

ADRC Consumer Satisfaction Round 5

Diana White & Sheryl Elliott

June 22, 2016

Background - PSU & ADRC partnership

- ▶ ADRC development
 - ▶ Training program
 - ▶ Professional standards for options counselors (2010 - 2011)
 - ▶ Evaluation of ADRC development
- ▶ Open-ended interviews with ADRC OC consumers
- ▶ ADRC consumer-based standards and expectations
- ▶ Development of the consumer survey (Round 1; 2011 - 2012)
- ▶ Metrics/benchmarks established following Round 1

Reports

- ▶ Part 1: Introduction & 2015 survey characteristics
 - ▶ Part 2: Pathways to the ADRC (awareness and access)
 - ▶ Part 3: Information and Referral/Assistance
 - ▶ Part 4: Options Counseling
 - ▶ Part 5: Public Programs and Assistance
 - ▶ Part 6: Confusion and Memory Loss [Dementia Capable Workforce]
 - ▶ Part 7: Consumer Recommendations and Overall Satisfaction
-
- ▶ Appendix A: Survey instrument
 - ▶ Appendix B: Tables
 - ▶ Appendix C: Final Status Report - ADRC 2015 Phone Survey



Part 1: Survey Participants

Participant characteristics

	Eligible #s	Response/ Refusal	Total completed	Call Center	Options counseling
Round 1	772	33%/38%	252	241	11 (4%)
Round 2	713	42%/24%	303	232	71 (31%)
Round 3	919	33%/15%	298	196	102 (34%)
Round 4	915	34%/20%	306	204	102 (33%)
Round 5	1,064	38%/8%	328	190	138 (42%)

Participant characteristics

	Eligible #s	Response/ Refusal	Total completed	Call Center	Options counseling
Round 1	772	33%/38%	252	241	11 (4%)
Round 2	713	42%/24%	303	232	71 (31%)
Round 3	919	33%/15%	298	196	102 (34%)
Round 4	915	34%/20%	306	204	102 (33%)
Round 5	1,064	38%/8%	328	190	138 (42%)

Participant characteristics

	Eligible #s	Response/ Refusal	Total completed	Call Center	Options counseling
Round 1	772	33%/38%	252	241	11 (4%)
Round 2	713	42%/24%	303	232	71 (31%)
Round 3	919	33%/15%	298	196	102 (34%)
Round 4	915	34%/20%	306	204	102 (33%)
Round 5	1,064	38%/8%	328	190	138 (42%)

Participant characteristics

	Eligible #s	Response/ Refusal	Total completed	Call Center	Options counseling
Round 1	772	33%/38%	252	241	11 (4%)
Round 2	713	42%/24%	303	232	71 (31%)
Round 3	919	33%/15%	298	196	102 (34%)
Round 4	915	34%/20%	306	204	102 (33%)
Round 5	1,064	38%/8%	328	190	138 (42%)

Note: Round 5 had the greatest number and proportion of OC participants and were most representative of the state

“Consumer” vs “Family member”

- ▶ Consumers are recipients of services
- ▶ Family members are those calling on behalf of a person but not directly receiving services. Some were friends or neighbors.

“Consumer” vs “Family member”

- ▶ Consumers are recipients of services
- ▶ Family members are those calling on behalf of a person but not directly receiving services. Some were friends or neighbors.

	Consumer	Family member
Round 1	176 (71%)	71 (28%)
Round 2	240 (80%)	63 (20%)
Round 3	210 (70%)	88 (30%)
Round 4	222 (72%)	84 (28%)
Round 5	240 (73%)	88 (27%)

Reasons for contacting the ADRC (Needs)

62-68%

- ▶ General information/advice
- ▶ Physical health needs

30-44%

- ▶ Help at home
- ▶ Personal care
- ▶ Medicaid/paying for medical care
- ▶ Transportation
- ▶ Help with shopping and errands

23-29%

- ▶ Food stamps
- ▶ Confusion or memory loss
- ▶ Transportation

14-19%

- ▶ Caregiver support/respite
- ▶ Energy bills
- ▶ Subsidized housing
- ▶ Dental care
- ▶ Moving into residential care

Round 5 Data

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to dark navy blue. These shapes are primarily located on the right side of the slide, creating a modern, layered effect.

