Money Follows the Person Rebalancing Demonstration

Consumer Assessment of Health Provider Systems Home and Community-Based Services (HCBS CAHPS®) 2023 Report Highlights

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Introduction

- Purpose:
  - Identify quality of care and service experience from the perspective of the consumer
- Setting of interviews
  - Community
  - Institution (Skilled nursing facility)
- Consumers interviewed at 2 separate time points
  - 1 Month Survey – asked about experiences 1 month post transition
  - 12 Month Survey – asked about experiences 3 months prior to interview
- Survey design
  - Utilize the HCBS CAHPS survey plus additional questions to cover areas of interest specifically for Connnecticut (informal supports, finances, health care service use, etc.)

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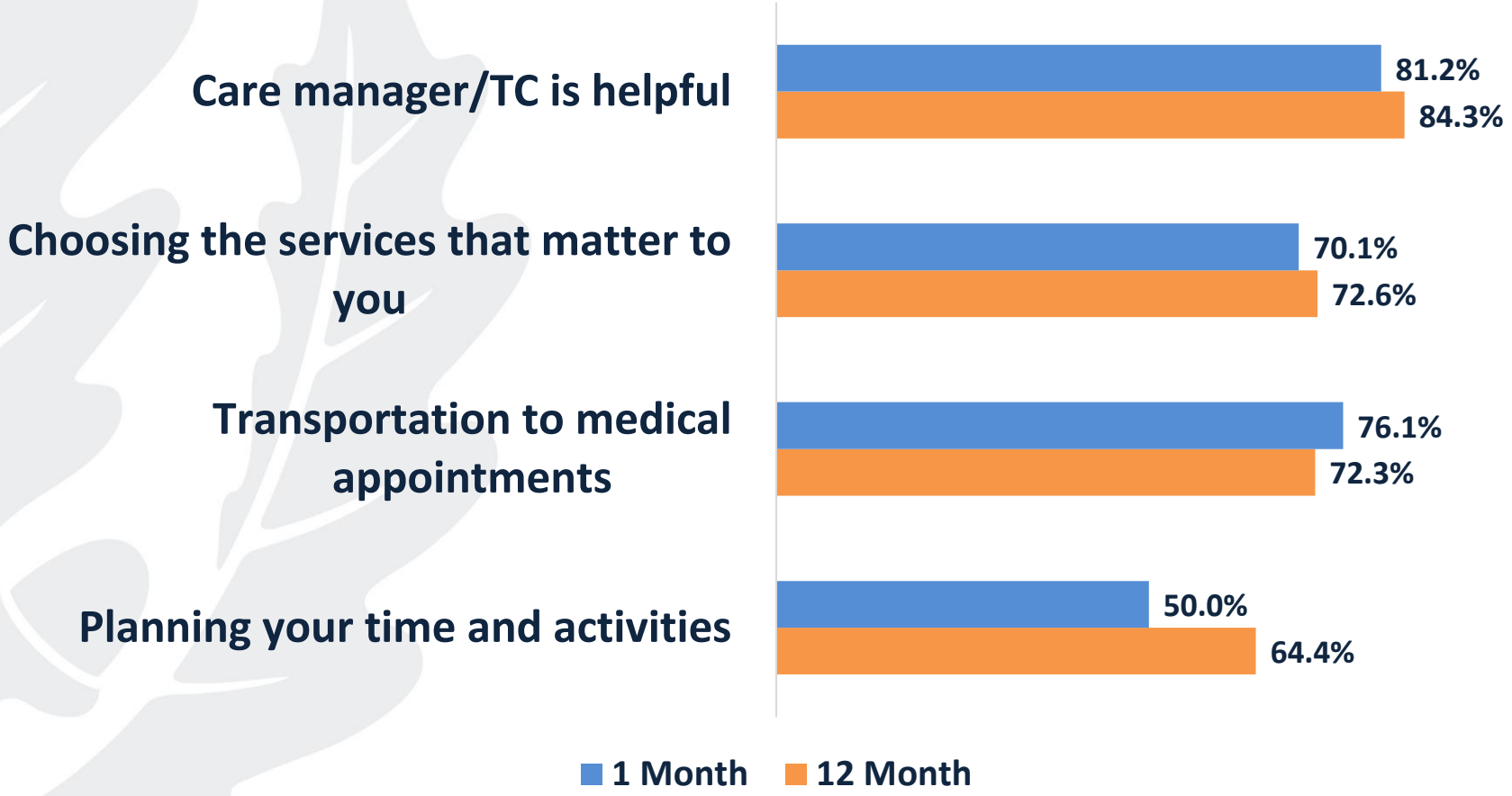
Composite Measure by Timepoint



