

# Personal Care Aides Survey & Analytics

## PURPOSE OF THE STUDY

This project will combine data from surveys with Personal Care Aides (PCA) about the members they are serving and data taken from Medicaid claims to understand the drivers of and barriers to positive health outcomes in member populations. Through this exploratory analysis, the research team will identify the most important factors predictive of member outcomes. The results of this exploratory data analysis will help lay the foundation of potential focus areas for future studies and interventions. These findings will also help inform contributing factors to PCA retention.

## STUDY APPROACH

The purpose of the analysis will be to understand which characteristics of the PCA-member relationship and which psychological factors in the PCA are most predictive of PCA retention and of high-quality member outcomes. PCAs will complete a survey that will measure the concepts listed below. Each PCA's survey responses will then be merged with their member's outcome data. The analysis will include PCA and member demographics, member health characteristics, and the psychological concepts measured in the survey. All factors will be entered into a statistical model together which will then be used to predict the likelihood of emergency room admissions, hospitalization, and general health status (preventative health, medication adherence, etc.) of the member.

## SURVEY CONCEPTS

- ▶ Relationship quality between PCA and member (measured by PCA's perception)
- ▶ Personal familiarity with client and client's health
- ▶ Locus of control
- ▶ Job satisfaction
- ▶ Psychological wellbeing of PCA (daily stress, insecurities related to income, purpose and meaning in life, etc.)
- ▶ Perception of role as health provider vs domestic worker
- ▶ Job characteristics (understanding of emergency procedures, interactions with agency staff, regular reporting of symptoms and health changes)