

# OPTIMA COMMUNITY CARE DATA AT A GLANCE



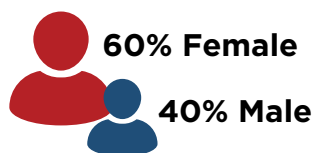
This report includes data from a sample of Medicaid members who receive long term services and supports (LTSS) from Optima Community Care that completed the National Core Indicators - Aging and Disability (NCI-AD) Adult Consumer Survey in Virginia. All surveys were completed by phone either with a Cardinal Care Managed Care Medicaid member or with a proxy who knew the person well. Overall state results are provided for certain data points in parentheses and denoted with “VA”.

Virginia participates in the NCI-AD Project as part of the state’s effort to measure the quality of LTSS and systems performance. For more information about NCI-AD in Virginia, visit our website at: <https://nci.partnership.vcu.edu/>.

## SAMPLE INFORMATION

**201 total respondents**

### Gender

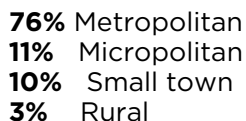


### Age

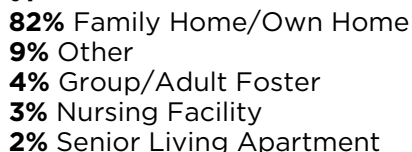


## RESIDENCE

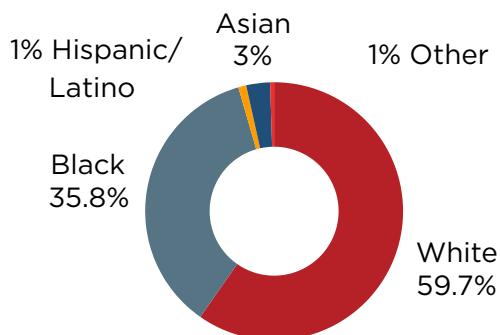
### Location



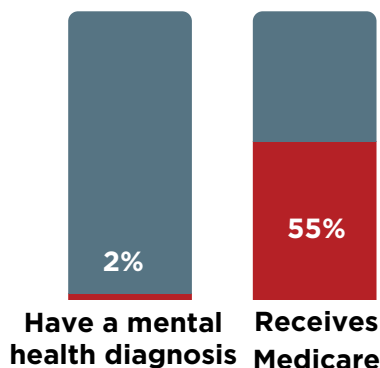
### Type



## RACE & ETHNICITY



## MEDICAL BACKGROUND



## DIAGNOSIS

1% PHYSICAL  
DISABILITY



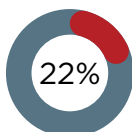
5% ALZHEIMER'S  
/DEMENTIA

11% TBI

14% ID/DD

## EMPLOYMENT

Overall **22%** of  
respondents  
want a job  
(VA: 23%)



For respondents  
aged 18-59

**31%**

reported they  
wanted a job  
(VA: 36%)

**44%**

report that someone  
has talked with  
them about job  
options (VA: 36%)

## RESPECT & PRIVACY

**93%**

Services and supports are  
delivered in a way that is  
**respectful of their culture**  
(VA: 94%)

**29%**

Have **enough privacy where  
they live** (if in a group  
setting) (VA: 63%)

**50%**

Others **ask before coming in**  
in their home/room (if living in a  
group setting) (VA: 69%)

## CHOICE & CONTROL

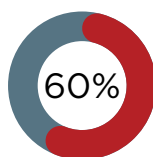
**87%** Can choose/change  
their services and supports  
(VA: 87%)

**77%** Can choose/change  
the people who provide  
paid supports (VA: 81%)

**86%** Can choose/change  
when/how often they  
receive services (VA: 82%)

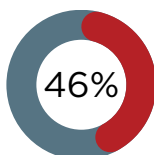
**78%** of respondents say  
they feel in control  
of their life (VA: 74%)

## SERVICES & UNMET NEEDS

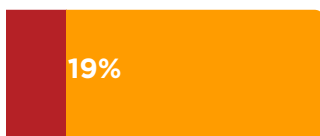


Services  
meet **all their  
current goals**  
(VA: 59%)

Case manager  
talked to them  
about services  
to help with  
unmet needs  
(VA: 45%)



## STAFF LONGEVITY & TURNOVER

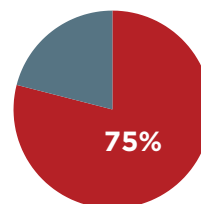


Paid staff changes  
too often (VA: 19%)



Case manager changes  
too often (VA: 24%)

## SERVICE COORDINATION



**75%** Have a backup  
plan if their paid  
support staff  
does not show up  
(VA: 73%)

## HEALTH & HEALTHCARE

**88%** Have access to  
mental health  
services if they want  
them (VA: 86%)



**81%** Can get an appointment  
to see or talk to their primary care  
doctor when needed (VA: 77%)

**46%** Talked to health  
professionals using video  
conference/telehealth (VA: 51%)

**34%** Went to the emergency  
room in the past 12 months  
(VA: 42%)

**20%** Had an overnight stay in a  
hospital or rehab/nursing facility  
in the past 12 months and was  
discharged to go home  
(VA: 23%)

## SUPPORT & FOOD ACCESS



74% of respondents  
say they have  
enough help with  
everyday activities  
(VA: 76%)

**17%** have to skip  
meals due to  
financial worries  
(VA: 15%)



**84%** have access  
to healthy foods  
when they want them  
(VA: 85%)



## FALLS



**24%** Have a history of falls  
(VA: 21%)



**36%** Have concerns about  
falling/being unstable  
(VA: 46%)



**68%** Have worked with  
someone to reduce their  
risk of falling (VA: 71%)

## SUPPORT ACCESS TO COMMUNITY

**94%** of respondents say  
they can see/talk to  
family/friends they do not  
live with when they want  
(VA: 93%)

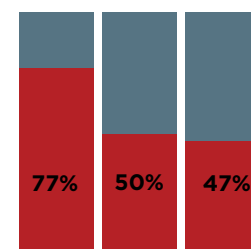
**80%** always have a way to  
get where they want to go  
(VA: 72%)

**76%** can take part in  
activities with others as  
much as they want  
(VA: 69%)

**27%** often feel lonely  
(VA: 21%)



## ACCESS TO PREVENTIVE HEALTH CARE



**77%** Had physical exam in  
past 12 months (VA: 78%)

**50%** Had a vision exam in  
past 12 months (VA: 52%)

**47%** Had a dental visit in the  
past 12 months (VA: 47%)