

Racial and ethnic differences in participant experience among home- and community-based services users in the US

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14:00 (Room 2)

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Overview

- Participant experience is a critical dimension of quality of care in LTSS
 - Home care is intimate and personal
 - Utilization based measures (cost, emergency department, hospitalization) do not capture person-centered outcomes
 - Is care being delivered according to the preferences of the individual?
 - Timing, respect, dignity
- Publicly funded home and community-based services programs are being encouraged to collect and report survey data
- Long-standing evidence that racial and ethnic minorities experience lower quality of care than Caucasians
 - Limited data on experience with HCBS

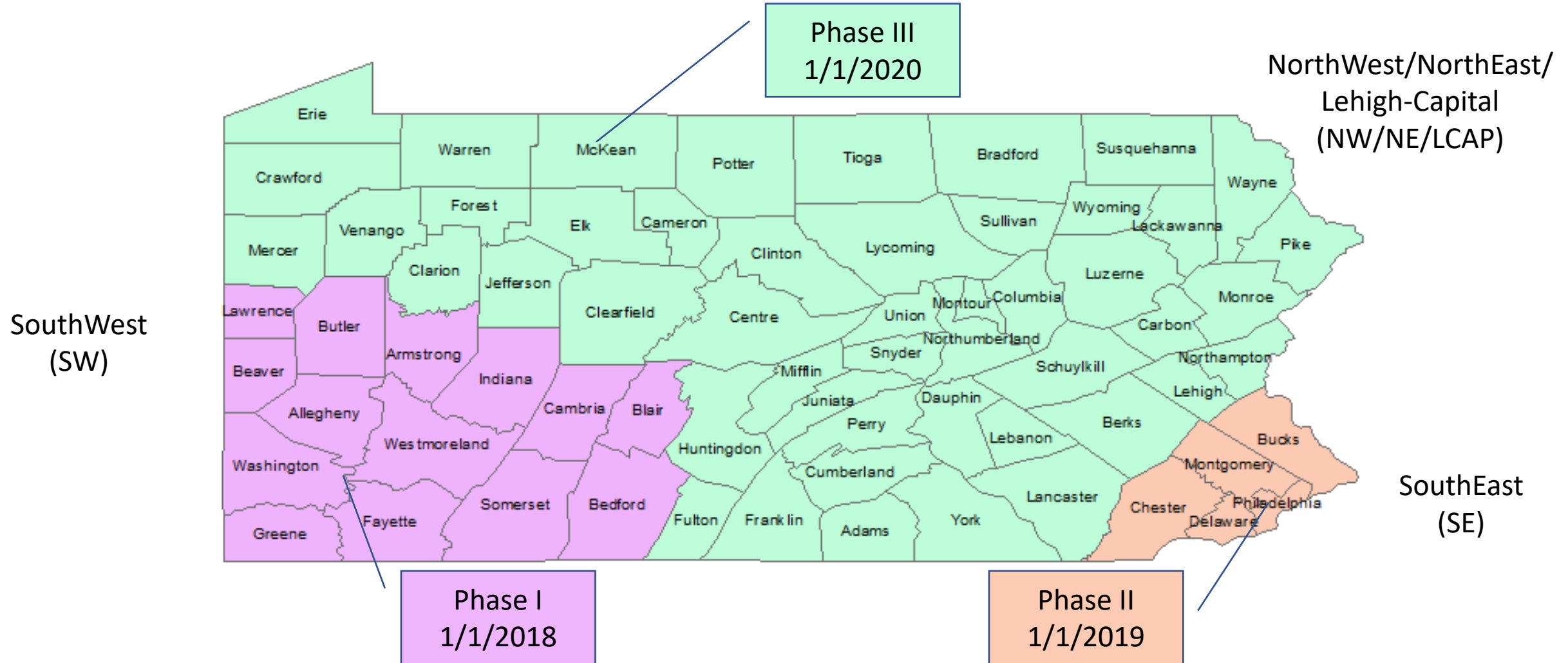
Methodology

- Draw on data from evaluation of a large policy change
 - Transition of Medicaid financed HCBS from state and county run to privately run managed care plans
- Combine data from two sources of telephone surveys
 - Medicaid Research Center
 - Population based surveys conducted before implementation in each region
 - Longitudinal samples re-interviewed after 18 months
 - Baseline and follow-up
 - CHC Managed Care Organization
 - Private survey research firm
 - Sampled from each of three managed care plans
- Consumer Assessment of Health Providers – Home and Community-Based Services
 - Validated composite measures of quality of care

