

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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