

## Wisconsin SSI CAHPS Survey for People with Mobility Impairments

CAHPS User Group Mtg  
March 31, 2006



## Purpose

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- 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



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## Authors

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## The Wisconsin Context

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



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## Role of PWMI Team

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- **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



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## SSI Quality Improvement in WI

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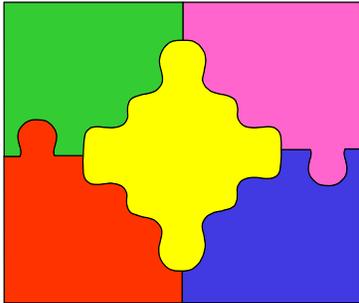
- **Value-based and Goal Driven**
- **Integrated**
- **Guided by SSI Quality Indicators**
- **Informed by opt-out reports, illness burden scores (CDPS), and continuity of care reports**



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## SSI Quality Improvement in WI

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**Findings are integrated**

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



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## Customizing CAHPS Survey: The WI SSI CAHPS Project

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- **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)



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## Customizing CAHPS Survey: The WI SSI CAHPS Project

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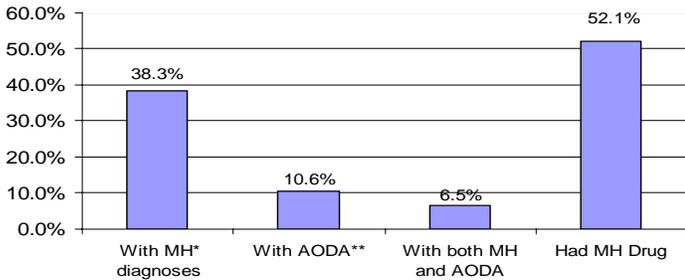
- The SSI Milwaukee Quality Improvement Workgroup – State and APS Staff, consumers, advocates
- Workgroup directive:
  - Collect baseline data prior to managed care enrollment
  - Include items representative of SSI population
  - Without sacrificing data validity



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## WI SSI Adult Disabled Medicaid Dane County, CY 2004

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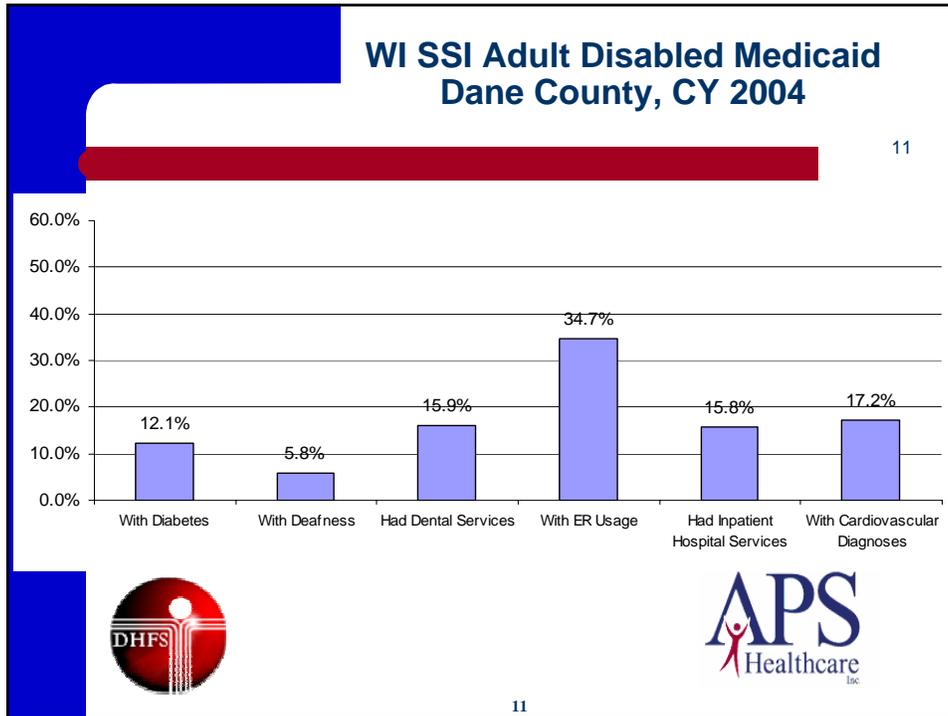
Category	Percentage
With MH* diagnoses	38.3%
With AODA**	10.6%
With both MH and AODA	6.5%
Had MH Drug	52.1%



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



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- ### 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
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## WI SSI CAHPS PWMI Survey Topics

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- 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



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## Next Steps

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



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## WI SSI PWMI CAHPS

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