

**Statewide Minnesota Participant Experience Survey
(MN PES)**

Review 2010 and Preview 2012



Background

PROJECT INTRODUCTION AND SCOPE OF WORK

Legislation enacted in 2007 (Minnesota Statutes 256B.096, Subdivision 3) required the Department of Human Services (DHS) to develop a survey for individuals receiving home and community based services, disability waiver and home care services that would meet the following criteria:

- Could be completed annually
- Is independent and random
- Covers 5-10% of recipients
- Can determine the effectiveness and quality of disability services
- Is consistent with system performance expectations of Centers for Medicaid and Medicare Services (CMS) quality management requirements for evidence-based reporting
- Assesses achievement of desired outcomes for those with varying demographic, diagnostic, health, and functional needs receiving different types of services, in different settings, with different costs

Background

Purpose of the MN PES

- Provide data for the state's quality improvement system focusing on community-based services, (i.e., waiver as well as Personal Care Assistance (PCA) services).
- The face-to-face interviews with participants which include health and safety, provider capability, service access and choice domains provides important information regarding consumer experiences to counties, providers, and DHS.

Background

Purpose of the MN PES

Generate evidence to the federal Centers for Medicare and Medicaid Services (CMS) that the state is meeting the statutory and State Plan assurances required for all 1915c Medicaid HCBS waivers.

Background

Structure of the Survey

There are two versions of the survey - one for adults and one for minor children. They share four common domains:

- Case Management and Service Plan Development
- Health, Welfare and Safety
- Important Long-term relationships
- Quality of Life

Background

The adult survey has four additional domains:

- Own Home
- Community Membership
- Daily Activities/Employment
- Experience with Congregate Housing

Background

In 2010, DHS issued a Request for Proposal (RFP) to conduct a participant experience survey for individuals receiving home and community-based services via face-to-face interviews. DHS issued contract #B42164 between the state of Minnesota and Vital Research (VR) to conduct the first round of the Participant Experience Survey in Minnesota. The contract went into effect on May 7, 2010 and included the following requirements:

1. Organize materials and personnel to ensure the efficient and effective implementation of the project.
2. Develop a program to ensure the scientific reliability and validity of the interview data collected.
3. Implement an organized, well-planned deployment of interview staff to collect participant satisfaction data.
4. Provide survey results to DHS in electronic format.

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Demographics

Table 1: Number of Conducted Interviews by Medical Assistance Program

Medical Assistance Program	Number of Conducted Interviews
CADI	422
MA-EPD	196
DD	120
HC (PCA)	83
TBI	4
CAC*	0
Total Conducted	825

*Six CAC participants were on the random sample lists provided by DHS

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Interview Length and Locations

- Interviews were conducted at an alternative location 125 times during data collection (15%).
- Forty-six percent of the total number of interviews were conducted in the Twin Cities (n=379).
- The average (mean) time to complete an interview was 30 minutes, ranging from 10 to 150 minutes

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Reasons for Interviews Not Conducted

Table 2: Reasons for Interviews Not Conducted

	CADI	Non-CADI	Total
Respondent Canceled	60	46	106
Respondent No Show	13	13	26
Respondent Refusal	4	2	6
Other	9	5	14
Total Not Conducted	86	66	152

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Survey Results - Adults

- Of all conducted interviews, approximately:
 - 90% of all respondents report that being supported has made their life better than before they were on the program.
 - 94% of respondents stated that they are able to vote when they want to.
 - However, almost a third (28%) of respondents with developmental disabilities stated that no, they are not allowed to vote, were unsure, or did not remember.

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Survey Results - Adults

Over 90% of respondents, report that they are overall satisfied with case management, that their case manager treats them with respect and that they are able to contact their case manger as needed.

However, approximately one-third of respondents (34%) did not know that they could change case managers.

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Survey Results

Table 4: Have you ever asked your case manager for changes to your services or supports?

Adults		Program					Total
		CADI	DD	TBI	HC	MA-EPD	
Yes	Count % within Program	185 49.6%	42 42.0%	3 75.0%	8 32.0%	78 45.6%	316 47.0%
No	Count % within Program	180 48.3%	56 56.0%	1 25.0%	17 68.0%	89 52.0%	343 51.0%
I don't remember	Count % within Program	8 2.1%	2 2.0%	0 .0%	0 .0%	4 2.3%	14 2.1%
Total	Count % within Program	373 100.0%	100 100.0%	4 100.0%	25 100.0%	171 100.0%	673 100.0%

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Survey Results

Table 5: Did your case manager make the changes in services or supports you asked for?