Analysis

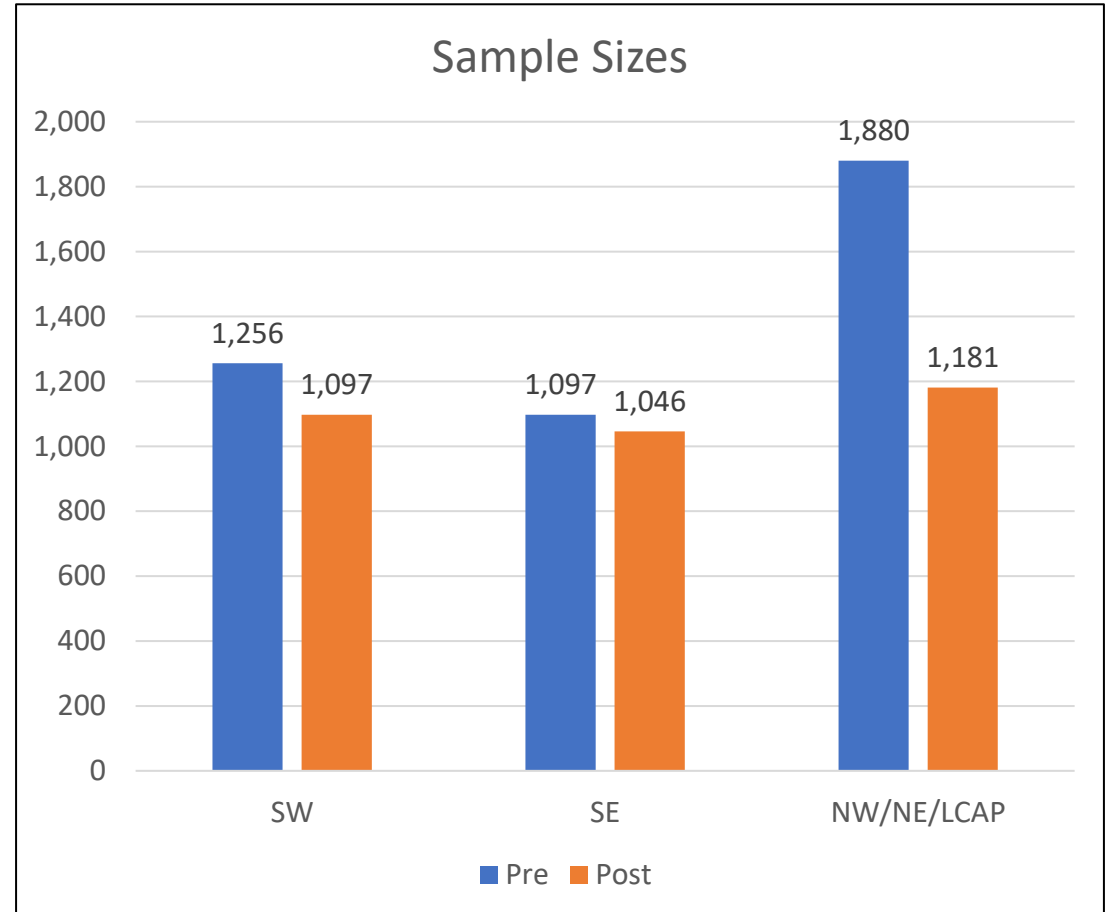
- Weighting
 - Survey data are weighted to produce population level estimates for each region
 - Focus is on the overall program, not the individual plan
 - Adjustment for non-response
 - MRC surveys stratified by age group (under/over age 60) and urban/rural
 - MCO surveys stratified by plan and Hispanic ethnicity
- Interviews used the same CAHPS-HCBS questionnaire
 - Developed by CMS; measures of quality approved by National Committee on Quality Assurance
 - Data are used to construct multiple measures of quality from the perspective of program participants
- Results adjusted for age, gender, and race
 - Expected values calculated for each race/ethnic group that was statistically significant
 - Program effect and race/ethnicity breakdown