Needs: 4.9 average

- ▶ Family identified: 6.00
- ▶ Family members more likely to identify:
 - ▶ Personal care
 - ▶ Confusion or memory loss
 - ▶ Caregiver support, respite care
 - ▶ Moving into residential care
 - ▶ Medicaid/paying for medical care
 - ▶ Medications
- ▶ Consumer identified: 4.54
- ▶ Consumers more likely to identify
 - ▶ Food stamps
 - ▶ Energy bills

Part 2: Pathways to the ADRC

- ▶ Awareness
 - ▶ 36% Referrals from another agency
 - ▶ 30% Informal sources
 - ▶ 8% hospitals, clinics, primary care



Part 2: Pathways to the ADRC

▶ Awareness

- ▶ 36% Referrals from another agency
- ▶ 30% Informal sources (word of mouth)
- ▶ 8% hospitals, clinics, primary care

▶ Access

- ▶ 61% by phone
 - ▶ 65% answered by a person (from 2014)
 - ▶ 26% received a call back same day
 - ▶ 35% received call next day (from 2014)
 - ▶ 9% waited 5+ days
 - ▶ 4% wait was too long
- ▶ 24% went to ADRC building first (30% ever went)
- ▶ 2% Website



Part 2: Pathways to the ADRC

- ▶ Response time return phone call:
 - ▶ Prompt and timely (55%)
 - ▶ Wait reasonable (41%)
 - ▶ Much too long (4%) [30% in 2014]



Part 2: Pathways to the ADRC

▶ Response time return phone call:

- ▶ Prompt and timely (55%)
- ▶ Wait reasonable (41%)
- ▶ Much too long (4%) [30% in 2014]

▶ Response time at the ADRC

- ▶ Prompt and timely (55%) [40% in 2014]
- ▶ Wait reasonable (41%) [52% in 2014]
- ▶ Much too long (4%) [8% in 2014]

