

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

Bittie 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
- Served 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).

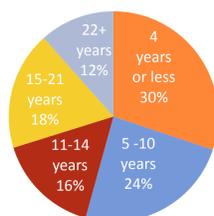
- Surveys were addressed to the CCM member and/or parent/guardian
- Surveys were available for completion in print or online
- Reminder phone calls encouraged participation
- Overall response rate was 45.3%

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.

## Member Characteristics

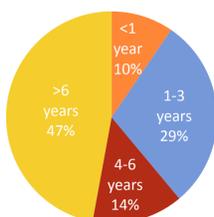
### Age

Over half of members are 10 years of age or under.



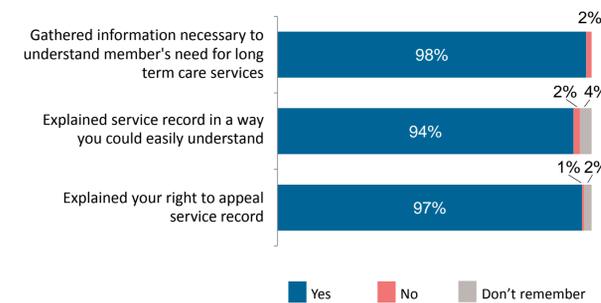
### Time in Program

The majority of members have been supported by CCM for several years.

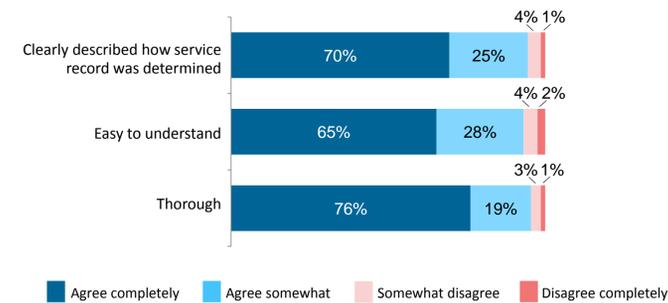


## Members' Perception of the Needs Assessment

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



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

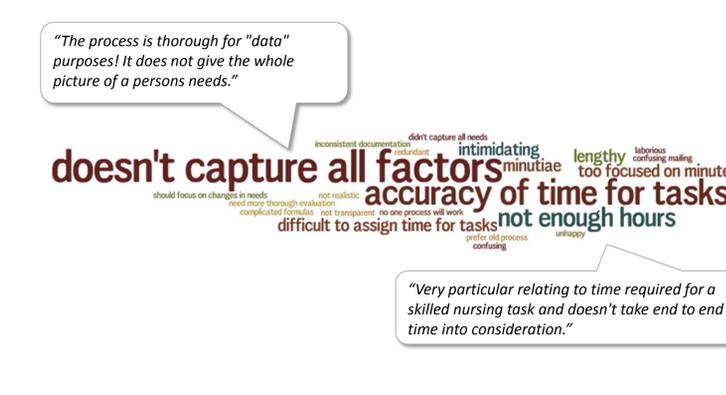


## Qualitative Feedback on the Assessment Process

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



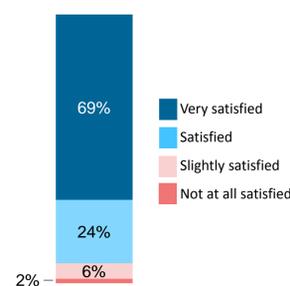
**Negative Comments:** The assessment process also draws criticism, particularly around its failure to capture all relevant factors and concerns around the accuracy and difficulty of assigning time to tasks.



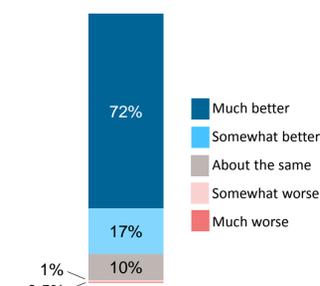
## Overall Perception of CCM

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.

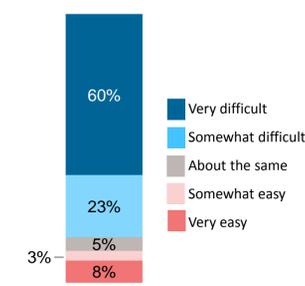
### Overall Satisfaction with CCM



### Impact of CCM on Member's Life



### Staying at Home if Not Supported by CCM



## 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.

## 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.

### Needs Assessment

Overall satisfaction with the assessment process is very high; however, there is room for improvement.

- The needs assessment process is regarded as thorough, and members clearly understand how their service record is determined.
- Nevertheless, there is some desire for simplification – a holistic view of the member's needs rather than detailed assignment of time to specific tasks.

### CCM Staff

Members are highly satisfied in all their interactions with the Nurse Clinical Manager; however, there are some specific areas that can benefit from some improvement.

- Increased communication regarding members' needs (e.g., in the areas of medical equipment and supplies as well as physical, speech, and occupational therapy)
- There is also some room for improvement in CCM staff's coordination of MassHealth services.

## Contact Information

### Bittie Behl-Chadha, Ph.D.

Director, Office of Survey Research  
University of Massachusetts Medical School  
333 South Street, Shrewsbury, MA 01545  
Phone: 508-856-4386  
<http://chpr.umassmed.edu/survey>

### Kerri Ikenberry

Director, Disability & Community Service  
University of Massachusetts Medical School  
333 South Street, Shrewsbury, MA 01545  
Phone: 508-421-5901