staff does not hit or hurt	99.8	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.



## 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 [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> 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?	<b>Yes = 1</b> 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?	<b>Yes = 1</b> 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?	<b>Yes = 1</b> 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> 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.