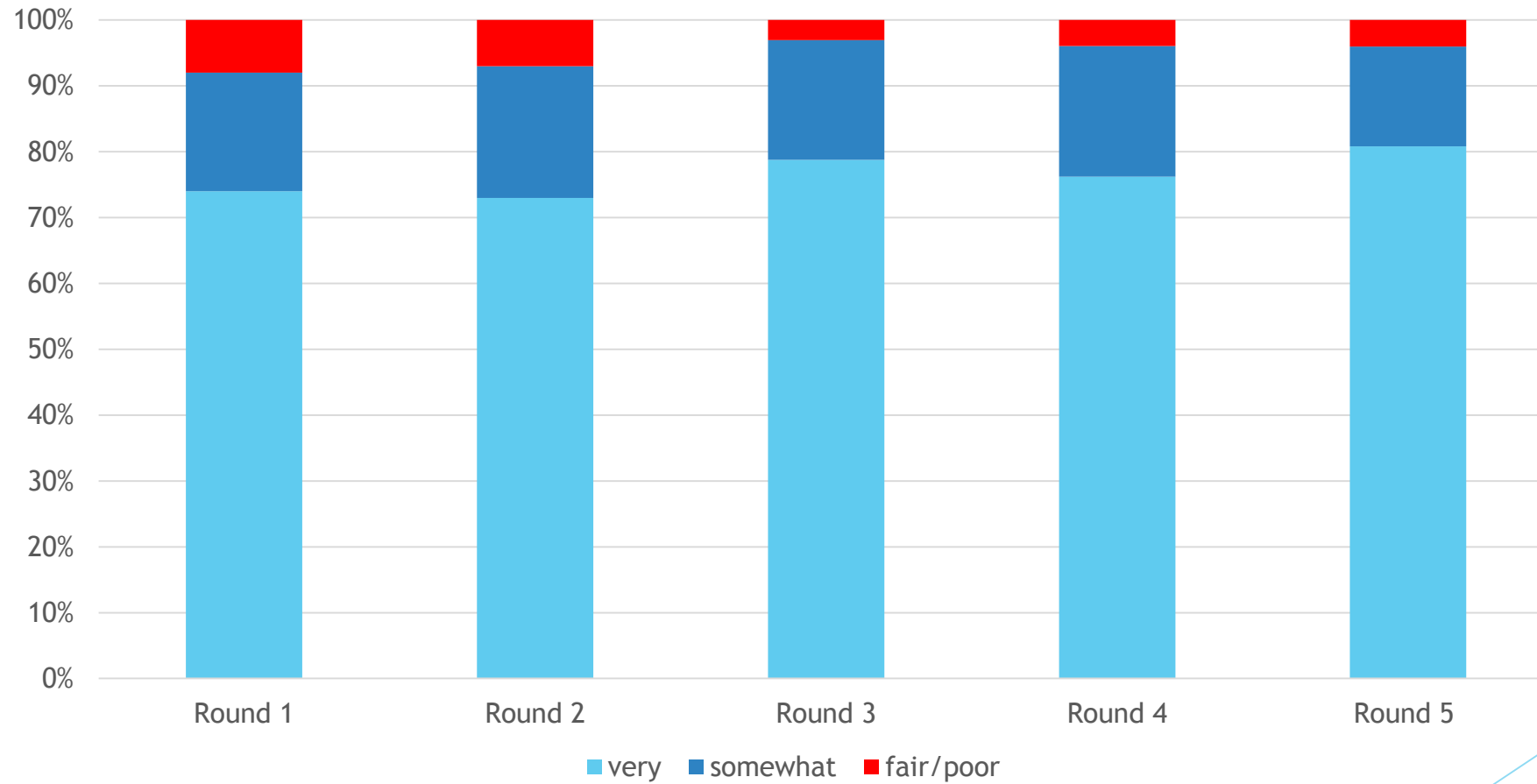


Part 3: Information and Assistance

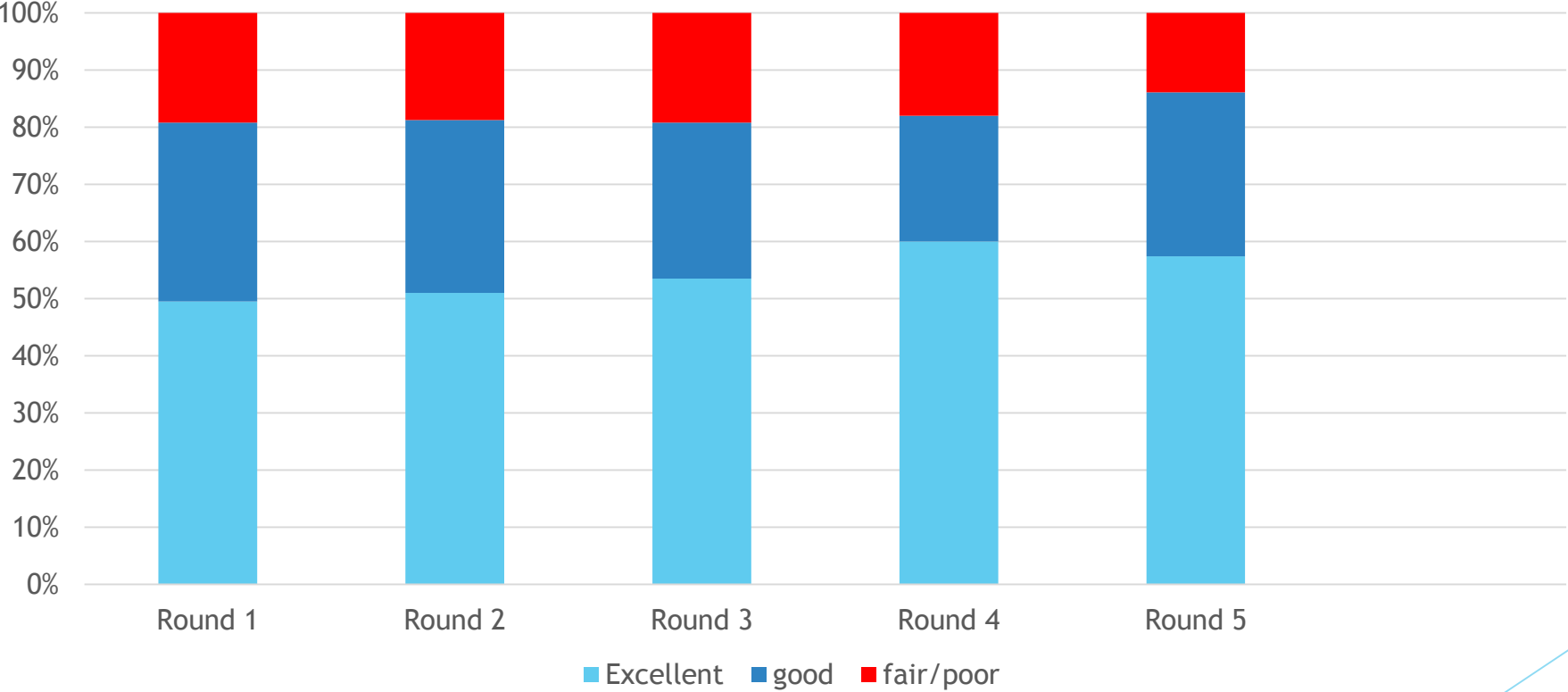
- ▶ Received information needed:
 - ▶ **All: 60%**
 - ▶ Some 35%
 - ▶ **None 4%**
- ▶ Written materials:
 - ▶ **74%**; 93% of those found them relevant
- ▶ Spend enough time with you to understand your concerns?:
 - ▶ 92% yes



