

Wisconsin SSI CAHPS Survey for People with Mobility Impairments

CAHPS User Group Mtg
March 31, 2006



Purpose

2

- Present an overview of the Wisconsin SSI CAHPS Project for People with Mobility Impairments (PWMI)
 - A collaborative project of the CAHPS PWMI Team and the Wisconsin Department of Health and Family Services and APS Healthcare
 - A CAHPS survey customized to the needs and services of the WI SSI population



2

Authors

3

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3

The Wisconsin Context

4

- APS Healthcare and WI Dept of Health and Family Services
- The Wisconsin SSI Program
- Medicaid HMO CAHPS in Wisconsin
- Collaboration with CAHPS PWMI Team



4

Role of PWMI Team

5

- **Extensive Collaboration (beginning Oct 05)**
 - Review of prior survey (Milwaukee Cty SSI CAHPS)
 - Research on Survey Length
 - PWMI Screening Measures
 - Disability Status Measures
 - Formatting and Item Ordering
 - Translation
 - Data Analysis



5

SSI Quality Improvement in WI

6

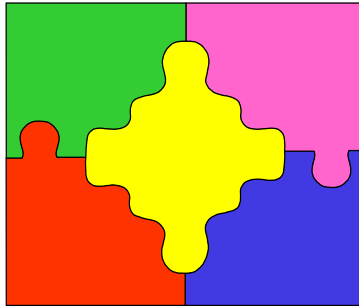
- **Value-based and Goal Driven**
- **Integrated**
- **Guided by SSI Quality Indicators**
- **Informed by opt-out reports, illness burden scores (CDPS), and continuity of care reports**



6

SSI Quality Improvement in WI

7



Findings are integrated

- Events/Encounter Data
- CAHPS Survey Results
- Grievances & Appeals
- EQRO Reviews & PIPS
- HMO Profiles



7

Customizing CAHPS Survey: The WI SSI CAHPS Project

8

- **A 3 Stage Process**
 - Development of SSI CAHPS for SSI Milwaukee County
 - Linking up with the CAHPS PWMI Team
 - Development of SSI PWMI for SSI Dane County (home of Madison, WI)



8

Customizing CAHPS Survey: The WI SSI CAHPS Project

9

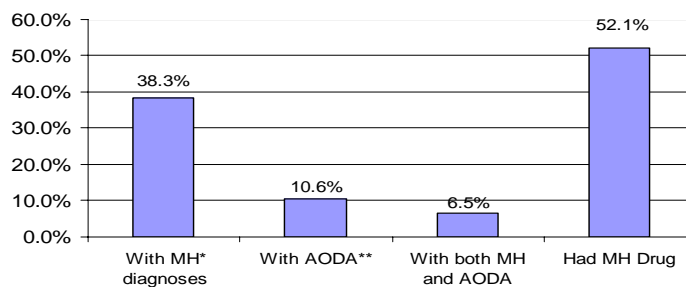
- The SSI Milwaukee Quality Improvement Workgroup – State and APS Staff, consumers, advocates
- Workgroup directive:
 - Collect baseline data prior to managed care enrollment
 - Include items representative of SSI population
 - Without sacrificing data validity



9

WI SSI Adult Disabled Medicaid Dane County, CY 2004

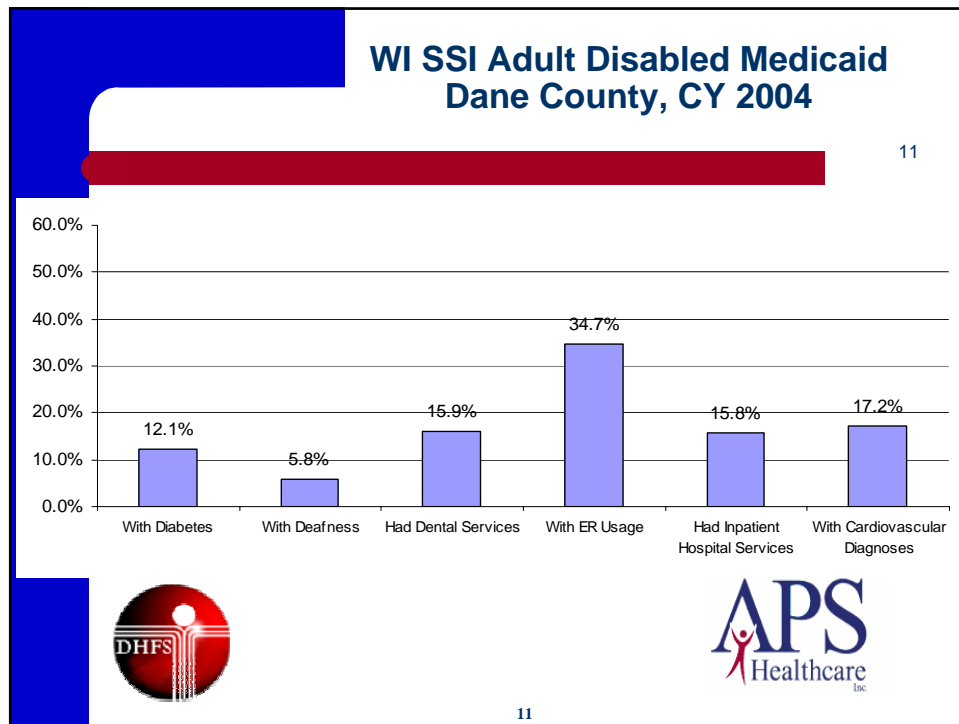
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*Mental Health (MH)
**Alcohol and Drug Abuse (AODA)



10



WI SSI CAHPS PWMI Survey Content

12

- CAHPS Health Plan Survey 4.0 (beta version)
- Supplemental Items 3.0 (updated to reflect 4.0)
- PWMI Item Set (test items)
 - Screener
 - Supplemental items

DHFS

APS Healthcare Inc.

12

WI SSI CAHPS PWMI Survey Topics

13

- Access to Specialists
- Transportation
- Role in Decision-Making
- Physical Access to and within doctors' offices
- Assistive Equipment
- Pain
- Coordination of Care
- Mental Health
- Alcohol & Drug Use
- Dental
- Home Health and Personal Care
- Therapies
- Pharmacy



13

Next Steps

14

- Data Analysis with CAHPS PWMI and Analysis Teams
- SSI PWMI CAHPS Survey in SSI Expansion Counties



14

WI SSI PWMI CAHPS

15

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15