

Vermont Home and Community-Based Services CAHPS® Survey

Guide for people receiving HCBS and families



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Created by  University
of Vermont | Center on Disability &
Community Inclusion

HCBS Quality Measures Stakeholder Feedback Project

What is this guide for?

This guide explains how a survey will be used in Vermont to improve Home and Community-Based Services (HCBS).

The survey is called the HCBS CAHPS®

- CAHPS is short for: Consumer Assessment of Healthcare Providers and Systems
- It was created by the Centers for Medicare and Medicaid Services.
- Each year, some people who receive HCBS will be asked to take the survey.
- Their answers will help Vermont learn what services are helping and if there are problems.



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Who takes the survey?

- Some people who get HCBS will be invited to take the survey.
- Not everyone receiving services is invited.
- If you are invited, you can choose to take the survey. OR you can choose NOT to take the survey.
- Family members do not take the survey.

Who asks the questions?

- Vermont is hiring an organization to lead the CAHPS® surveys.
- The organization will hire and train people to ask the survey questions. They are called interviewers.
- Interviewers read each question aloud and write down your answer.
- Interviewers are NOT your staff or other service providers.

What do I need to know?

- You can use a communication device.
- You can bring a supporter.
- You can take breaks.
- You can skip questions.
- There are no wrong answers.
- You should tell the truth.

What is in the survey?

There are 10 areas. The first 5 are:

-  1. Staff are reliable and helpful. → Staff show up on time, work as long as planned, and give you privacy.
-  2. Staff listen and communicate well. → This means being respectful, listening, and explaining things clearly and carefully to you.
-  3. Case manager is helpful. → Questions about how helpful your case managers is.
-  4. Choosing services that matter to you. → This means your service plan includes everything important to you, and staff know what is in the plan.
-  5. Transportation to medical appointments. → Asks if you have a reliable and accessible ride to medical appointments.

What is in the survey?

There are 10 areas. The last 5 are:

-  6. Personal safety. → Asks if you have someone to talk to if something bad happens. Asks if staff treat you badly like taking your things or yelling.
-  7. Planning your time and activities. → This means being able to get together with family, friends, and spend time in the community when you want.
-  8. Unmet needs. → Asks if staff were available when needed to help with dressing, showering, bathing, meals, medications, and other tasks.
-  9. Physical safety. → Asks if you have been hit or hurt by staff.
-  10. Staff ratings and recommendations. → Asks how you rate the help you get from different staff. Then asks if you would recommend the staff to family and friends.

How do I answer questions?

- At the start you will be asked questions to see what staff helped you in the past 3 months.
- You will only be asked questions about those staff and services.
- After each question you will have different answer choices like:

Yes

No

Don't know

Never

Sometimes

Usually

Always

None

Some

Most

All

- These are called ratings.
- Choose the rating that is closest to what you think for that question.

Are my answers private?

Your answers are confidential.

- This means the interviewer does NOT tell your staff your opinions.
- Your name is not in reports.
- Agencies do not want to know who said what.
- Interviewers job is to keep everyone safe.
- Some things must be shared to keep people safe.



Has trainings
on answering
questions and
privacy.

The CAHPS® survey is one way Vermont is measuring HCBS quality

Vermont is using 3 types of quality measures to:

- Make sure people get good care
- Find problems and fix them
- Compare Vermont to other states
- Keep improving every year



Compliance Measures

Focus on timelines and procedures to protect health and safety.



Quality Performance

Checks if assessments, care planning, and supports are being done well.



CAHPS® Survey

Asks people how they feel about the services they receive.

Check out the *Vermont HCBS Quality Measures Guide* to learn more about other measures.



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Quality Measures

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This guide was created as part of the HCBS Quality Measures Stakeholder Feedback Project.

A partnership between:



University
of Vermont

Center on Disability &
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