Knowledgeable staff



Explaining how to get help you need



Recommendations

- ▶ Continue communication in empathic, respectful ways
- ▶ Continue efforts to help navigate the website
- ▶ Continue answering calls in prompt & timely manner
- ▶ Continue to assist consumers eligible for services

Part 4: Options Counseling

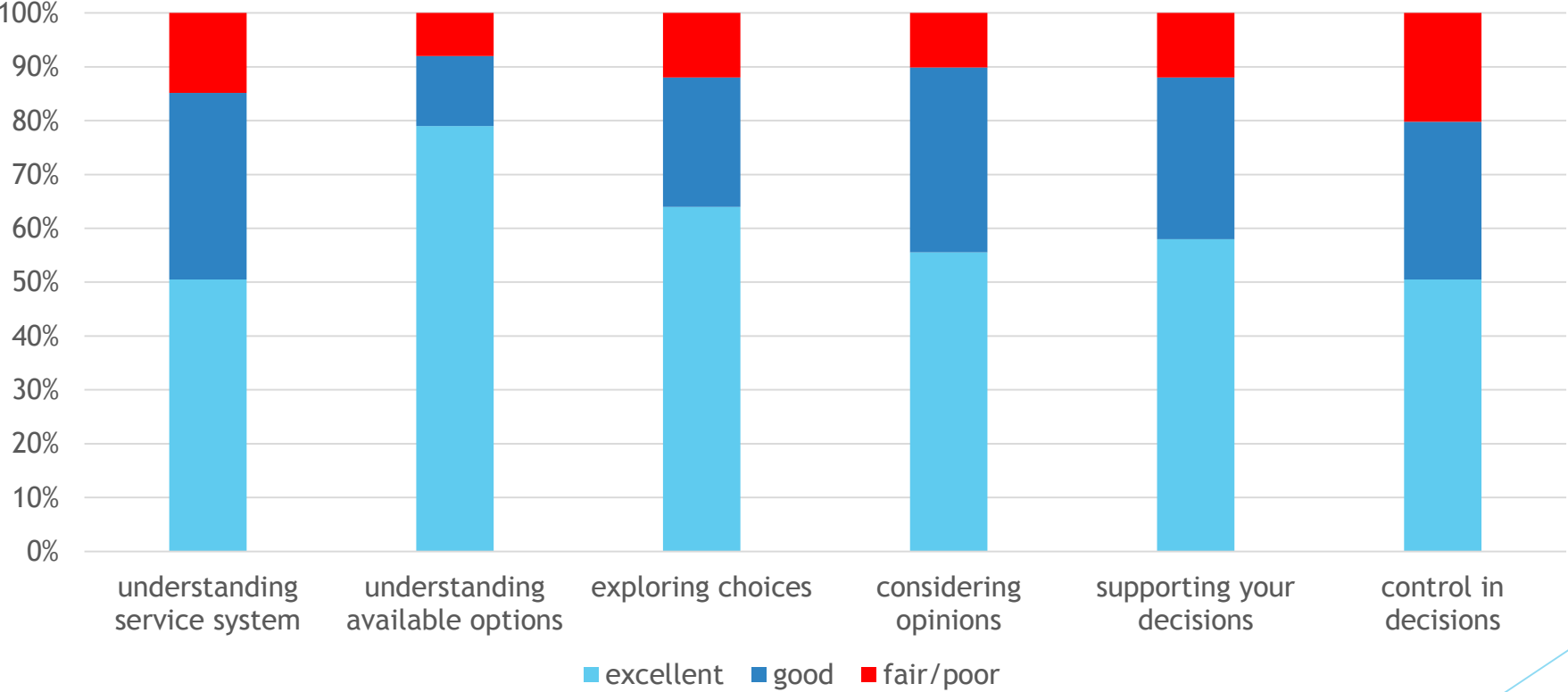
	Round 1	Round 2	Round 3	Round 4	Round 5
Home visit	27%	41%	40%	53%	44%
% OC	73%	80%	71%	80%	64%
% Call Center	24%	28%	23%	37%	30%