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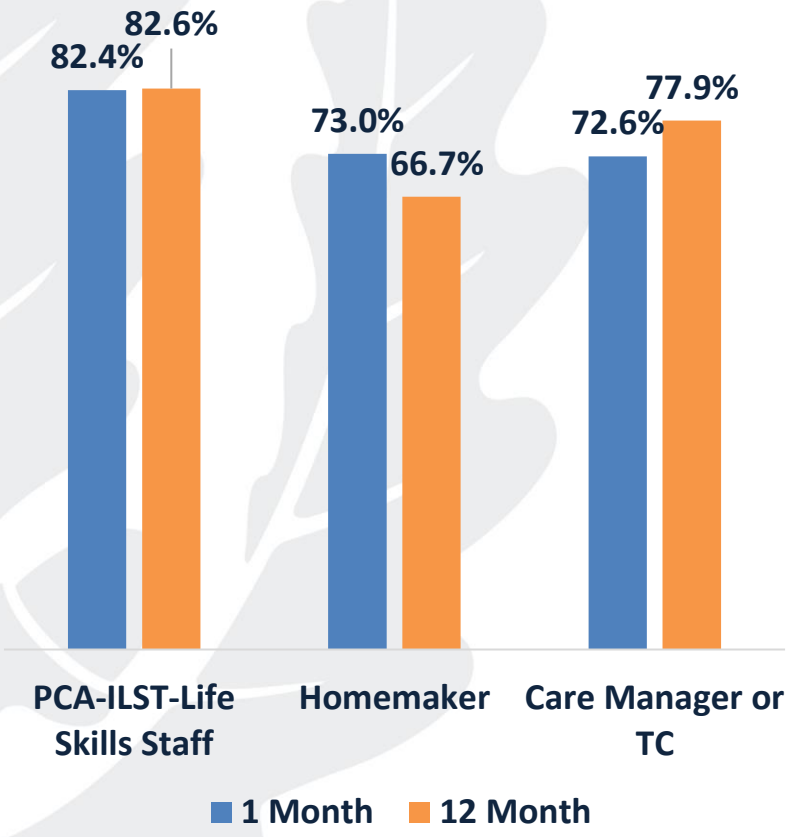
Definitely Recommend Their Staff



"I am really happy and glad I am getting PCA help. I have been healthier than I have ever been. PCAs have kept me going in the same direction."

"They [TC, SCM, HC] did an excellent job transitioning me into my new home because at the rate that I was going I would have been in the facility the rest of my life."

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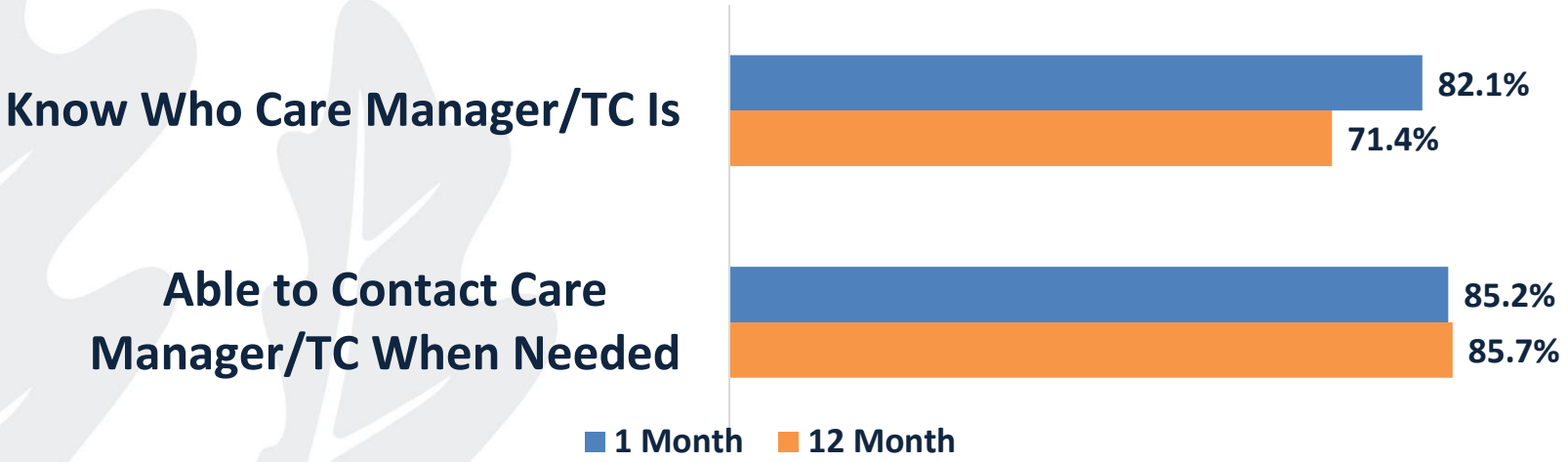
Care Management Services