Phased Rollout

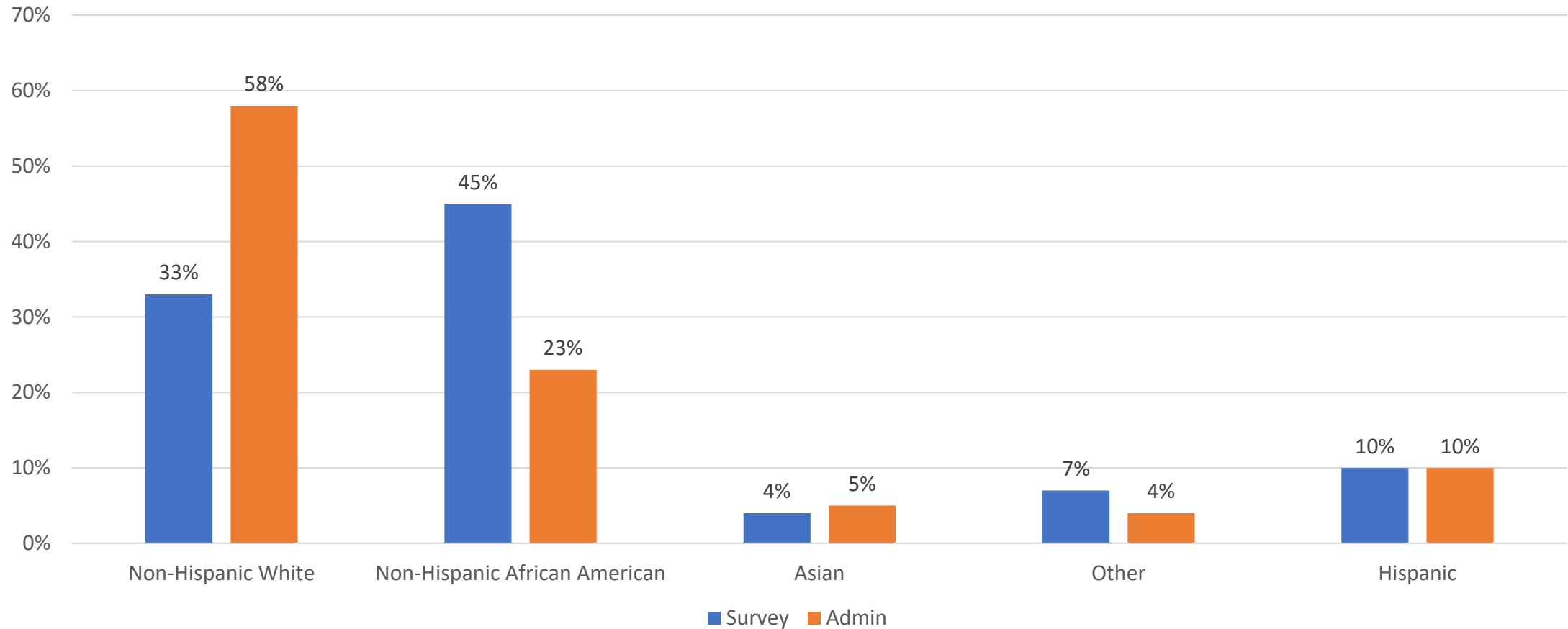


Survey Design

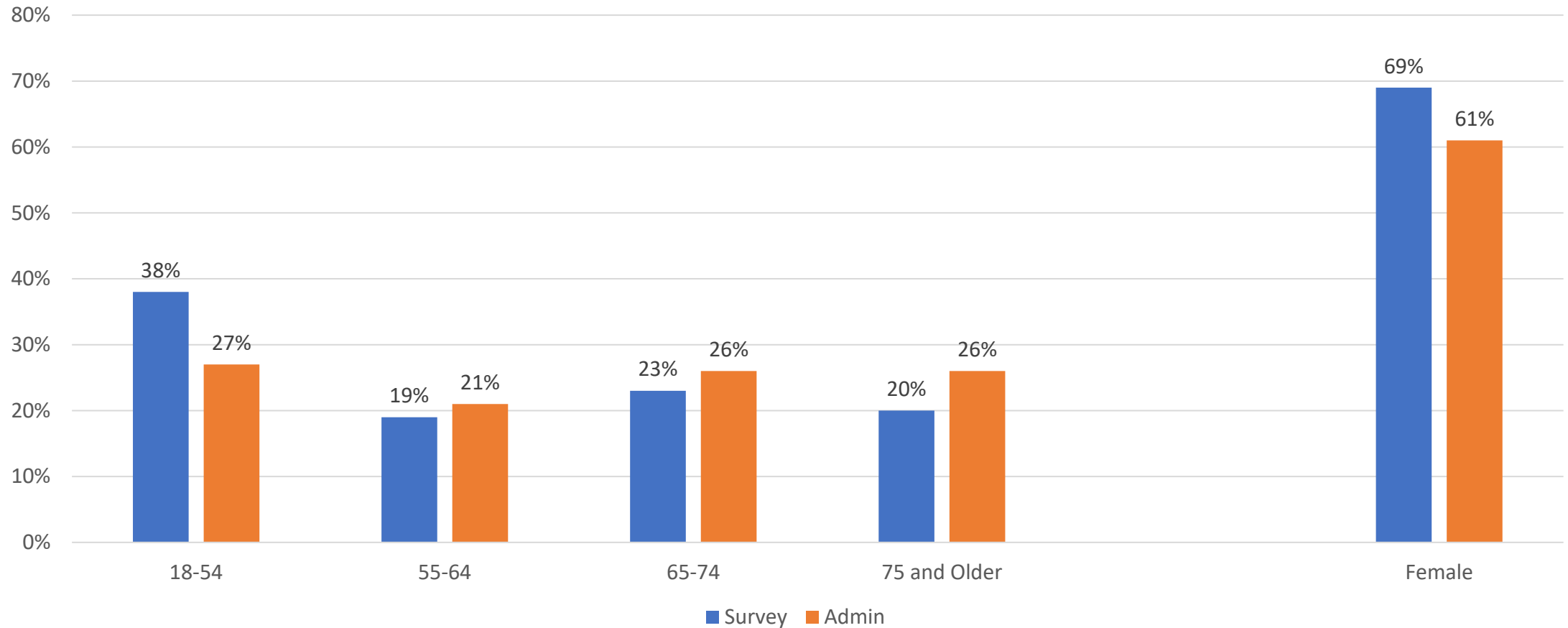
	2017	2018	2019	2020
SW	Pre	Post	Post	Post
SE	--	Pre	Post	Post
NW/NE/ LCAP	Pre	Pre	Pre	Pre