Home visits

- ▶ Very helpful: 72%; Helpful: 18%
- ▶ Very comfortable with person from the ADRC: 85%
- ▶ Identified additional needs: 57%
- ▶ Family members present: 51%
 - ▶ Especially with confusion and memory loss

Decision support

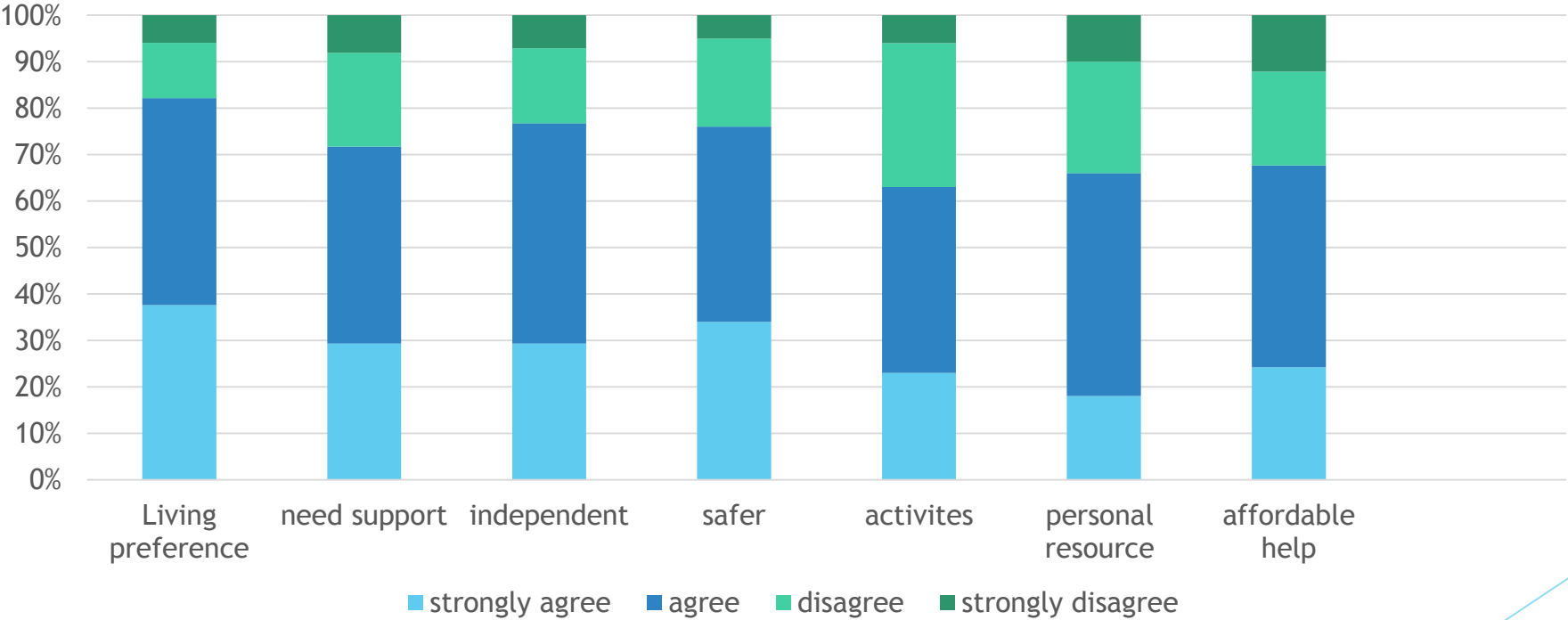


Action Plans and Follow up

- ▶ Action plans: 57%
- ▶ Follow up call from the ADRC: 55%
- ▶ Call to the ADRC: 50%

Outcomes

Chart Title



Circumstances without the ADRC (68%)



- a lot worse
- worse financially
- worse physically
- worse-basic needs
- worse emotionally
- a little worse
- no change

Circumstances without the ADRC (68%)

- ▶ *We would be struggling more not having the respite time to ourselves and struggling financially.*
- ▶ *I would be more depressed and living in a filthy place. I think I would have a harder time not wanting to commit suicide.*
- ▶ *I would not have healthcare or be able to afford to live where I am living, I would have had to move from here.*
- ▶ *I would be in a whole lot of hurt. I would have trouble getting meals.*
- ▶ *I was in the dark about services, once received information to explore, I was surprised about what services were available. I gained knowledge and referred a friend.*
- ▶ *My circumstances would not be very good. I would not have a place to live and going to work would be very hard.*

Recommendations

- ▶ Make home visits a priority
- ▶ Decrease wait time of OC home visits
- ▶ Keep up the good work in decision support
- ▶ Increase follow up calls
- ▶ Whenever possible increase support to live independently and safely in homes
- ▶ Policy: locating affordable services

Part 5: Services

- ▶ 140 (43%) of participants
- ▶ Average: 2.48 services
 - ▶ 1 service: 34%
 - ▶ 4 or more services: 24%
- ▶ More services for options counseling participants (2.9)
- ▶ No differences:
 - ▶ family and consumer
 - ▶ Presence of confusion or memory loss



Part 5: Services

Of 10 services (n=140):

- ▶ Help getting benefits: 46%
- ▶ Meals: 24%
- ▶ Transportation: 21%
- ▶ Information, managing health: 38%
- ▶ Housekeeping: 38%
- ▶ Personal care: 15%
- ▶ Information about other: 38%



Satisfaction with Services

Helpfulness

- ▶ **Meals (3.91)**
- ▶ **Benefits, financial assistance (3.85)**
- ▶ Personal care (3.82)
- ▶ Transportation (3.75)
- ▶ **Managing health (3.60)**

Timeliness

- ▶ Information (1.36)
- ▶ Meals (1.37)
- ▶ **Managing health (1.52)**

Part 6: Confusion and Memory Loss

- ▶ More participants had CML
- ▶ Reason for Contacting the ADRC
 - ▶ Consumers: 40 (17%)
 - ▶ Family: 44 (50%)
- ▶ Increase CML last 12 months
 - ▶ Consumers: 69 (30%)
 - ▶ Family: 54 (64%)
- ▶ Either or Both
 - ▶ Consumers: 80 (35%)
 - ▶ Families: 58 (68%)