"We don't currently have a care coordinator, and since January they have changed. I have never spoken with a care coordinator, so I always talk to [TC]."

"Everything and everyone has been great. I don't know what we would have done without the SCM [name]. She was so helpful when it came to all the paperwork and back and forth with the nursing home."

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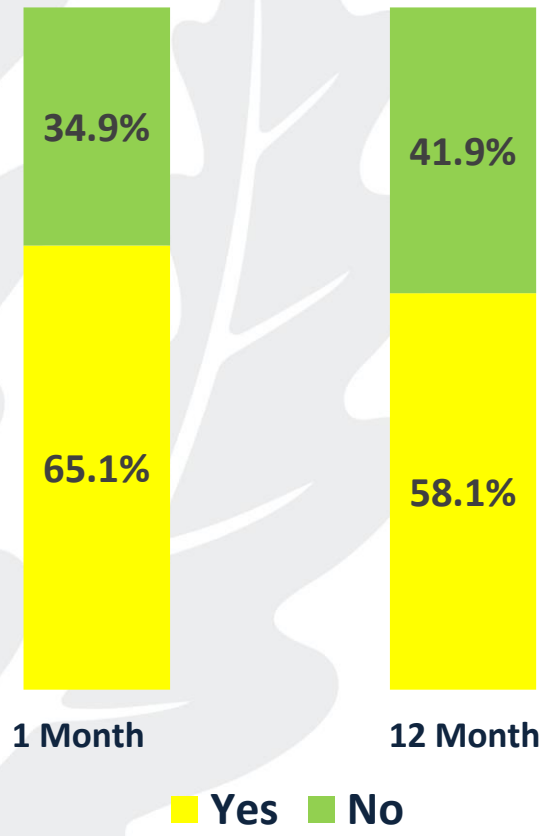
Unpaid Assistance from Family or Friends



"I had to cut my work hours to care for my mom."

"Right now I am relying on my girlfriend for making sure I have everything. She has also been the one getting what I need – she got me a walker from the senior center. So far MFP hasn't supplied anything."

