Identifying Effectiveness and Areas for Improvement in an Innovative Program Serving Medically Complex Individuals with Disabilities

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Identifying Effectiveness and Areas for Improvement in an Innovative Program Serving Medically Complex Individuals with Disabilities

Bitie Behl-Chadha, Kerri Ikenberry, Susan Brown, Theresa McGauley-Keaney, and Carla Hillerns

Background & Objectives

Community Case Management (CCM), a partnership between UMass Medical School and the state’s Medicaid program, serves children and adults with highly complex, chronic and challenging medical conditions/disabilities.

- Offers a single point of entry for members to receive coordinated services across a wide spectrum of needs
- Serviced by a Nurse Clinical Manager (NCM) in consultation with a pharmacist, social worker, and physical, occupational, respiratory, and speech therapists
- Enables members to stay at home while reducing the burden of care on families

A satisfaction survey was conducted to monitor CCM’s effectiveness and identify areas for improvement.

Methodology

The survey was conducted June – August 2014 and sampled all CCM members with at least 6 months’ program experience (N=667).

- Surveys were addressed to the CCM member and/or parent/guardian
- Surveys were available for completion in print or online
- Reminder phone calls encouraged participation
- Overall response rate was 45.3%

The survey assessed members’ perceptions of CCM across a variety of topic areas, including members’ needs assessment, communication with and coordination of services by the nurse clinical manager, interaction with staff specialists, and overall perception of CCM.

Members’ Perception of the Needs Assessment

Interaction with the Nurse Clinical Manager: Members report highly positive interaction with the Nurse Clinical Manager:

- Gathered information necessary to understand member’s needs for long term care services 99%
- Explained service record in a way you could easily understand 94%
- Explained your right to appeal service record 97%

Perceptions of the Assessment Process: Regarded for the most part as clear and thorough, there is some room for improvement in ease of understanding.

Qualitative Feedback on the Assessment Process

Positive Comments: Members are appreciative of the Nurse Clinical Manager’s professionalism and perceive the assessment process as thorough and clear.

- Explained your right to appeal service record
- Gathered information necessary to understand member’s needs for long term care services

Negative Comments: The assessment process also draws criticism, particularly around its failure to capture all relevant factors and concerns around the accuracy and difficulty of assigning time to tasks.

Overall Perception of CCM

The vast majority of members are satisfied with CCM overall and believe that the program impacts their lives positively – only a small minority believe that the program has not had an impact on their life overall or on their ability to stay at home.

Over half of members are 10 years age or under.

Conclusions

The evaluation clearly indicates that the program delivers an invaluable service that makes it possible for members to live at home while having a highly positive impact on their lives.

The evaluation also served to identify ways to further increase the program’s positive impact, particularly as CCM continues to grow its member base.

Additional Key Findings

Coordination of MassHealth Services by CCM Staff

- At 91%, overall satisfaction with service coordination is very high; however, top ratings of “very satisfied” at 57% are a little lower than observed for other dimensions
- Among the members who needed assistance with medical equipment and supplies, 77% report that the staff communicated with them about their needs (a gap of 23% to be bridged)
- Among those who needed assistance with physical, speech and occupational therapy services, 57% report that the staff communicated with them about their needs (a gap of 43% to be closed)

Perceptions of CCM Staff Specialists

Contact with CCM specialists is limited but for the most part positive.

- Among the members who have had contact with a CCM Pharmacist, 67% rate the pharmacist as very helpful.
- Among those who have had contact with a CCM Social Worker, 64% rate the social worker as very helpful.

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BIBLIOGRAPHY


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