

Home and Community Based Services (HCBS)

“Snapshot” Survey Results

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Purpose

- **To determine baseline awareness of HCBS for RI Adults on Medicaid who live in the community and are “nursing home eligible”**
- **To determine unmet need for HCBS for Adults on Medicaid who live in the community and are “nursing home eligible”**
- **To determine what respondents need to help them stay in their homes**

Survey Measures

- **Awareness of HCBS Services**
- **Unmet Need for HCBS**
- **Satisfaction**
- **Involvement with Care Plan**
- **Right to choose services**

Method - Sample

Adults enrolled in Aged and Disabled Waiver (n=2,066 users or 1,601 average eligibles) who have a phone, speak English and were enrolled in waiver services >3 months from July 1, 2008 – June 30, 2009 (final n=1,400)

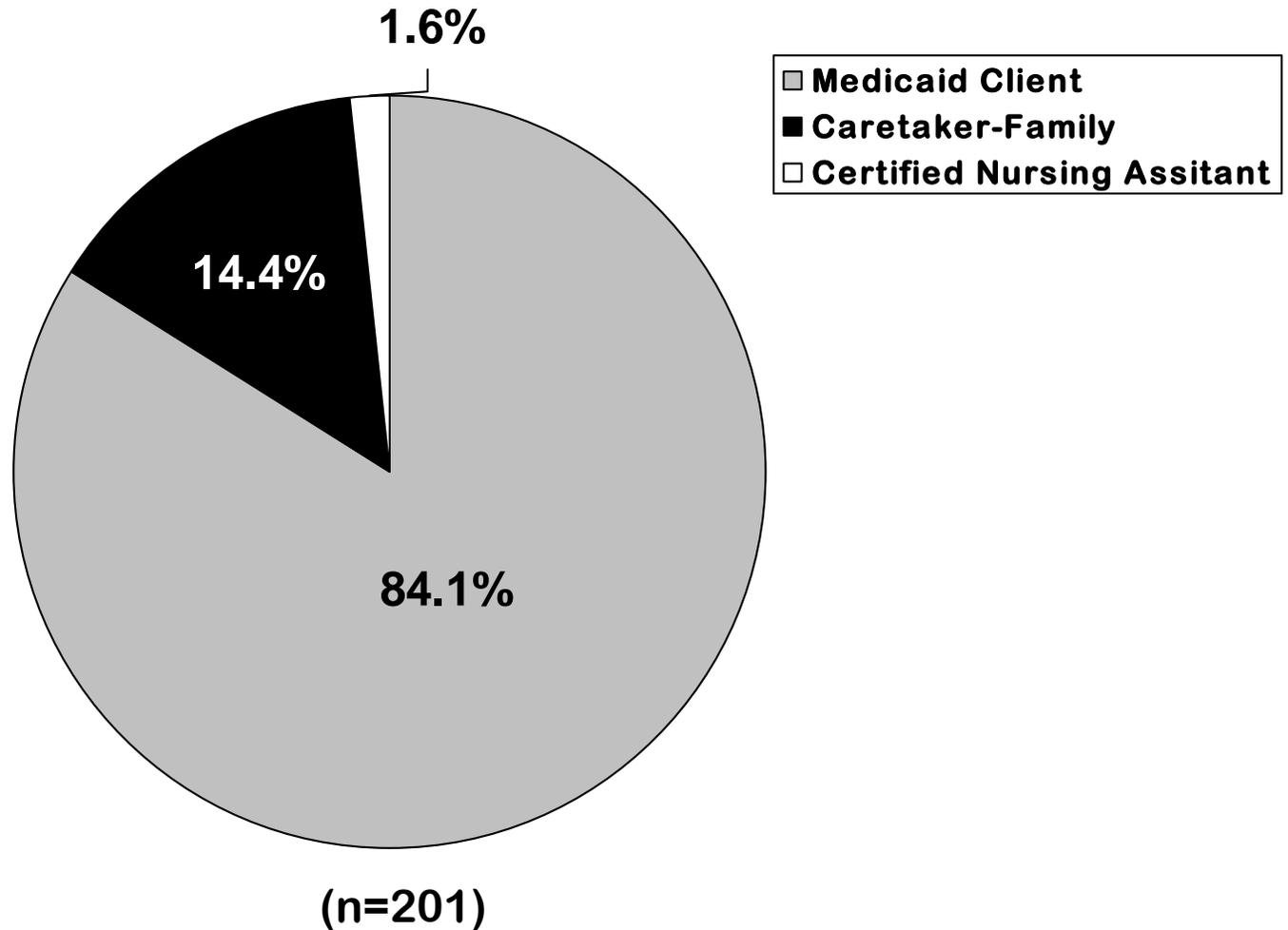
Method - Survey

- **Designed one-page survey (five drafts)**
- **Linked selected Sample to name and phone number**
- **Trained interviewers who conducted 201 telephone surveys from Nov-Dec 2009**
- **Systematic Random Sample (called every 10th name on list, then repeated)**
- **Referred respondents to The Point for needed services**

