

HHS releases HCBS CAHPS data

Source: NAHC, March 11, 2024

The Agency for Healthcare Research and Quality (AHRQ) released the 2024 home and community-based services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) chartbook. This chartbook includes data that was collected in the summer of 2023.

The HCBS CAHPS was developed by the Centers for Medicare and Medicaid Services (CMS) as a way to solicit feedback from program participants in a nationally comparable way. The survey data shows the value of direct care workers to participants, but also highlights issues with access to care. Some key takeaways include the following responses from participants:



- 86% that staff are reliable and helpful;
- 93% that staff are respectful;
- 89% that staff treated them the way they wanted to be treated;
- 64% that staff were not always available to help with dressing or bathing; and
- 48% that there was not always staff to help with meals and eating when needed.

The full survey is available online at: <https://www.ahrq.gov/cahps/cahps-database/hcbs-database/index.html>