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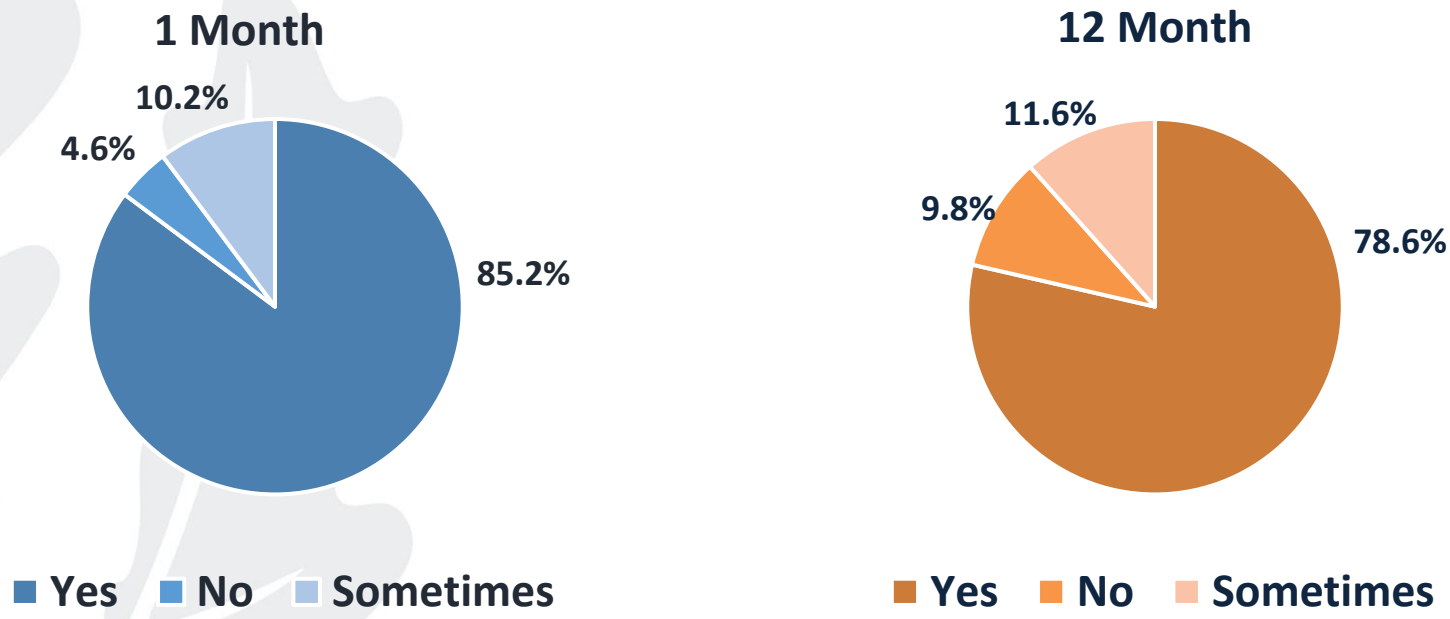
Do You Like Where You Live?



"I feel so lucky that they took the time to find me a place where I could also have my dog again. There's always ups and downs, but I'm happy to have my own place."

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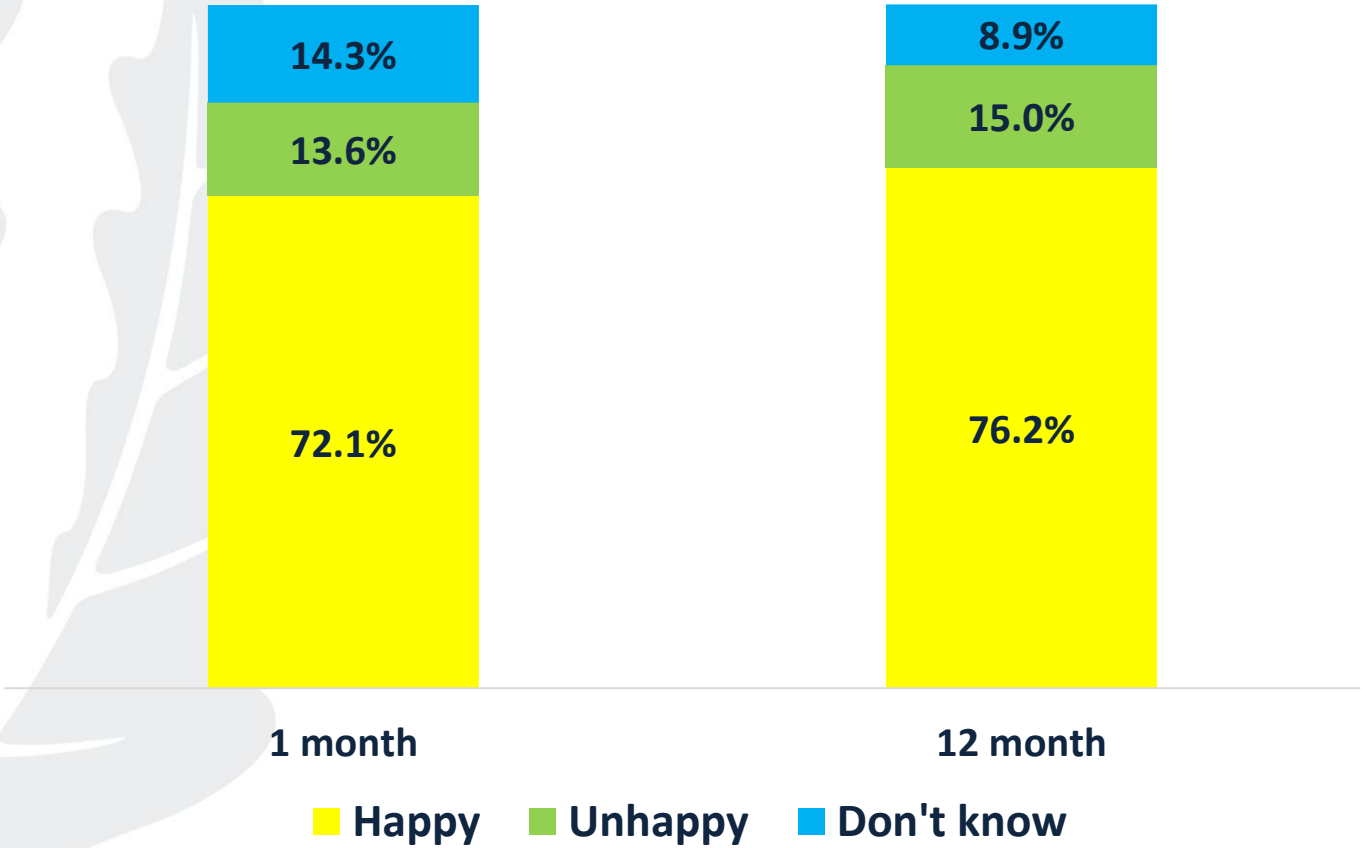
Happy with the Way You Live Your Life