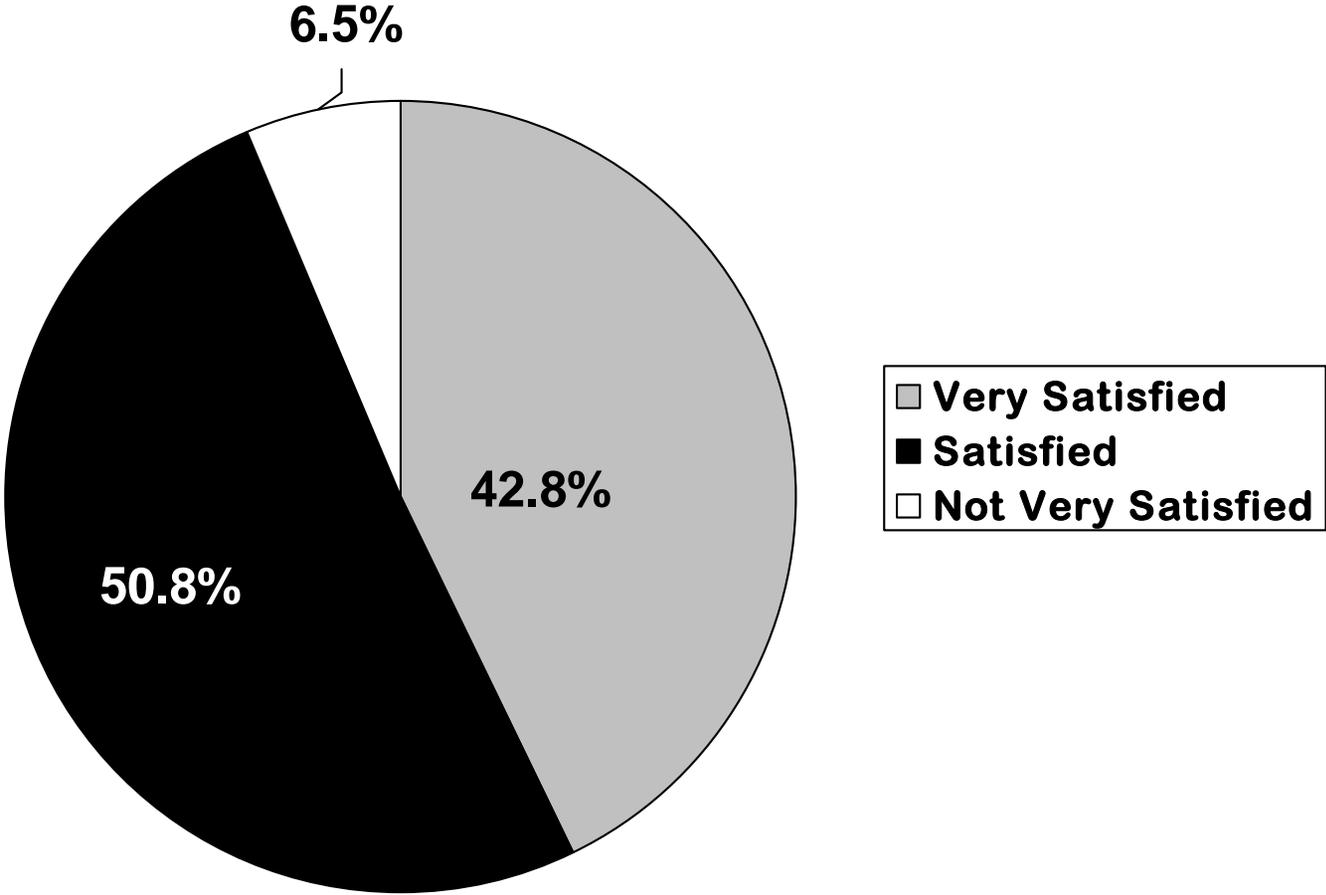
Results - Sample

	Total Sample (n=1,400)	Respondent Sample (n=201)
% Male	17.6%	14.5%
% Medicaid only	12.4%	13.4%

