



A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting




***CAHPS PWMI Items in
Massachusetts Medicaid
(MassHealth) Surveys***

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Background



- MassHealth conducts a survey every two years of its members using the CAHPS managed care survey instrument
- MassHealth has contributed to the PWMI project by including sample PWMI items in the 2004 and 2006 surveys

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MassHealth Survey Methods



- **Sample**
 - adults, aged 18 to 64
 - receiving Medicaid in Massachusetts

- **Data collection protocol**
 - **Week 1:** Questionnaire packet mailed to everyone
 - **Week 3:** Reminder postcard mailed to everyone
 - **Week 5:** Second questionnaire mailed to nonrespondents
 - **Week 7:** A minimum of 6 phone calls made to nonrespondents in attempts to complete interview over the phone

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2004 PWMI Items



- 11 items were included
- 1 item about the use of mobility equipment
- 10 items about the inability to do, need for assistance or difficulty completing 5 tasks
 - stand
 - walk ¼ mile
 - climb 10 stairs
 - move around house
 - get out of bed

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Summary of Key Findings from 2004

- Mobility screeners identify a distinct population from the chronic condition screeners
- A question about mobility equipment alone is not sufficient to identify PWMI
- Three items (2 concepts: walking and use of mobility equipment) will identify most PWMI


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2006 MassHealth Survey

- MassHealth agreed to include 10 PWMI items in the 2006 survey
- PWMI content was shaped by the findings of the literature review and the TEP
- Items asked about:
 - obtaining mobility equipment (e.g. walker)
 - accessing PT/OT services
 - using medical equipment (e.g. exam table)
 - providers understanding of mobility issues

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MassHealth Survey 2006



- Data collection began in February 2006
- Analyses will take place over the summer 2006
- Findings will complement WI survey by:
 - providing additional information in another sample and
 - testing some alternate wording and response options

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Summary



- The MassHealth/PWMI collaboration has already provided useful data that has influenced the development of the PWMI screeners
- The 2006 content will provide data that will influence the content and wording that will be used in the final PWMI supplement

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