Comparison of Race and Ethnicity in Surveys to Enrollment Data



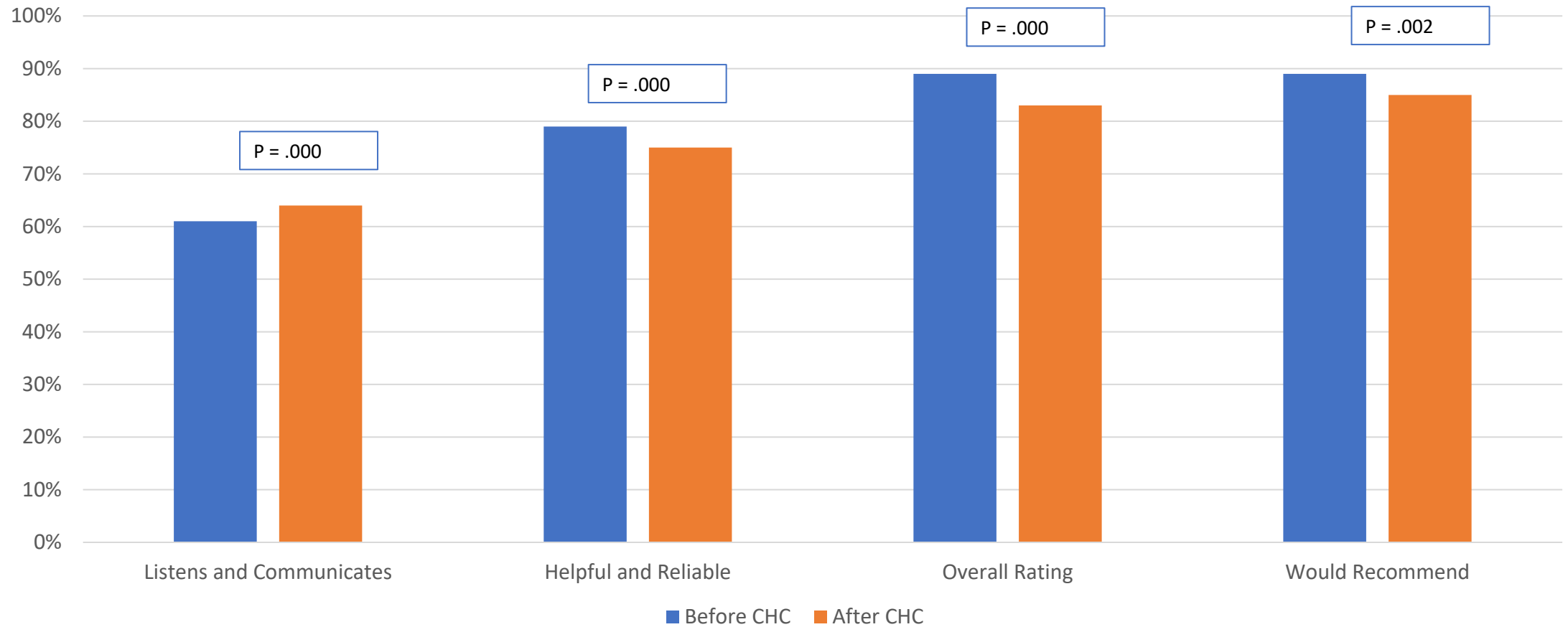
Comparison of Age and Gender in Surveys to Enrollment Data



Personal Attendant Service: Composite Quality Measures

- Listen and Communicate Well
 - PAS worker treats you with courtesy and respect
 - Explanations hard to understand because of accent or they way they spoke English?
 - Treat you the way you wanted them to
 - PAS explain things in way that was easy to understand
 - PAS listen carefully to you
 - Know what kind of help you need
- Reliable and Helpful
 - Come to work on time
 - Work as long as they are supposed to
 - Someone tells you if PAS cannot come
- Overall Rating of PAS Worker
 - 0 = worst / 10 = best
- Would you Recommend?
 - Agree / Disagree

Overall Summary: Personal Attendant Services

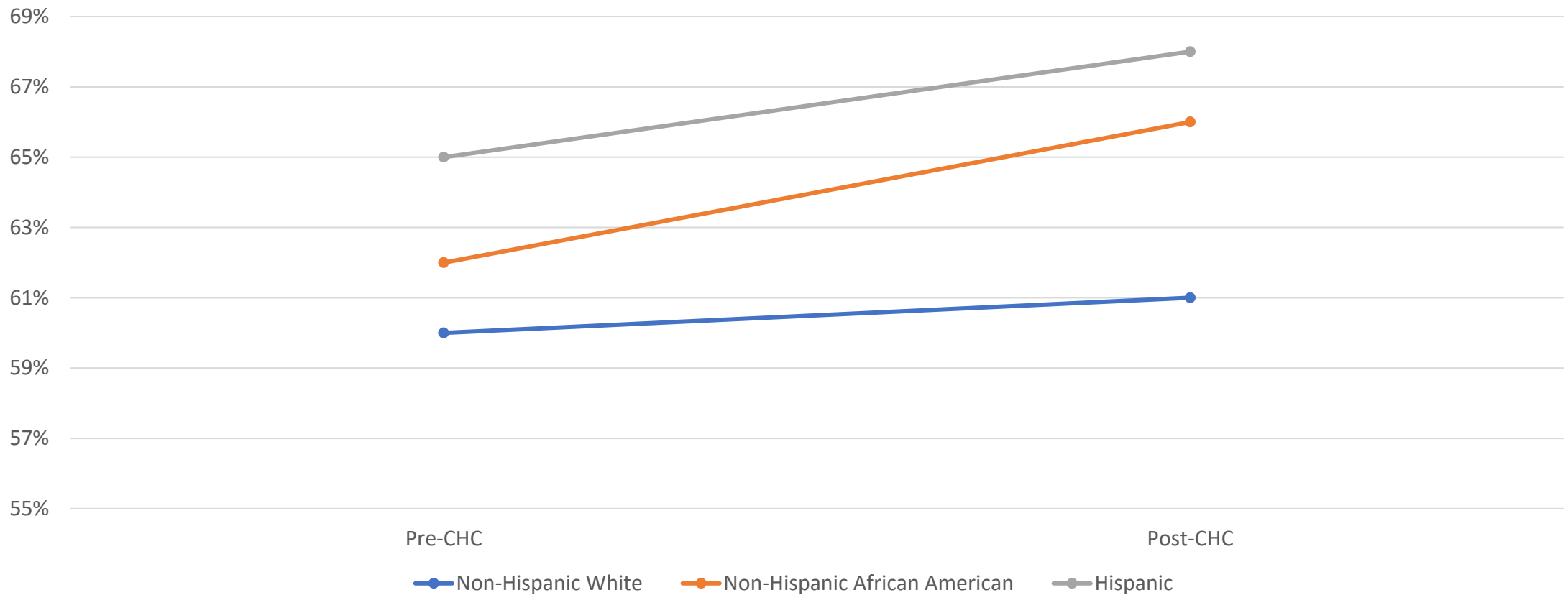


Note: Models control for race, age, and gender.