Survey Respondent

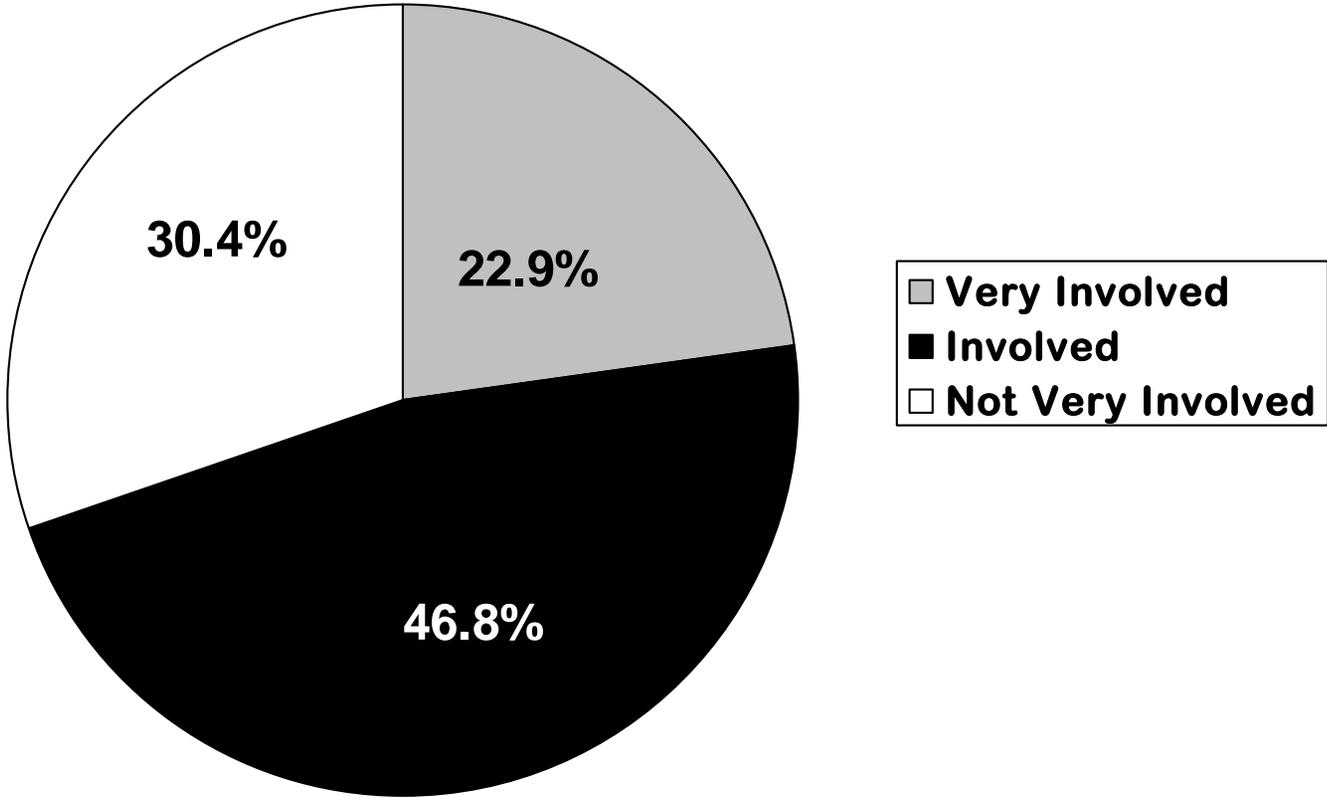


Satisfaction with the Medicaid Program



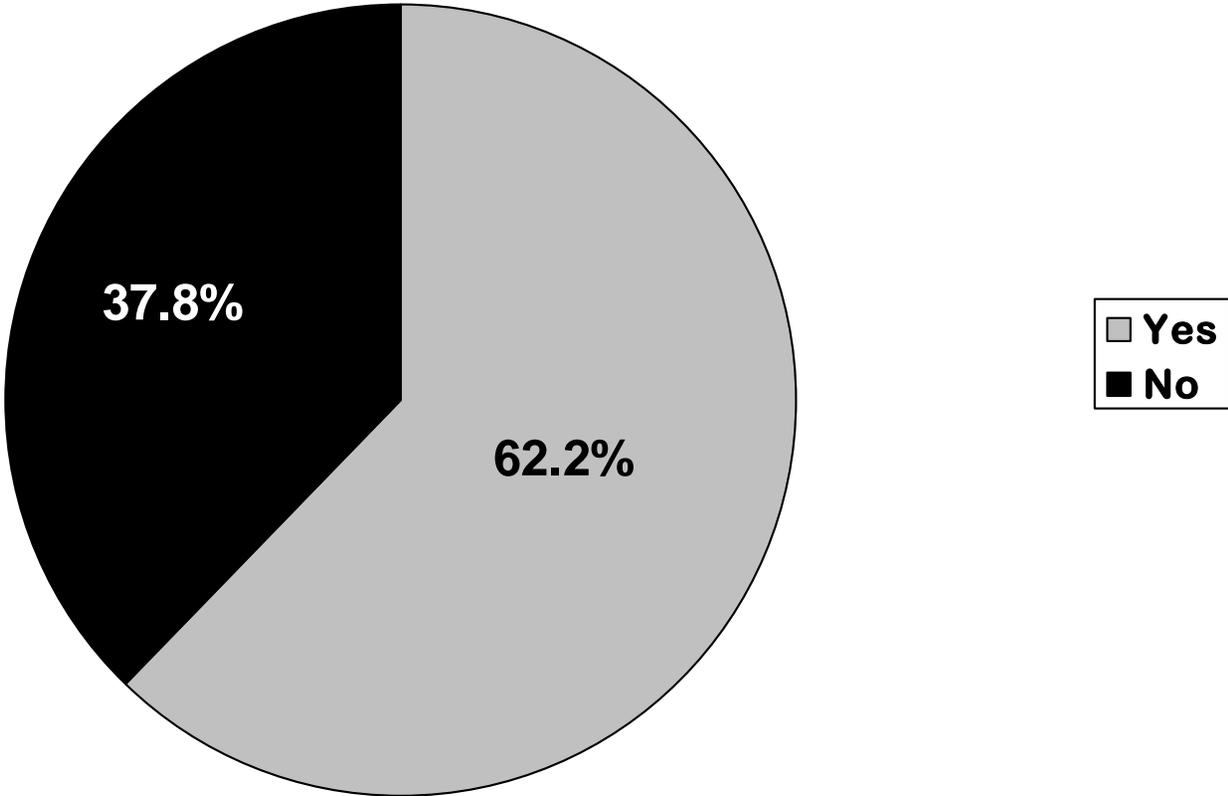
(n=201)

How Involved with Choosing Services from Medicaid



(n=201)

Aware of Right to Choose Services Needed from Medicaid



(n=201)

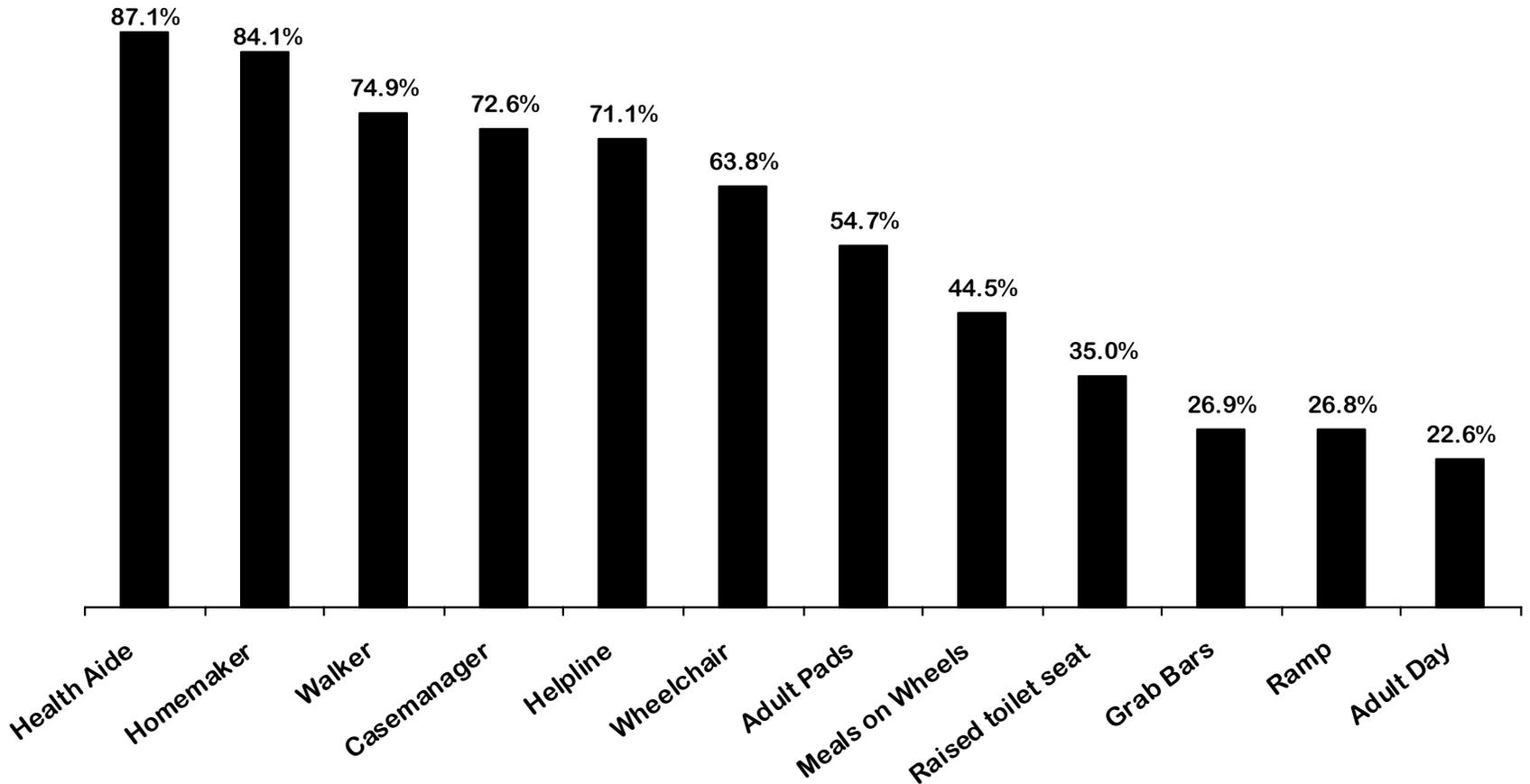
Types of Disabilities Represented in HCBS “Snapshot” Survey

Alzheimers, Bipolar, Blind, Cerebral Palsy, Chronic Obstructive Pulmonary Disease, Coma – Vegetative State, Diabetes, Fibromyalgia, Heart Failure, Lupus, Multiple Sclerosis, Paraplegic, Parkinsons, Quadriplegic, Schizophrenia, Seizures, Stroke