Adults		Program					Total
		CADI	DD	TBI	HC	MA-EPD	
No	Count % within Program	27 15.1%	5 11.9%	1 50.0%	1 12.5%	11 14.1%	45 14.6%
Yes	Count % within Program	145 81.0%	37 88.1%	0 .0%	7 87.5%	66 84.6%	255 82.5%
In process	Count % within Program	5 2.8%	0 .0%	0 .0%	0 .0%	0 .0%	5 1.6%
I don't know/not sure	Count % within Program	2 1.1%	0 .0%	1 50.0%	0 .0%	1 1.3%	4 1.3%
Total	Count % within Program	179 100.0%	42 100.0%	2 100.0%	8 100.0%	78 100.0%	309 100.0%

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Survey Results - Minors

Over 90% of minor respondents report that they are overall satisfied with case management services, that their case manager treats them with respect and that they are able to contact their case manager as needed. Yet, over half of respondents (53%, n=43) did not know or were not sure that they could change case managers if they wanted to.

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Survey Results

Table 6: Have you ever asked your case manager for changes to your services or supports?

Minor		Program			Total
		CADI	DD	HC	
Yes	Count % within Program	19 65.5%	17 89.5%	14 43.8%	50 62.5%
No	Count % within Program	10 34.5%	1 5.3%	18 56.3%	29 36.3%
I don't remember	Count % within Program	0 .0%	1 5.3%	0 .0%	1 1.3%
Total	Count % within Program	29 100.0%	19 100.0%	32 100.0%	80 100.0%

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Survey Results

Table 7: Did your case manager make the changes in services or supports you asked for?

Minor		Program			Total
		CADI	DD	HC	
No	Count % within Program	16 84.2%	13 76.5%	8 57.1%	37 74.0%
Yes	Count % within Program	2 10.5%	3 17.6%	4 28.6%	9 18.0%
In process	Count % within Program	1 5.3%	0 .0%	2 14.3%	3 6.0%
I don't know/not sure	Count % within Program	0 .0%	1 5.9%	0 .0%	1 2.0%
Total	Count % within Program	19 100.0%	17 100.0%	14 100.0%	50 100.0%

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Survey Results

Over 90% of all respondents report that during the planning meeting, they are able to express their needs; have enough input in service plan development and that they receive all the services and supports stated in their plan. However, about 14% of respondents report that they were not given or do not remember having a choice of providers.

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Survey Results

- 96% of adult respondents feel safe in their homes.
- 93% of adults feel safe when they leave their home and go into the community.
- However, 42 (6%) adult respondents feel unsafe because the people who are paid to help them are not with them when they are supposed to be.

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Survey Results

- 50% of adult respondents report having a job where they earn money.
- 77% of respondents on the Developmental Disability (DD) Waiver are employed and
- 91% of respondents on Medical Assistance Employed Persons with Disabilities (MA-EPD) are employed.

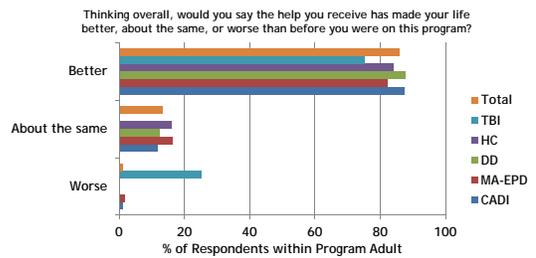
2010 MN PES

Survey Results

- Not currently working but would like to work:
- Over 50% (n=137) of all Community Alternatives for Disabled Individual (CADI) Waiver respondents
 - 69% (n=11) of MA-EPD respondents and
 - 55% (n=18) of home care respondents.

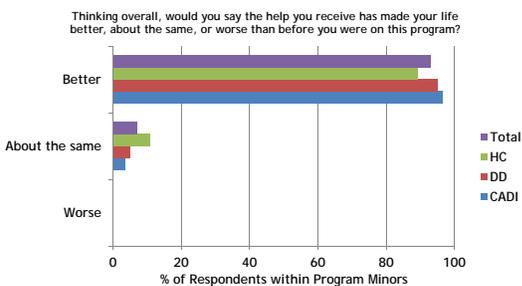
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Figure 11: Quality of life - % Adults within program



2010 MN PES

Figure 12: Quality of life - % Minors within program



2012 MN PES Preview

The second round implementation of the statewide MN PES is now complete.

2012 MN PES Preview

Programs in the sample included:

- 400 interviews with Developmental Disabilities (DD) waiver recipients;
- 100 interviews with Brain Injury (BI) waiver recipients;
- 208 interviews with recipients of traditional Personal Care Assistance (PCA-T);
- and 92 interviews with recipients of PCA Choice (PCA-C) services.

2012 MN PES Preview

The Statewide 2012 MN PES final report should be available online at the end of this year.