Summary:

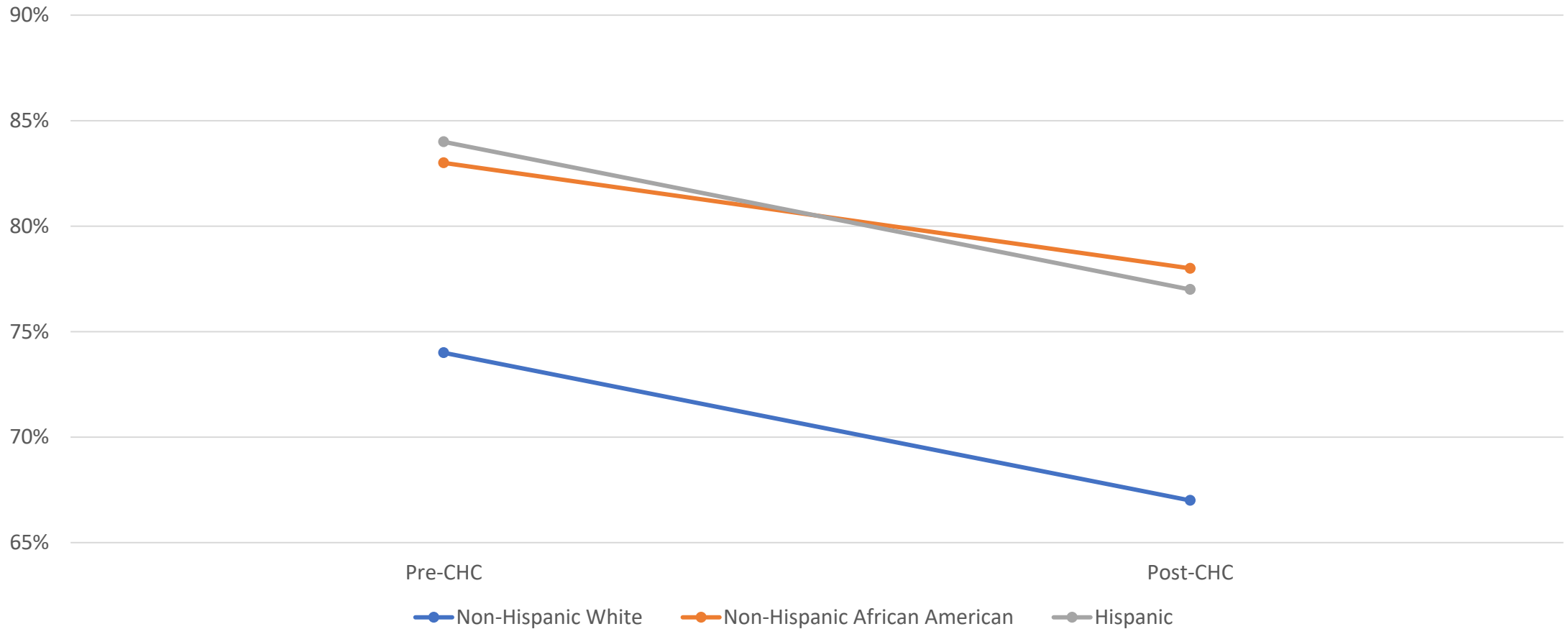
- 1 measure improves
- 3 measures decline

Racial and Ethnic Differences: PAS Listens and Communicates



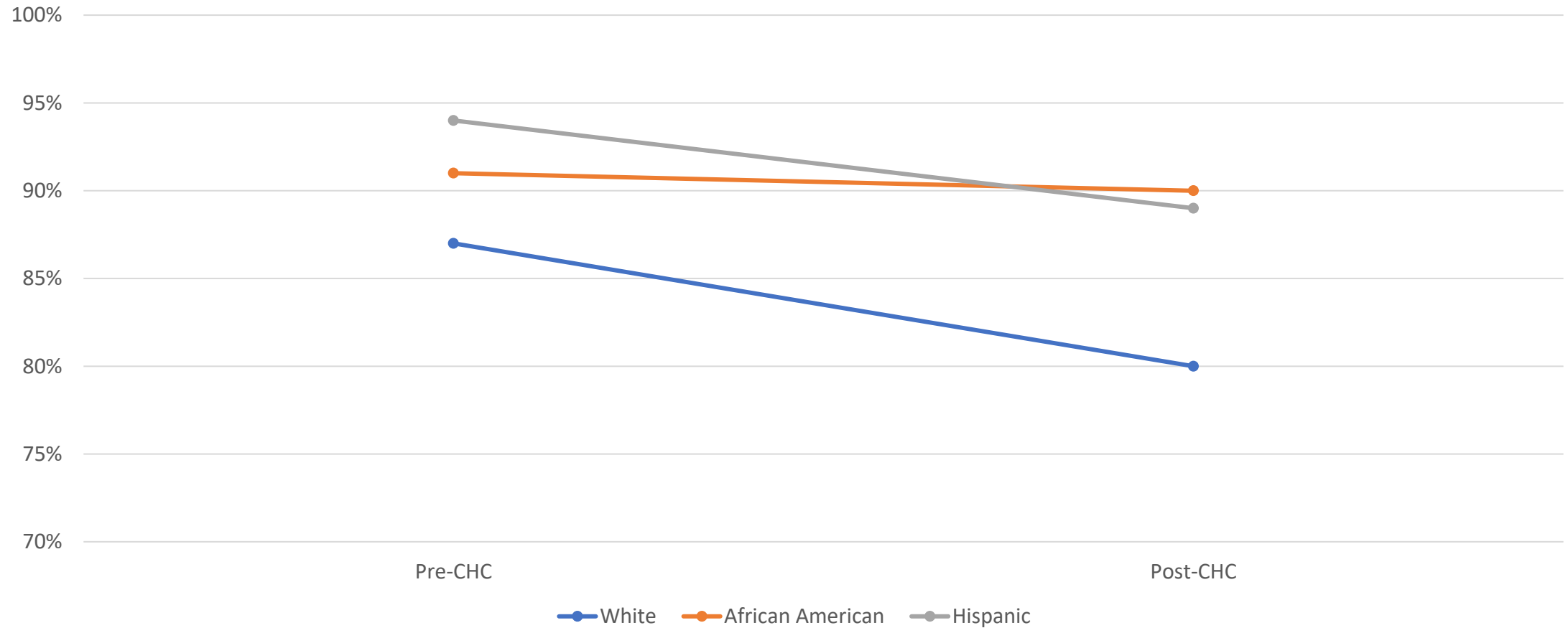
Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