**Percent of Respondents Who Were Aware
that Medicaid Paid for the Following HCBS**

1) Someone to help with preparing meals, going shopping, or doing housework (like homemaker/CNA)	84.1%
2) Someone to help with bathing, dressing or using the toilet (like a CNA or home health aide)	87.1%
3) Someone to help get medical or social services (like a case manager or social worker)	72.6%
4) An Adult Day Program for recreation/activity	22.6%
5) Home delivered Meals on Wheels	44.5%
6) A cane or walker	74.9%
7) A wheelchair	63.8%
8) A wheelchair ramp	26.8%
9) A personal electronic device or “Help” button to use in an emergency (“Lifeline”)	71.1%
10) Adult pads like Depends	54.7%
11) Grab bars in bathroom	26.9%
12) A raised toilet seat	35.0%

Percent of Respondents Who Were Aware That Medicaid Paid for the Following HCBS



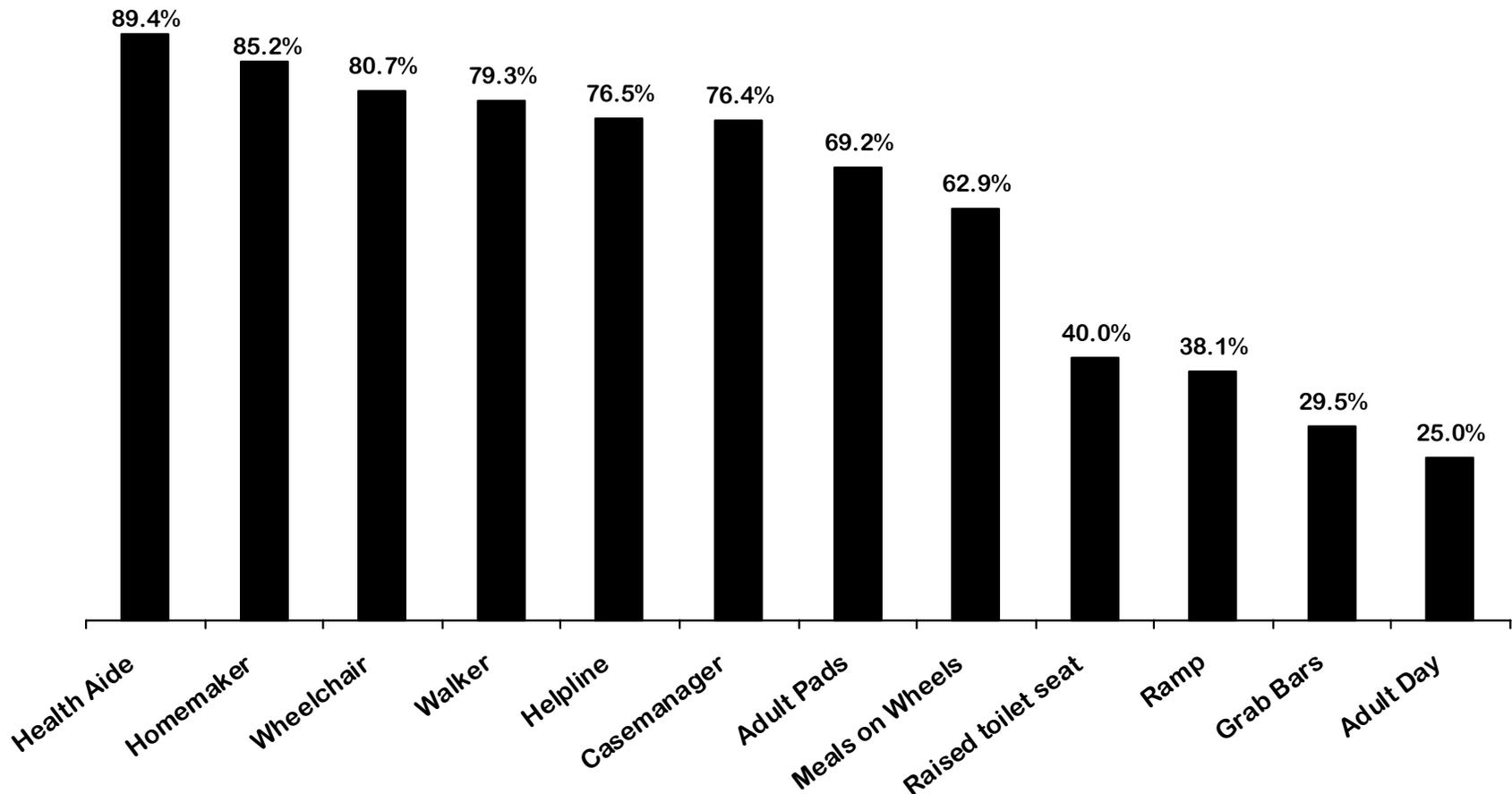
**Percent of Respondents Who Were Aware
that Medicaid Paid for the Following HCBS***

1) Someone to help with preparing meals, going shopping, or doing housework (like homemaker/CNA)	85.2%
2) Someone to help with bathing, dressing or using the toilet (like a CNA or home health aide)	89.4%
3) Someone to help get medical or social services (like a case manager or social worker)	76.4%
4) An Adult Day Program for recreation/activity	25.0%
5) Home delivered Meals on Wheels	62.9%
6) A cane or walker	79.3%
7) A wheelchair	80.7%
8) A wheelchair ramp	38.1%
9) A personal electronic device or “Help” button to use in an emergency (“Lifeline”)	76.5%
10) Adult pads like Depends	69.2%
11) Grab bars in bathroom	29.5%
12) A raised toilet seat	40.0%

Data Source: HCBS “Snapshot” Survey, Real Choices Systems Transformation Grant, RI/DHS, 2010