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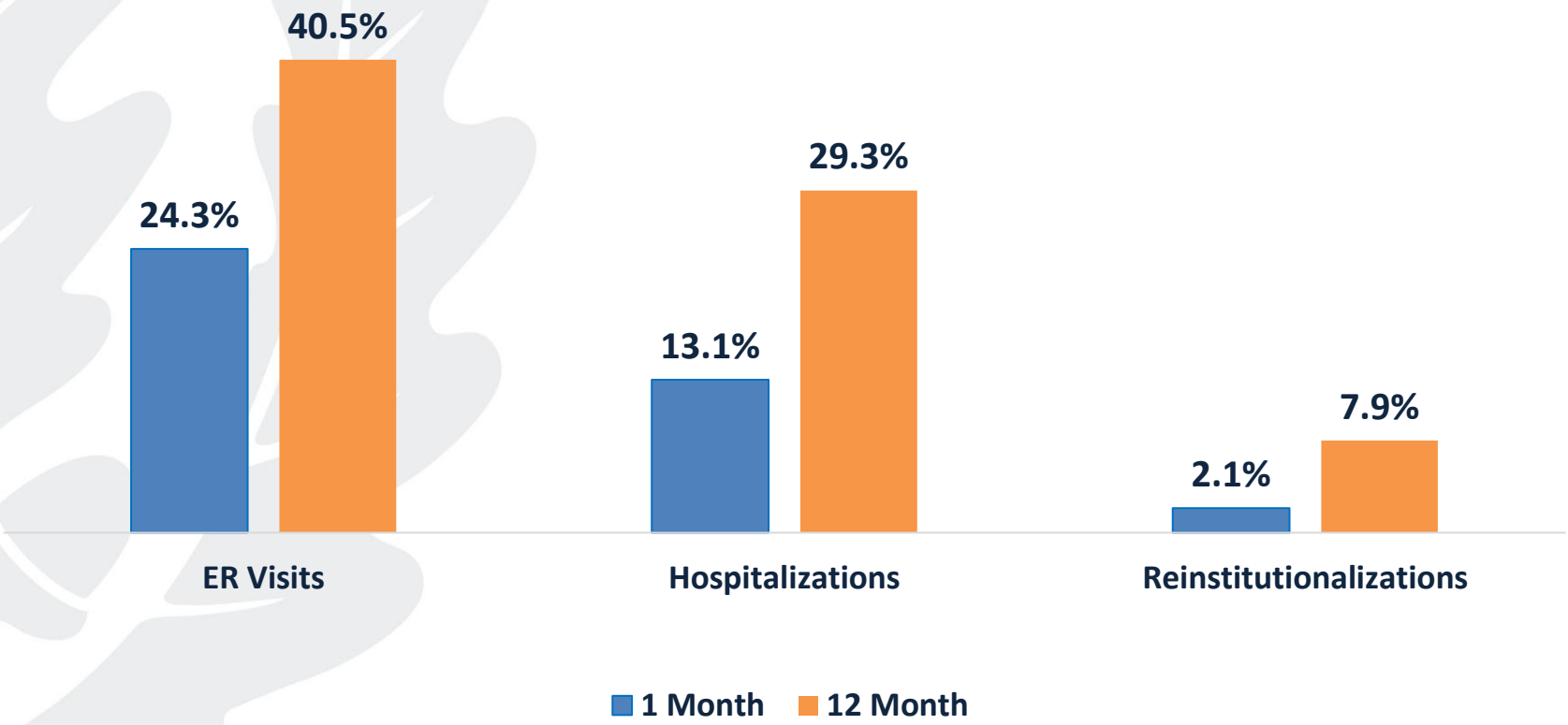
ER Visits, Hospitalizations, & Reinstitutionalizations



