Home and Community-Based Services Experience of Care Survey (EoC)

Beth Jackson, Ph.D.
Background

- Experience of Care Development and Testing Funded by CMS
  - National Quality Enterprise (NQE) – Survey Development & Pilot Test
  - Testing Experience and Functional Tools (TEFT) – Field Test

Overview

- Medicaid HCBS Beneficiary Experience of Care/Support and Quality of Life
- Cross-Disability Tool
  - Unit of analysis is the program
  - Allows for comparisons across programs serving different populations
  - Comparisons across MLTSS MCOs in a state
- Addresses Dimensions of Quality Valued by Beneficiaries
- Aligns with CAHPS Family of Surveys
- Development Process Initiated in 2010
- Pilot and Field Tests 2013-2015
- Seeking CAHPS Trademark & NQF Endorsement
EoC Survey Development Process

- Literature Review
- Beneficiary Interviews
- Stakeholder Input (TEP)
- Draft Survey

Formative Research

Test Survey
- Cognitive Testing
- Stakeholder Input (TEP)
- Field Test

- Analyze Field Data
- Stakeholder Input (TEP)

Finalize Survey
Items in the HCBS Experience of Care Survey

- Composite Measure Items (34 items)
- Items TEP Identified as Important (13 items)
  - Not included in a composite measure due to low variance or low factor loading
- Global Ratings
  - Personal Assistant/Behavioral Health Staff, Homemaker, Case Manager (3 items)
- Employment Module (21 items)
- Screening Items (13 items)
  - Dictate skip patterns in survey
- Cognitive Screener Items (3 items)
- Items for Case Mix Adjustment (15 items)
Composite Measures

1. Staff Are Reliable & Helpful (6 items)
2. Staff Listen & Communicate Well (11 items)
3. Case Manager Is Helpful (3 items)
4. Choosing The Services That Matter to You (2 items)
5. Transportation To Medical Appointments (3 items)
6. Personal Safety & Respect (3 items)
7. Planning Your Time & Activities (6 items)
Field Test

- 26 Medicaid HCBS Programs, 9 States, N=3226
- English & Spanish Versions

5 Disability Groups
  - Aged
  - Non-aged disabled
  - Intellectually/Developmentally Disabled
  - Brain Injured
  - Severely Mentally Ill

Mode Experiment
  - In-Person Administration (CAPI)
  - Phone Administration (CATI)

Alternate Response Pattern Experiment
  - Standard CAHPS Responses: *Never, Sometimes, Usually Always*
  - Simplified Responses: *Mostly Yes, Mostly No*
THANK YOU!

beth.jackson@truvenhealth.com