* Of those who needed the service

Percent of Respondents Who Were Aware That Medicaid Paid for the Following HCBS*



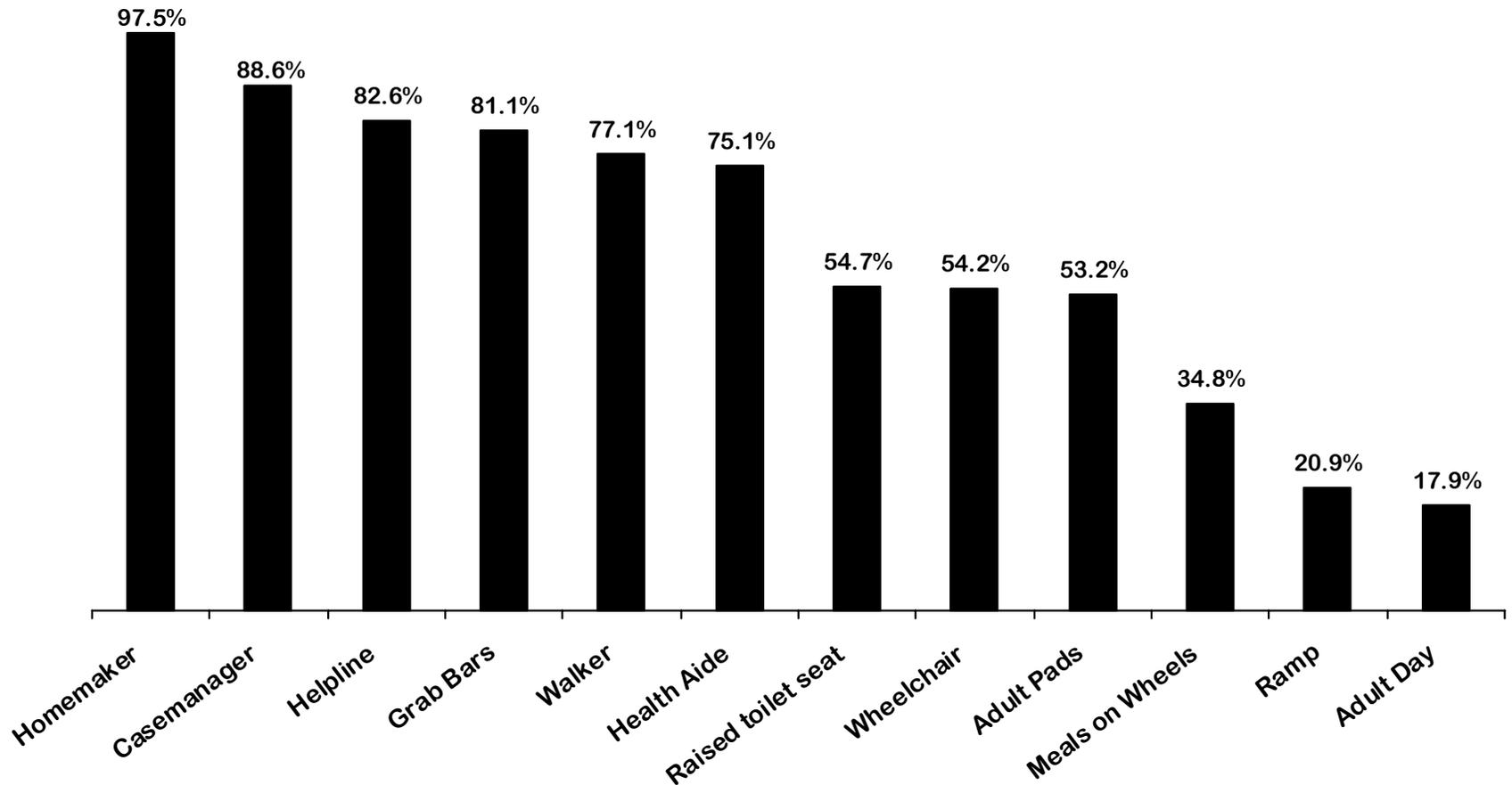
Data Source: HCBS “Snapshot” Survey, Real Choices Systems Transformation Grant, RI/DHS, 2010

* Of those who needed the service

**Percent of Respondents
Who Needed the Following HCBS**

1) Someone to help with preparing meals, going shopping, or doing housework (like a homemaker/CNA)	97.5%
2) Someone to help with bathing, dressing or using the toilet (like a CNA or home health aide)	75.1%
3) Someone to help get medical or social services (like a case manager or social worker)	88.6%
4) An Adult Day Program for recreation/activity	17.9%
5) Home delivered Meals on Wheels	34.8%
6) A cane or walker	77.1%
7) A wheelchair	54.2%
8) A wheelchair ramp	20.9%
9) A personal electronic device or “Help” button to use in an emergency (“Lifeline”)	82.6%
10) Adult pads like Depends	53.2%
11) Grab bars in bathroom	81.1%
12) A raised toilet seat	54.7%

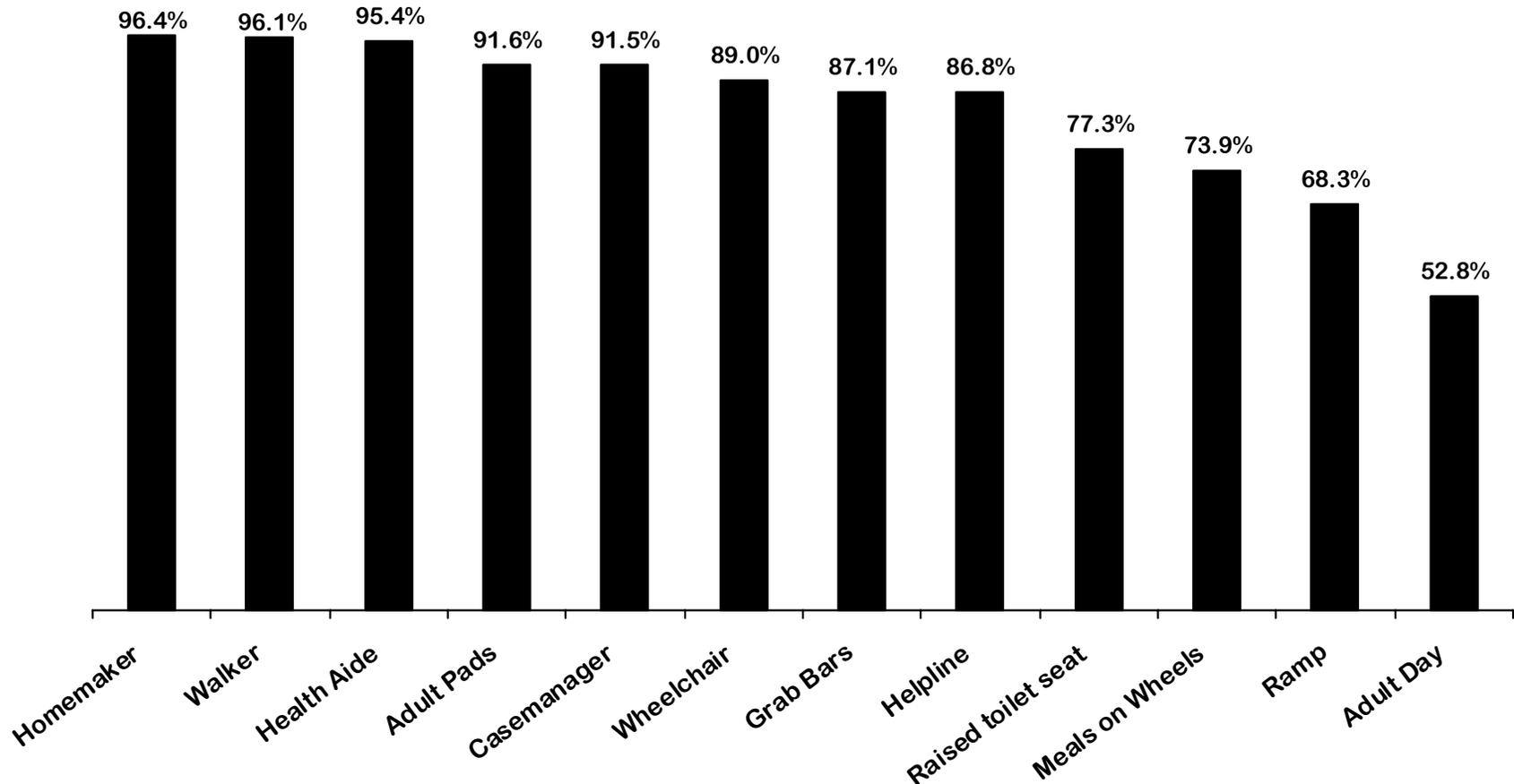
Percent of Respondents Who Needed the Following HCBS



