

Full Measure Submission to Partnership for Quality Measurement

Scientific Acceptability

Reliability

Provide the statistical results from reliability testing for each level of reliability testing conducted.*

Exhibit 14. Reliability Scores for the 19 HCBS CAHPS Measures (2023 Measure Year)

Measure	Cronbach Alpha	Inter-Unity Reliability	Intra-Class Coefficient	Valid Responses (%)
Global Rating Measures				
Global Rating of PCA or Behavioral Health Staff	—	0.92	0.84	76.2%
Global Rating of Homemaker	—	0.92	0.85	81.5%
Global Rating of Case Manager	—	0.92	0.86	66.1%
Recommendation Measures				
Recommendation of PCA or Behavioral Health Staff	—	0.91	0.82	72.5%
Recommendation of Homemaker	—	0.91	0.83	81.5%
Recommendation of Case Manager	—	0.86	0.76	63.7%
Scale Measures				
Staff Are Reliable and Helpful (6 items)	0.74	0.91	0.84	84.7%
Staff Listen and Communicate Well (11 items)	0.88	0.91	0.83	84.2%
Case Manager is Helpful (3 items)	0.60	0.75	0.60	66.3%
Choosing the Services that Matter to You (2 items)	0.30	0.93	0.88	86.6%
Transportation to Medical Appointments (3 items)	0.26	0.97	0.93	91.3%
Personal Safety and Respect (3 items)	0.18	0.98	0.96	94.3%
Planning your Time and Activities (6 items)	0.50	0.95	0.90	93.8%

Measure	Cronbach Alpha	Inter-Unity Reliability	Intra-Class Coefficient	Valid Responses (%)
Unmet Needs Measures				
Sufficient Staff to Help Dress, Shower, or Bathe	—	0.66	0.49	6.9%
Sufficient Staff to Help You with Meals	—	0.59	0.42	1.6%
Sufficient Staff to Help You with Medications	—	0.20	0.11	2.5%
Sufficient Staff to Help You with Toileting	—	0.09	—	43.7%
Sufficient Homemakers to Help you with Household Tasks	—	0.18	—	0.5%
Physical Safety Measure				
Do Any Staff Hit or Hurt You?	—	0.65	0.49	90.4%

If you conducted accountable entity-level testing, provide the reliability results for each decile in the table.

Exhibit 15. Distribution of Entity-Level Reliability Scores for the 19 HCBS CAHPS Measures (2023 Measure Year)

	N Program	Mean	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
Global Ratings Measures													
Global Rating of PCA or Behavioral Health Staff	20	0.83	0.47	0.63	0.76	0.84	0.85	0.86	0.88	0.90	0.94	0.96	0.99
Global Rating of Homemaker	20	0.83	0.47	0.63	0.76	0.84	0.85	0.86	0.88	0.90	0.94	0.96	0.99
Global Rating of Case Manager	20	0.80	0.19	0.57	0.73	0.75	0.80	0.86	0.88	0.91	0.95	0.97	0.99
Recommendation Measures													
Recommendation of PCA or Behavioral Health Staff	19	0.88	0.67	0.78	0.81	0.85	0.87	0.88	0.91	0.97	0.98	0.98	1.00
Recommendation of Homemaker	19	0.88	0.67	0.78	0.81	0.85	0.87	0.88	0.91	0.97	0.98	0.99	1.00
Recommendation of Case Manager	20	0.79	0.17	0.53	0.64	0.75	0.82	0.86	0.88	0.95	0.97	0.99	1.00
Scale Measures													
Staff are Reliable and Helpful	20	0.75	0.32	0.49	0.63	0.66	0.74	0.79	0.81	0.86	0.95	0.96	0.98
Staff Listen and Communicate Well	20	0.65	0.27	0.33	0.48	0.51	0.63	0.65	0.70	0.76	0.89	0.93	0.96
Case Manager is Helpful	20	0.51	0.01	0.13	0.26	0.34	0.37	0.47	0.59	0.69	0.87	0.92	0.94
Choosing the Services that Matter to You	20	0.83	0.44	0.63	0.74	0.78	0.86	0.89	0.90	0.92	0.96	0.98	0.99

	N <i>Program</i>	Mean	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
Transportation to Medical Appointments	20	0.87	0.57	0.65	0.79	0.85	0.87	0.92	0.94	0.96	0.97	0.99	0.99
Personal Safety and Respect	20	0.81	0.37	0.57	0.66	0.72	0.84	0.89	0.91	0.91	0.98	0.98	1.00
Planning your Time and Activities	20	0.66	0.30	0.35	0.48	0.59	0.63	0.65	0.73	0.78	0.85	0.90	0.97
Unmet Needs Measures													
Sufficient Staff to Help Dress, Shower, or Bathe	17	0.74	0.23	0.30	0.45	0.59	0.68	0.94	0.99	1.00	1.00	1.00	1.00
Sufficient Staff to Help You with Meals	14	0.82	0.33	0.36	0.52	0.84	0.94	1.00	1.00	1.00	1.00	1.00	1.00
Sufficient Staff to Help You with Medications	15	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.40	1.00	1.00	1.00	1.00
Sufficient Staff to Help You with Toileting	20	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00
Sufficient Homemakers to Help you with Household Tasks	10	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.40	1.00	1.00	1.00	1.00
Physical Safety Measure													
Do any Staff Hit or Hurt You?	20	0.78	0.08	0.30	0.36	0.80	1.00	1.00	1.00	1.00	1.00	1.00	1.00

Provide your interpretation of the results in terms of demonstrating reliability.*

Exhibit 16 provides a summary of measure reliability, using testing results presented in **Exhibit 14** and **Exhibit 15**. The measure, •, indicates the measure met minimum reliability results (or has a value higher than the acceptable threshold). For entity-level reliability, the measure developer identified a measure as likely to be reliable if it had high reliability for more than 50 percent of the 20 entities for which the measure developer had data to perform the testing.

Exhibit 16. Summary of Reliability Testing Results

Measure	Internal Consistency (Alpha >0.70)	Inter-Unit Reliability (IUR >0.70)	Intra-Class Correlation (ICC >0.70)	Entity-Level Reliability (>75% Entities with >0.70 IUR)	Entity-Level Reliability (>50% Entities with >0.70 IUR)
Global Rating Measures					
Global Rating of PCA or Behavioral Health Staff	—	•	•	•	•
Global Rating of Homemaker	—	•	•	•	•
Global Rating of Case Manager	—	•	•	•	•
Recommendation Measures					
Recommendation of PCA or Behavioral Health Staff	—	•	•	•	•
Recommendation of Homemaker	—	•	•	•	•
Recommendation of Case Manager	—	•	•	•	•
Scale Measures					
Staff Are Reliable and Helpful	•	•	•	•	•
Staff Listen and Communicate Well	•	•	•		
Case Manager Is Helpful		•	•		
Choosing the Services that Matter to You		•	•		•
Transportation to Medical Appointments		•	•	•	•
Personal Safety and Respect		•	•	•	•
Planning your Time and Activities		•	•		
Unmet Needs Measures					
Unmet Need in Dressing or Bathing	—				
Unmet Need in Meal Preparation or Eating	—			•	•
Unmet Need in Medication Administration	—				
Unmet Need in Toileting	—				
Unmet Need with Household Tasks	—				
Physical Safety Measure					
Do Any Staff Hit or Hurt You?	—			•	•

Note: A dark grey cell indicates that the measure does not meet the high reliability definition, as identified in the column title.