Racial and Ethnic Differences: PAS is Reliable and Helpful



Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

Race/Ethnic Difference: Would Recommend PAS Worker

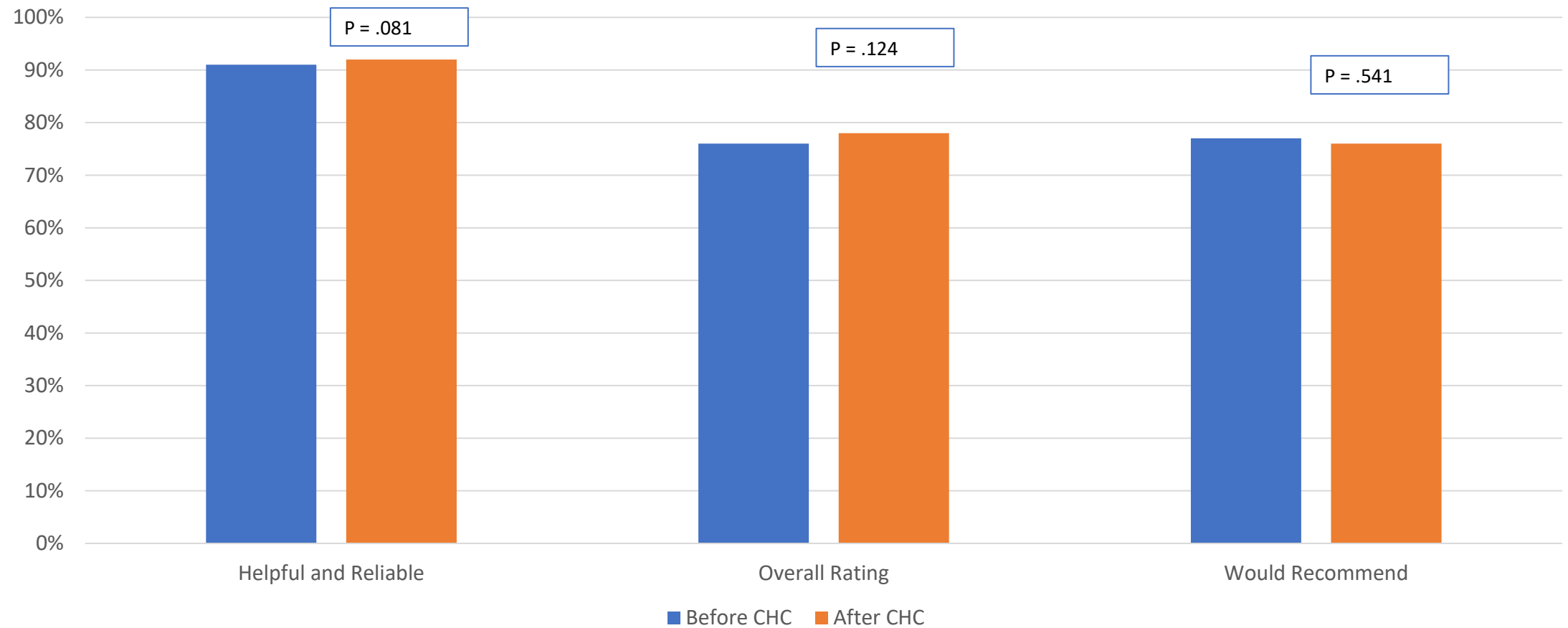


Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

Service Coordination: Composite Measures

- Helpful and Reliable
 - Able to contact SC when needed
 - SCC helped with getting or fixing equipment
 - SC helped getting changes to services
- Overall Rating of Service Coordinator
 - 0 = worst / 10 = best
- Would you Recommend?
 - Agree / Disagree