**Percent of Respondents
Who Got the Following HCBS***

1) Someone to help with preparing meals, going shopping, or doing housework (like a homemaker/CNA)	96.4%
2) Someone to help with bathing, dressing or using the toilet (like a CNA or home health aide)	95.4%
3) Someone to help get medical or social services (like a case manager or social worker)	91.5%
4) An Adult Day Program for recreation/activity	52.8%
5) Home delivered Meals on Wheels	73.9%
6) A cane or walker	96.1%
7) A wheelchair	89.0%
8) A wheelchair ramp	68.3%
9) A personal electronic device or “Help” button to use in an emergency (“Lifeline”)	86.8%
10) Adult pads like Depends	91.6%
11) Grab bars in bathroom	87.1%
12) A raised toilet seat	77.3%

Percent of Respondents Who Got the Following HCBS*



Data Source: HCBS "Snapshot" Survey, Real Choices Systems Transformation Grant, RI/DHS, 2010

* Of those who needed service

Who Provides Homemaker Services

93.6% - CNA

4.8 % - Unpaid family

Who Provides Home Health Service

97.2% - CNA

1.4% - Unpaid family

Who Provides Case Management Services

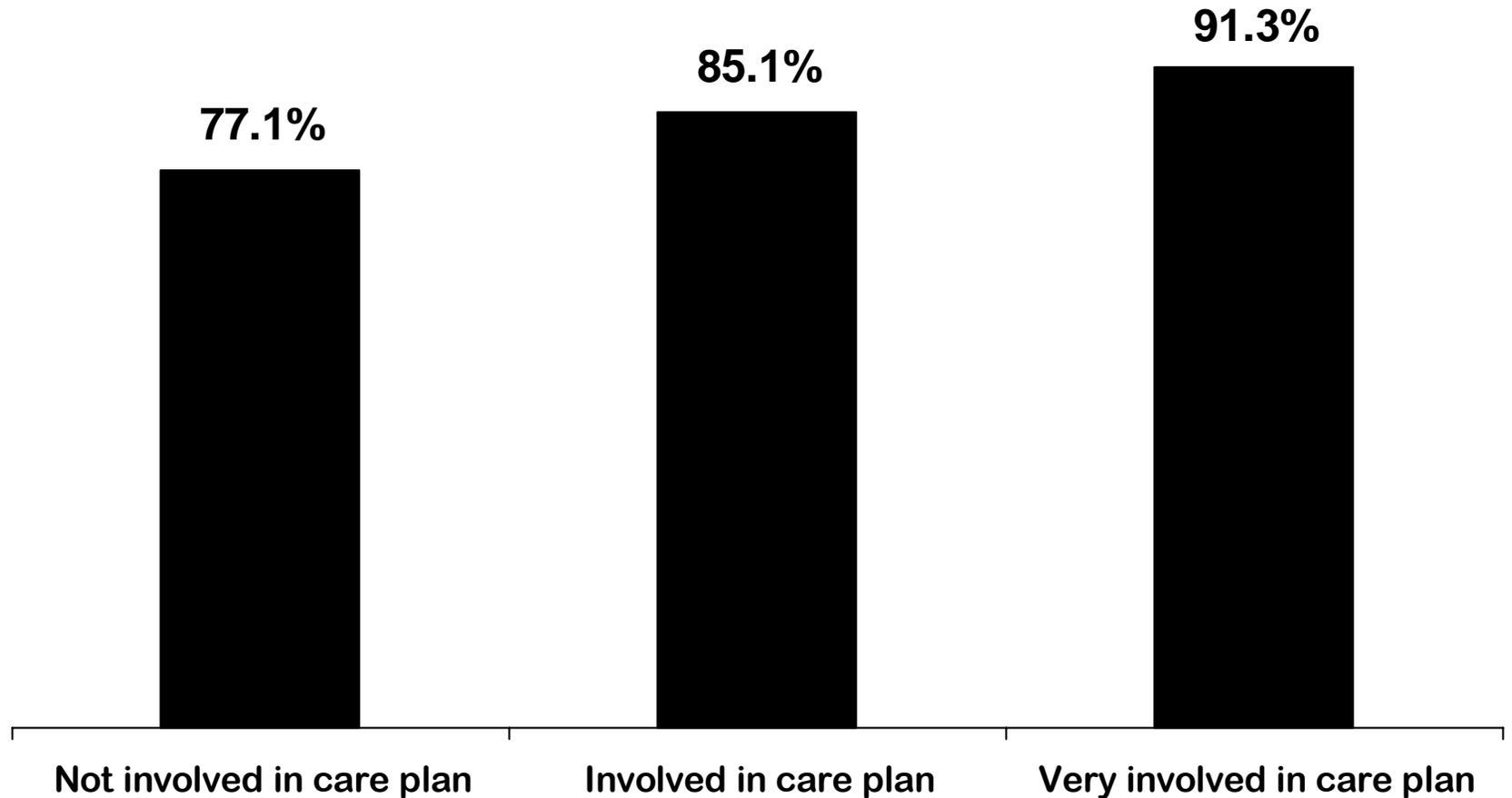
82.8% - Social Worker/Case Manager

8% - CNA

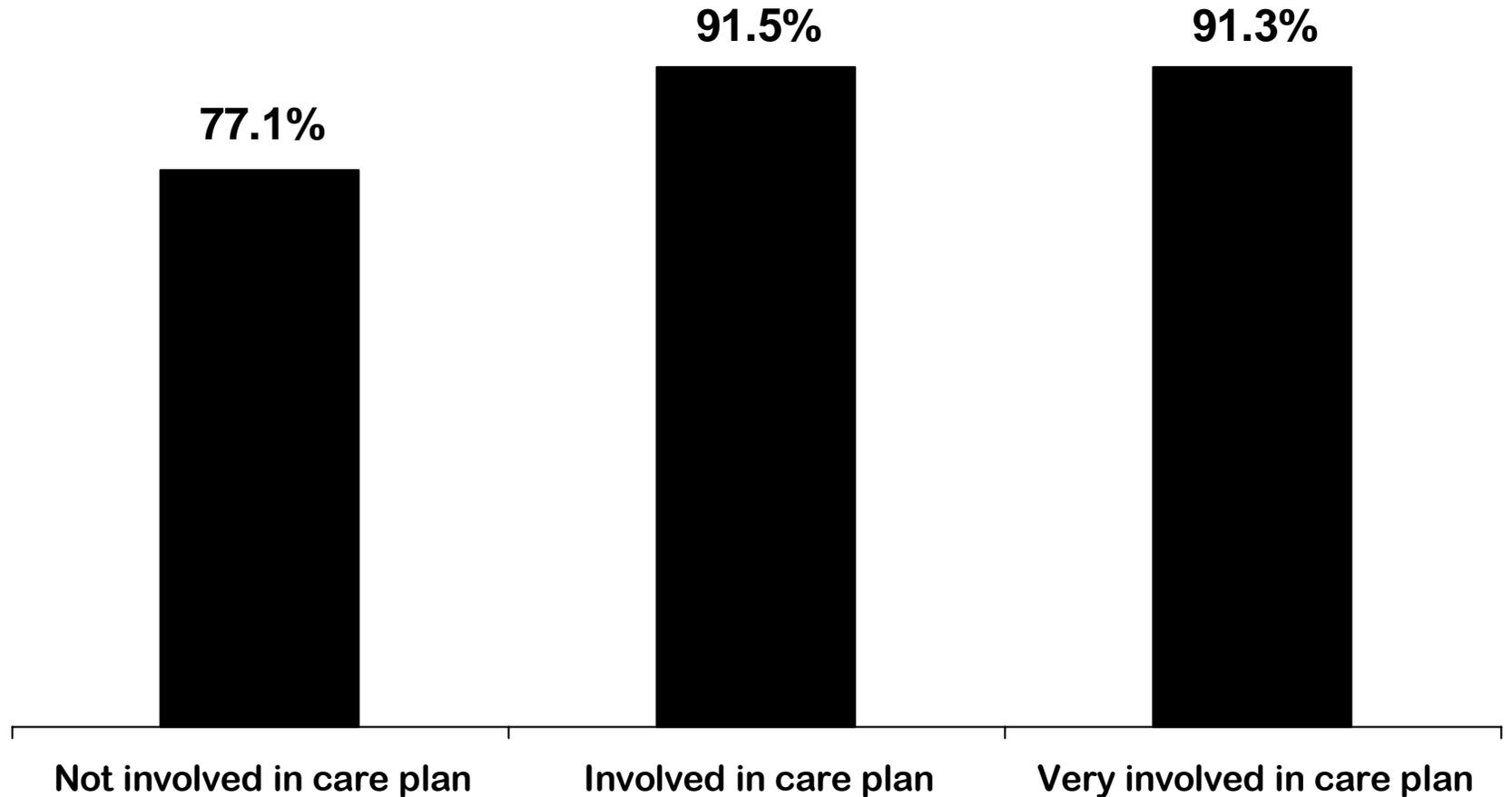
5.6% - Unpaid family

3.7% - MD

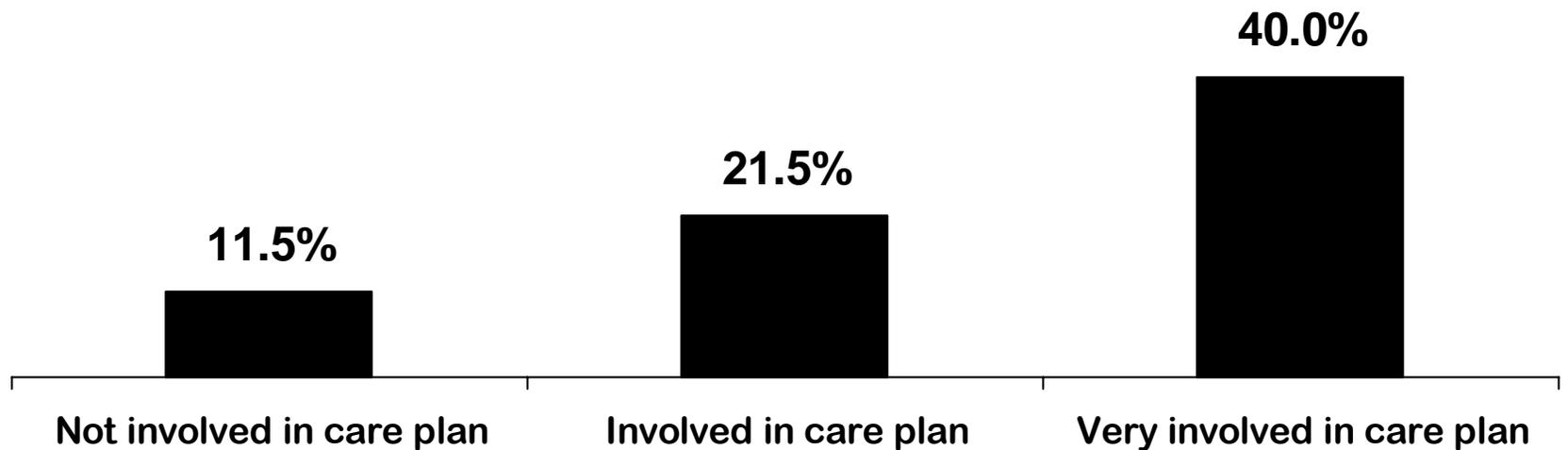
Percent Aware Medicaid Pays for Homemaker Services by Involvement Level



