

Area Agency on Aging of Western Michigan

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 Medicare 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 Area Agency on Aging of Western Michigan was 300 with 33 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

Area Agency on Aging of Western Michigan respondents were more likely to be older, and male when compared to the statewide demographic profile (63.6% vs. 58.4%, 54.5% vs. 33.1%; 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		Western Michigan	
		%	n	%	n
Age	18-64 years old	41.6	253	36.4	12
	65+ years old	58.4	355	63.6	21
Gender	Female	66.9	407	45.5	15
	Male	33.1	201	54.5	18
Education Level	High School or Less	54.3	330	48.5	16
	Some College or More	42.6	259	45.5	15
Race	Non-Hispanic White	73.2	445	69.7	23
	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	47.5	32
Mental Health	Mean Score	60.8	591	64.2	33

*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 at least five-percentage points lower than the state average on Recommendation Measures (85.8% 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)	Western Percent (n=33)
<b>Global Ratings Measures</b>	<b>Category Mean Score</b>	<b>91.5</b>	<b>89.2</b>
	Global Rating of Personal Assistance and Behavioral Health Staff	92.0	90.4
	Global Rating of Homemakers	90.6	86.0
	Global Rating of Case Manager	92.1	91.4
<b>Recommendation Measures</b>	<b>Category Mean Score</b>	<b>92.6</b>	<b>85.8</b>
	Recommendation of Personal Assistance and Behavioral Health Staff	92.8	89.4
	Recommendation of Homemakers	92.3	80.0
	Recommendation of Case Manager	92.8	87.9
<b>Staff are reliable and helpful</b>	<b>Category Mean Score</b>	<b>91.9</b>	<b>92.4</b>
	Staff come to work on time	92.7	91.7
	Staff work as long as they are supposed to	94.7	97.2
	Someone tells you if staff cannot come	84.0	79.2
	Staff make sure you have enough privacy for dressed, shower, bathing	92.7	96.3
	Homemakers come to work on time	92.4	95.0
<b>Staff listen and communicate well</b>	<b>Category Mean Score</b>	<b>95.0</b>	<b>94.0</b>
	Staff treat you with courtesy and respect	96.7	97.2
	Staff explanations are easy to understand	93.9	96.3
	Staff treat you the way you want them to	94.8	95.4
	Staff explain things in a way that is easy to understand	94.0	89.8
	Staff listen carefully to you	93.2	93.5
	Staff know what kind of help you need with everyday activities	97.4	97.1
	Homemakers treat you with courtesy and respect	96.8	100.0
	Homemaker explanations are easy to understand	91.1	85.0
	Homemakers treat you the way you want them to	96.5	100.0
	Homemakers listen carefully	94.0	95.0
Homemakers know what kind of help you need	96.8	85.0	
<b>Case Manager is Helpful</b>	<b>Category Mean Score</b>	<b>95.2</b>	<b>96.0</b>
	Able to contact this case manager when needed	97.3	97.3
	Case manager helped when asked for help with getting or fixing equipment	94.3	90.6
	Case manager helped when asked for help with getting other changes to services	94.0	100.0



Category	Question	State Percent (n=608)	Western Percent (n=33)
<b>Choosing the Services that Matter to You</b>	<b>Category Mean Score</b>	<b>92.7</b>	<b>94.5</b>
	Person-centered service plan included all of the things that are important	87.5	89.1
	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>93.3</b>
	Have a way to get to your medical appointments	90.3	92.4
	Able to get in and out of this ride easily	94.2	95.3
	Ride arrives on time to pick you up	93.1	92.2
<b>Personal Safety and Respect</b>	<b>Category Mean Score</b>	<b>97.2</b>	<b>96.1</b>
	Have someone to talk to if someone hurts you or does something to you that you don't like	94.0	88.3
	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>77.3</b>
	Can get together with nearby family	70.4	76.0
	Can get together with nearby friends	63.7	65.9
	Can do things in community	50.5	45.5
	Needs more help to do things in community	83.7	88.5
	Takes part in deciding what to do with their time	91.0	90.3
	Takes part in deciding when they do things each day	93.3	97.7
<b>Met Need</b>	<b>Category Mean Score</b>	<b>95.3</b>	<b>95.0</b>
	Met need in dressing/bathing	94.3	95.8
	Met need in meal preparation/eating	98.4	100.0
	Met need in medication administration	91.4	91.2
	Met need in toileting	97.0	100.0
	Met need in household tasks	95.5	88.2
<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?

Western respondents gave a noticeable higher percent on response ‘Yes’ when compared to the statewide results (37.9% vs. 25.4%). 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	Western
Yes	%	25.4%	37.9%
	n	137	11
No	%	74.6%	62.1%
	n	402	18
Total	%	100.0%	100.0%
	n	539	29

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?

Western respondents gave a noticeable higher percent on response ‘Yes’ when compared to the statewide results (21.4% vs. 15.6%). 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	Western
Yes	%	15.6%	21.4%
	n	86	6
No	%	84.4%	78.6%
	n	466	22
Total	%	100.0%	100.0%
	n	552	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 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	Western
<b>Yes</b>	%	12.1%	s
	n	68	s
No	%	87.9%	87.1%
	n	493	27
Total	%	100.0%	100.0%
	n	561	31

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?

Western respondents gave a noticeable higher percent on response 'Yes' when compared to the statewide results (42.9% vs. 33.1%). 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	Western
<b>Yes</b>	%	33.1%	42.9%
	n	162	12
No	%	66.9%	57.1%
	n	327	16
Total	%	100.0%	100.0%
	n	489	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 5:** Did the substitute perform the same number of services for you?

All of Western 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	Western
<b>Yes</b>	%	96.1%	100.0%
	n	149	12
No	%	3.9%	s
	n	6	s
Total	%	100.0%	100.0%
	n	155	12

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?

Western respondents gave a noticeable higher percent on response ‘No’ when compared to the statewide results (100.0% vs. 91.9%).

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

Response <sup>a</sup>		State Wide	Western
Yes	%	8.1%	s
	n	48	s
<b>No</b>	%	91.9%	100.0%
	n	548	33
Total	%	100.0%	100.0%
	n	596	33

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 [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.