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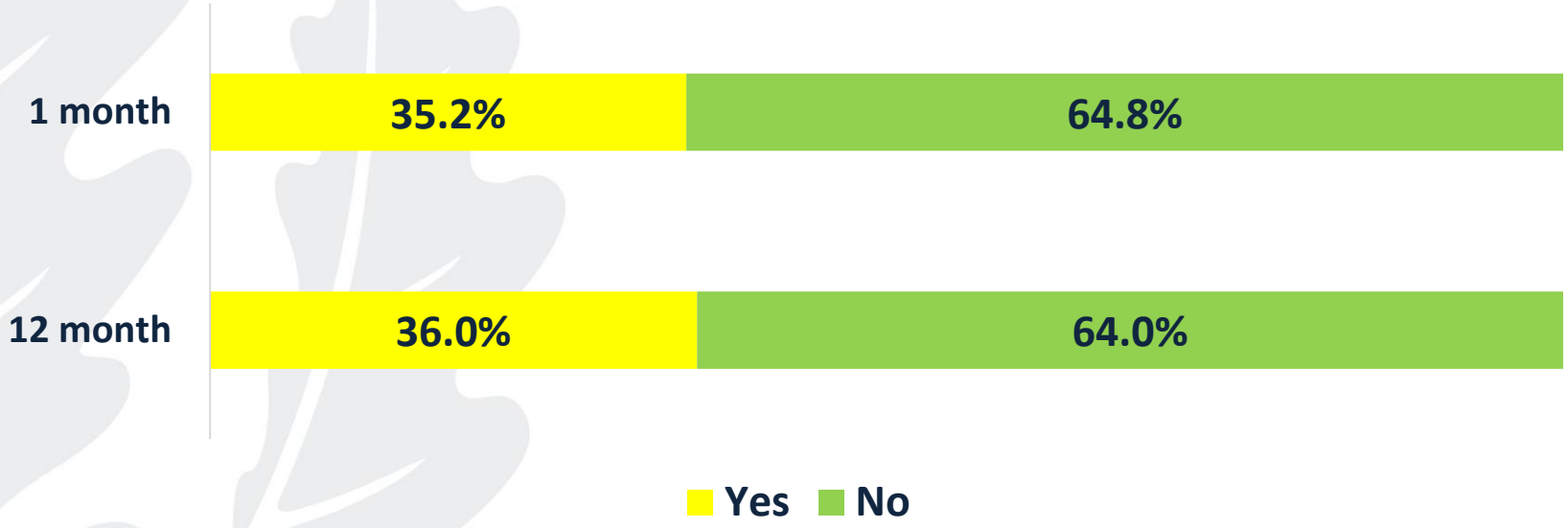
Depressive Symptoms



"There's nothing for me to do and that makes me depressed. I don't have good transportation so I can't go to places I want to go. I just watch TV a lot."