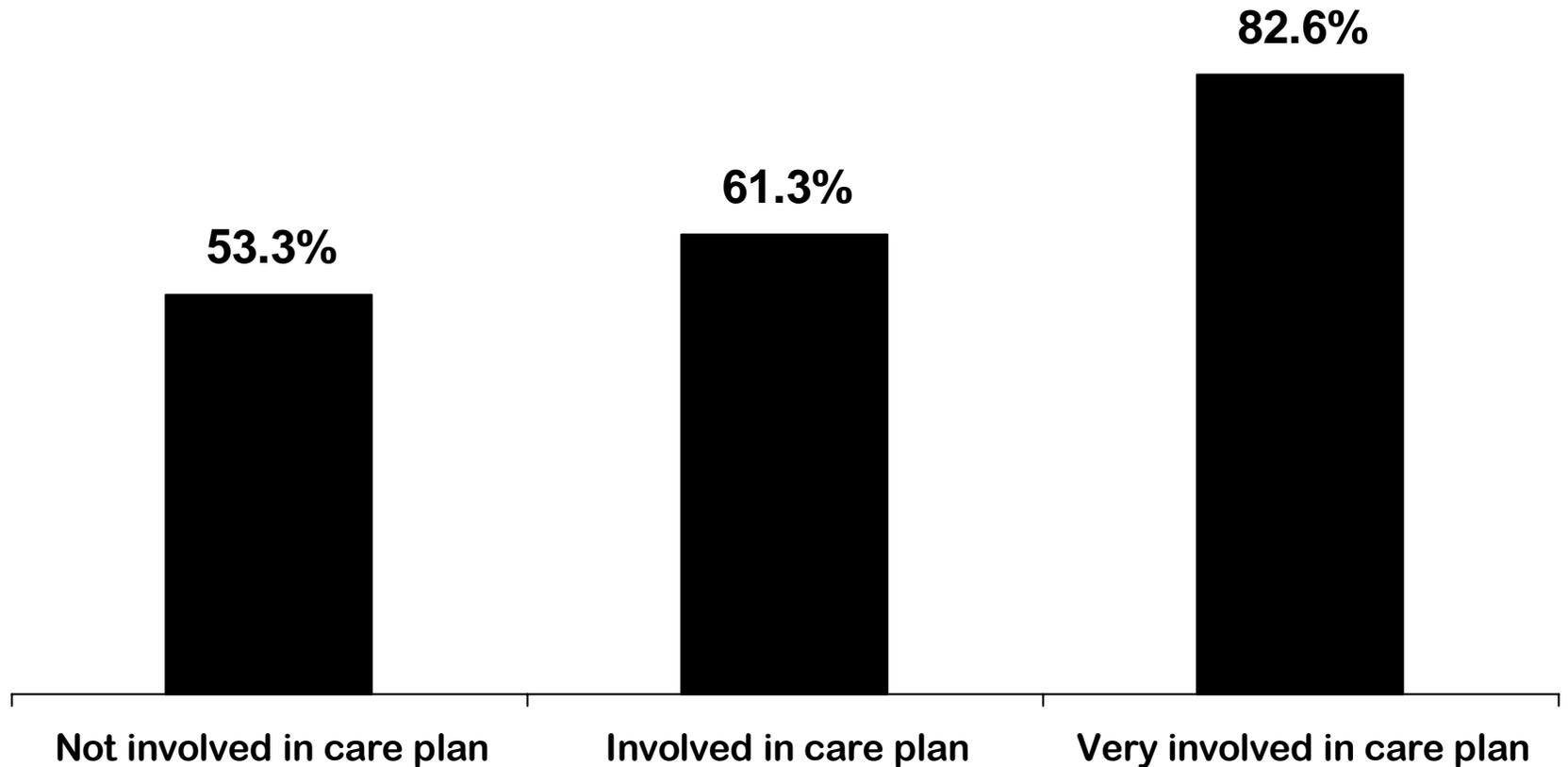
Percent Aware Medicaid Pays for Home Health Aide Services by Involvement Level



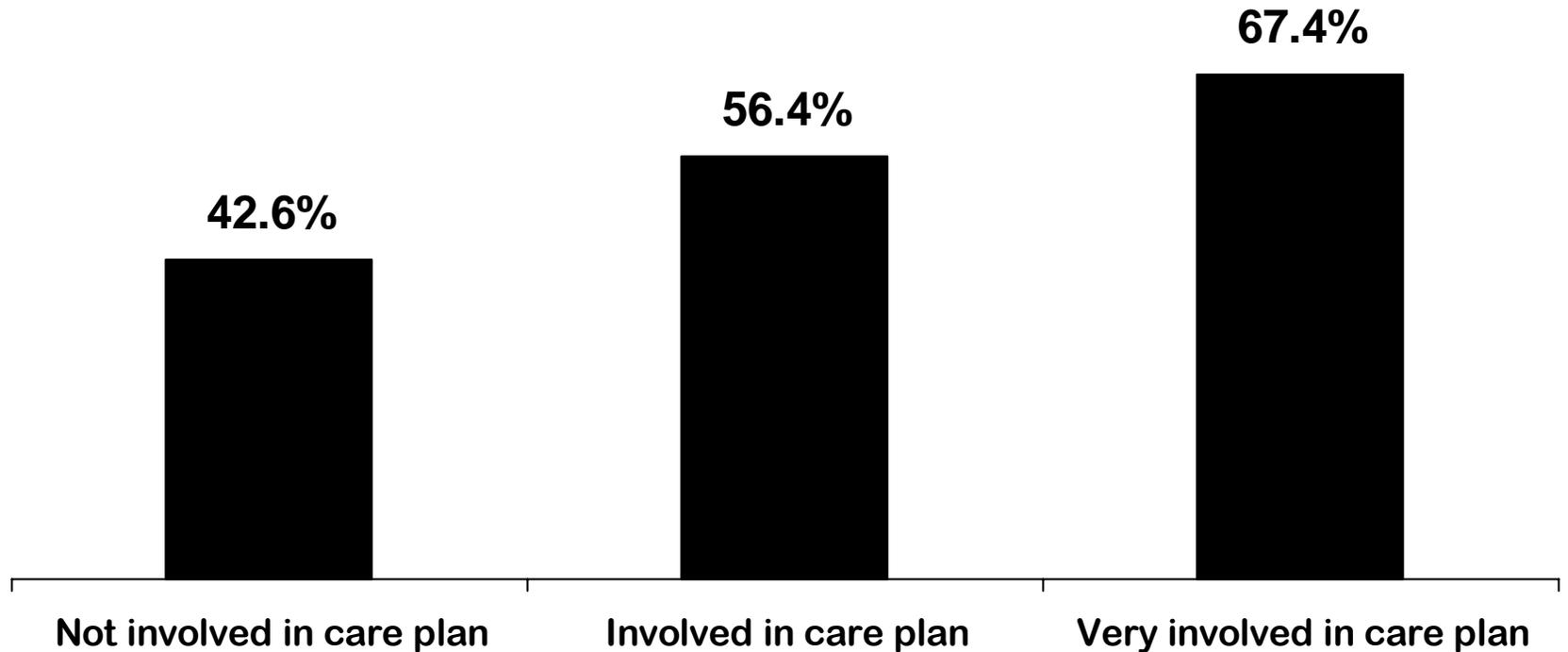
Percent Aware Medicaid Pays for Adult Day Program by Involvement Level



Percent Aware Medicaid Pays for a Wheelchair by Involvement Level



Percent Aware Medicaid Pays for Adult Pads by Involvement Level



Priorities for Avoiding Nursing Home Admissions

(see handout)

Case Studies for HCBS Survey

Adults on Medicaid on Aged and Disabled Waiver (see handout)

Recommendations

- **Clients who need help with ADLs (eating, bathing and using toilet) need dinner and evening CNA hours.**
- **Repair of wheelchairs, shower and bathing equipment, bed lifts, special chairs is needed so clients can function at optimal level.**

Recommendations (continued)