Overall Summary: Service Coordination

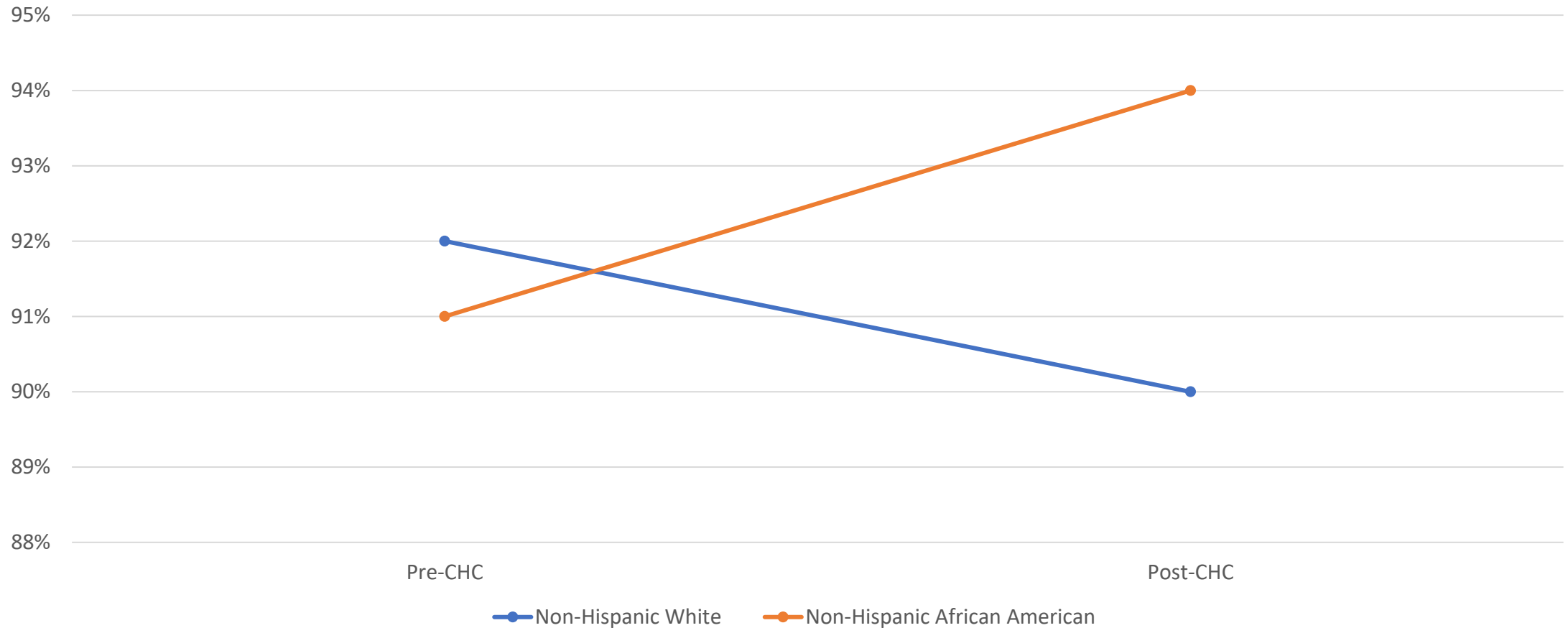


Summary:

- 3 measures unchanged

Note: Models control for race, age, and gender.

Racial and Ethnic Difference: Service Coordinators are Helpful and Reliable

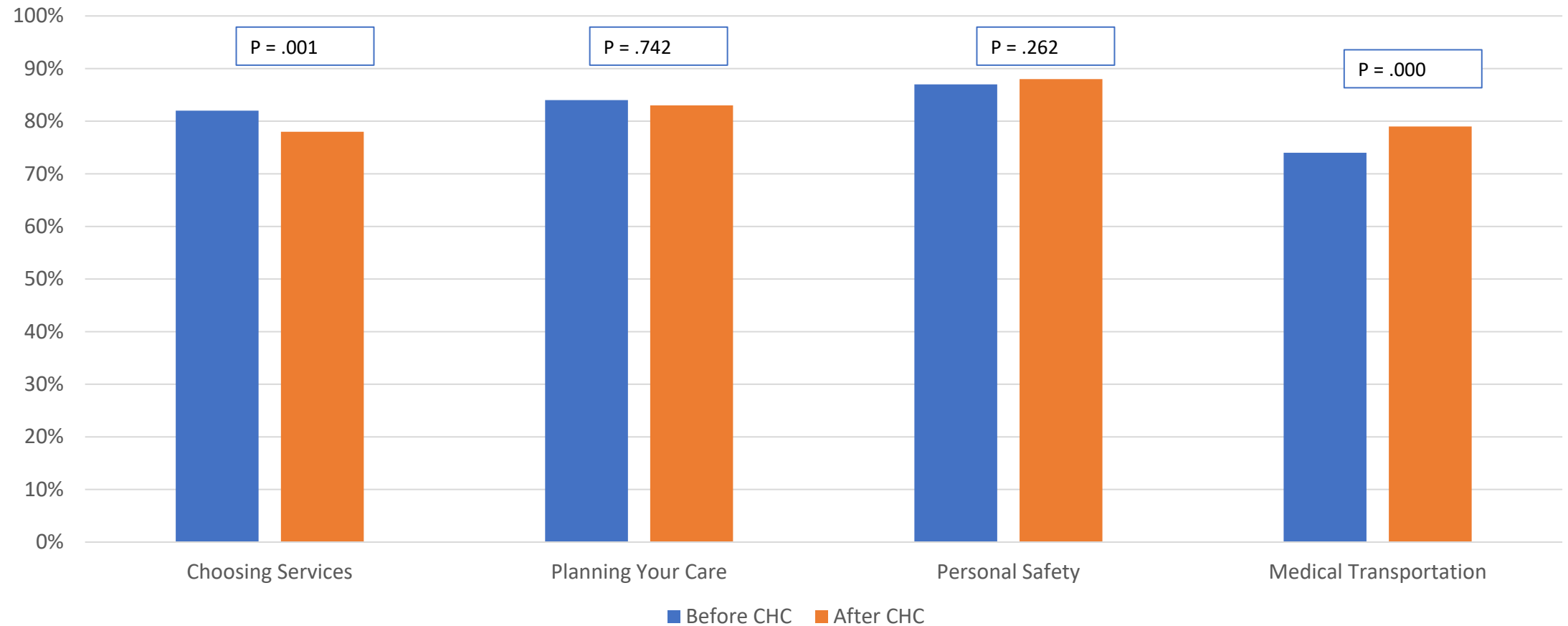


Note: Statistically significant interaction term between race/ethnicity and Post-CHC period. No other comparisons were statistically significant