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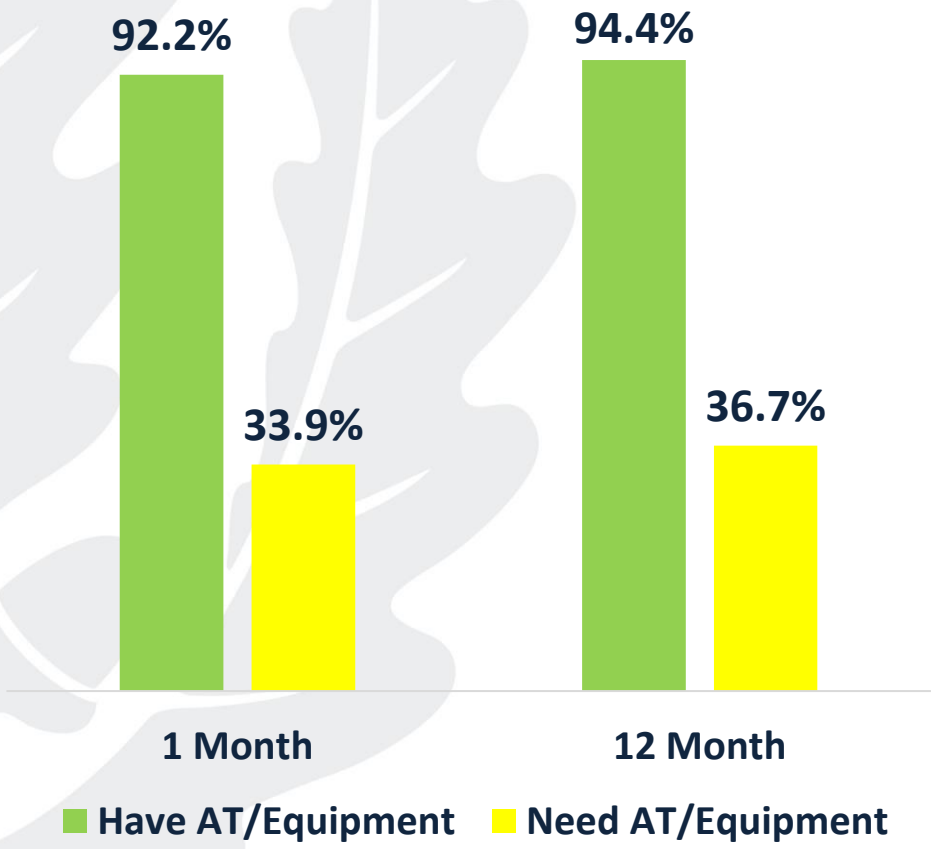
Unmet need: Home Modifications, Medical Equipment, Assistive Devices



"I need a shower chair and a raised toilet seat because I can't sit on the toilet. They haven't gotten me a shower chair yet and I am upset about that. I haven't taken a shower since I've been here."

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Waiver vs. Non-waiver consumers

Consumers Eligible for a Waiver:

- More likely to be able to contact their care manager/TC at 12 months
- More social support
- More satisfied with community housing
- More likely to have all of the home modifications, equipment, or devices they need

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Agency-based vs. Self-directed

Self-directed Consumers:

- Better participant experiences with services and staff
- Higher scores for “Choosing the services that matter to you” composite
- Greater social support
- Happier with way living life