Person-Centered Care, Personal Safety, Medical Transportation

- Choosing the Services that Matter to You
 - Person-centered service plan included all of the things that are important
 - Staff knows what's on service plan
- Planning your Time and Activities
 - Takes part in deciding what to do with time
 - Takes part in deciding when to do things each day
- Medical Transportation
 - Have a way to get to appointments
 - Able to get in and out of ride easily
 - Ride is on time
- Personal Safety
 - Have someone to talk to if someone hurts you

Overall Summary: Person Centered Service Planning, Safety, Medical Transportation

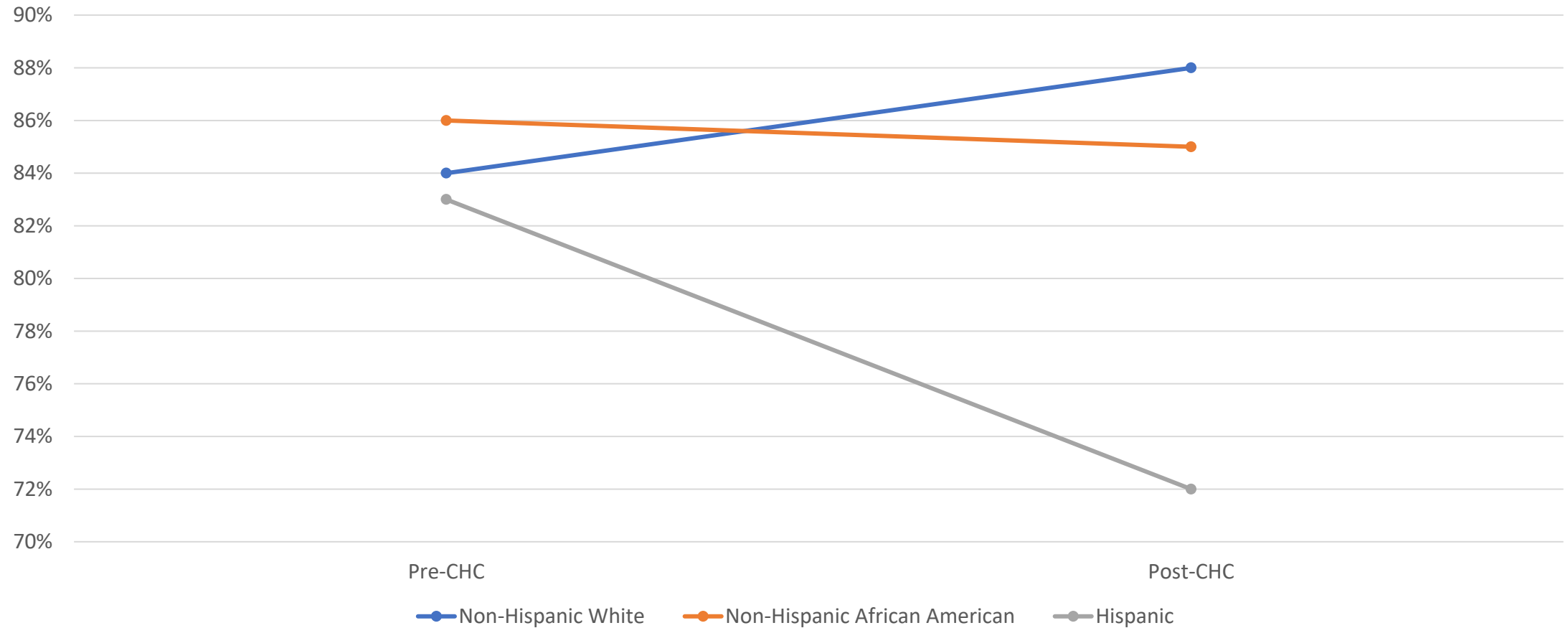


Note: Models control for race, age, and gender.

Summary:

- 1 measure improves
- 1 measures decline
- 2 measures unchanged

Planning your Time and Activities



Note: Statistically significant interaction term between race/ethnicity and Post-CHC period.

Conclusions and Next Steps

Based on Participant Interviews from 2018 to Fall 2020

- Areas of Improvement:
 - PAS Worker Listens
 - Medical Transportation Rating
 - Missed Medical Appointments
 - Ability to get to Non-Medical Appointments
- Areas of Decline:
 - PAS Worker is Helpful
 - PAS Worker Overall Rating
 - Would Recommend PAS Worker
 - Choosing your services
- All changes are small (<5%)
- Differences by Race and Ethnicity raise important questions about equity and geography
 - May be related to quality difference by region
- Service Coordination is unchanged overall
 - Explore differences across regions
- Public Report on Evaluation Activities (2016 to 2019) Available Online:
 - <https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/CHC-Evaluation-Plan.aspx>