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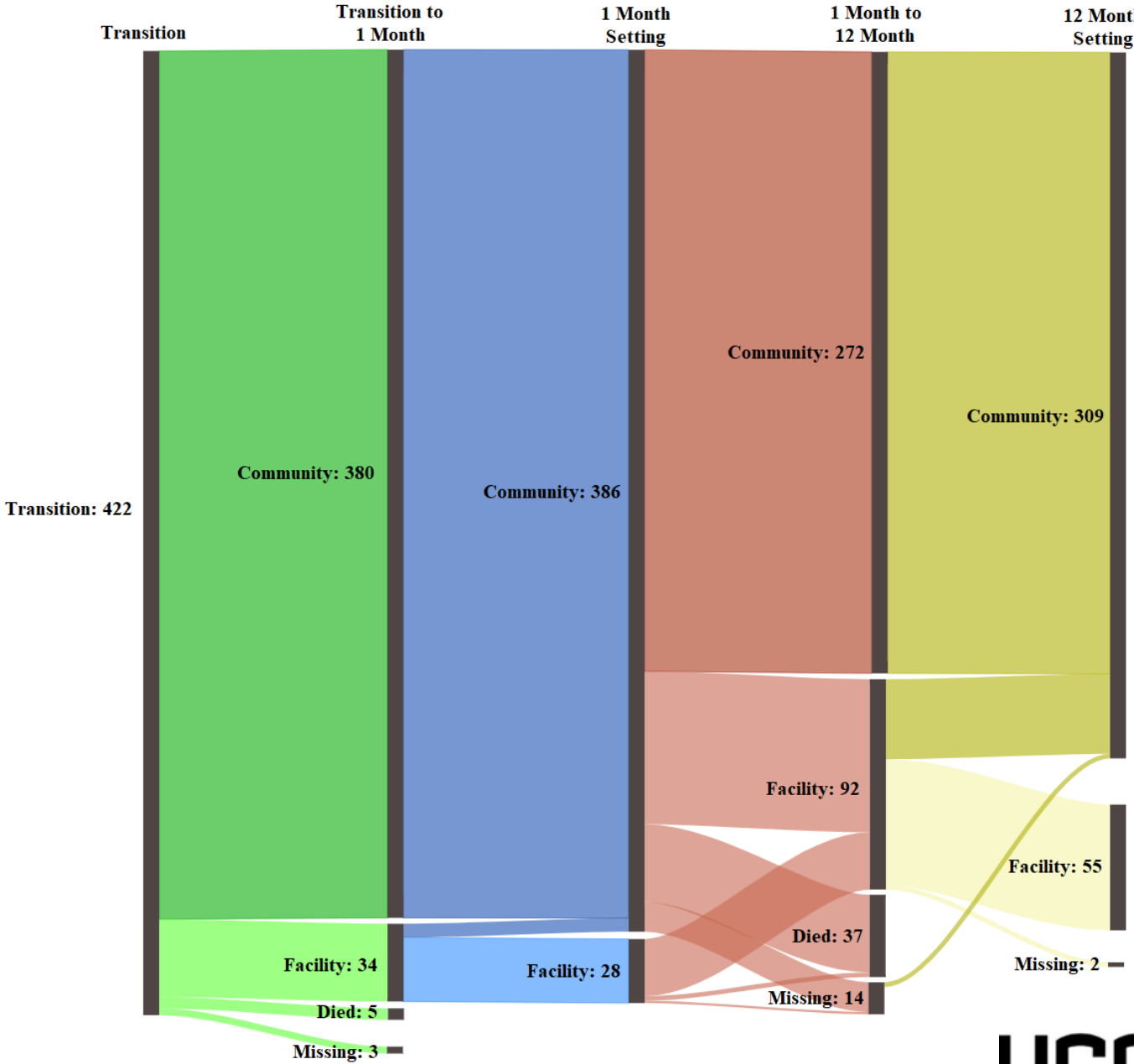

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Thank you!

For more information, the report will be on the UConn Health website at:
https://health.uconn.edu/aging/research-reports/

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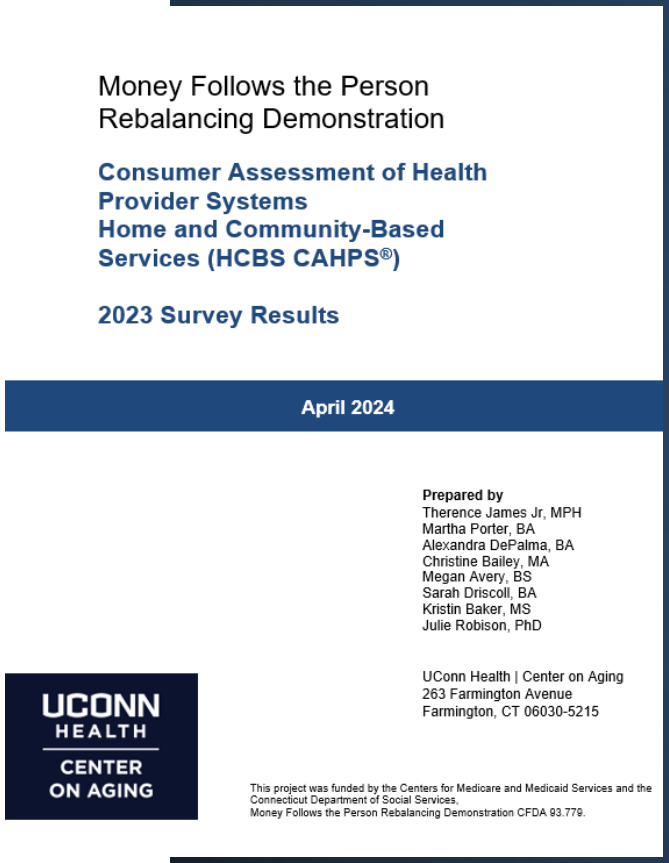
Thank you to all the participants who shared their experiences with us and to all the research assistants who contributed to collecting and analyzing this data.

Questions?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Rebalancing Demonstration

Consumer Assessment of Health Provider Systems Home and Community-Based Services (HCBS CAHPS®)

2023 Survey Results

April 2024

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