Characteristics of Participants with CML

- ▶ 35 (25%) people had diagnosis of Alzheimer's disease
 - ▶ About ½ received OC
- ▶ Consumers with CML more likely to receive OC and home visit
- ▶ 30% consumers & family members did not receive OC and/or home visits
- ▶ Greater needs for services:
 - ▶ CML: 5.81 (explained mostly by consumer reports)
 - ▶ No CML: 4.20

Needs of people with confusion or memory loss

- ▶ Types of needs - overall
 - ▶ Information/advice
 - ▶ Caregiver respite
- ▶ Consumer identified in 2015, not in 2014
 - ▶ Physical health
 - ▶ Personal care
 - ▶ Moving into residential care
- ▶ Consumer identified 2014 and 2015
 - ▶ Help at home
 - ▶ Shopping and errands
 - ▶ Subsidized housing

Support received

- ▶ Consumers with CML
 - ▶ More likely to receive referral to ADRC from another agency
 - ▶ Lower ratings: *Person spent enough time with me to understand my concerns (85% compared to 92% overall)*
 - ▶ Reported less control in decision making
- ▶ OC or home visit (67% 2015; 50% 2014)
 - ▶ Family members reported waiting longer for home visit
- ▶ No differences by CML
 - ▶ Numbers and types of services received
 - ▶ Ratings of timeliness and helpfulness
 - ▶ Overall satisfaction (although CML group most likely in dissatisfied groups)

Part 7: Participant Concerns, Recommendations, Satisfaction

- ▶ 25% concerns not met (consistent over time)
 - ▶ Hadn't heard back
 - ▶ Original needs not addressed

No one has come to help . . . All they did was talk and then nothing happened



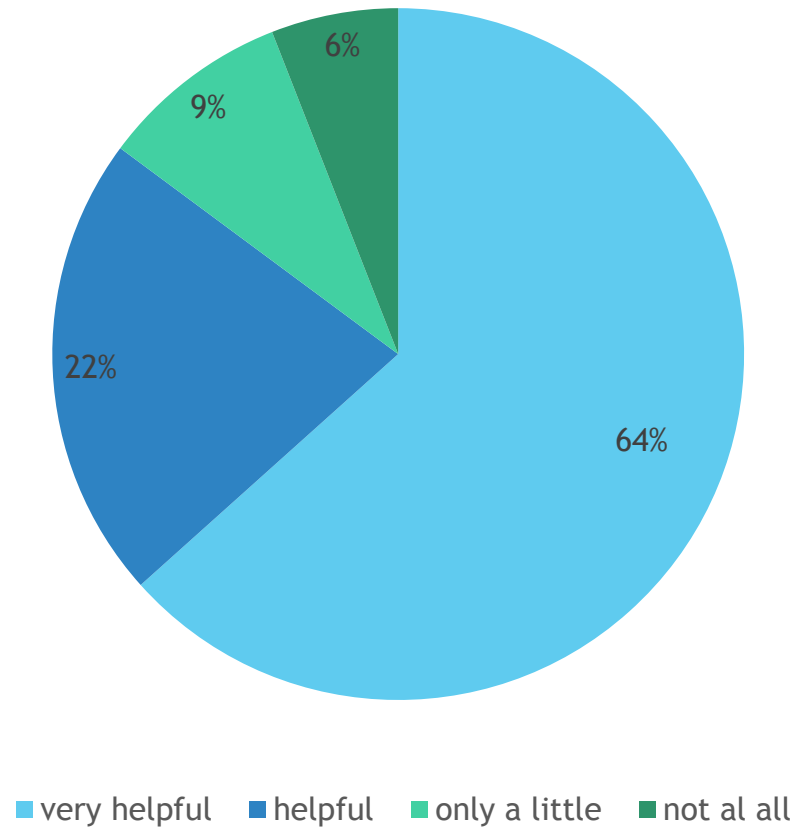
Part 7: Participant Concerns, Recommendations, Satisfaction

- ▶ Recommendations
 - ▶ Customer service
 - ▶ Services and resources
 - ▶ Outreach and awareness



93% would recommend the ADRC

How Helpful was the ADRC?



Overall satisfaction

Correlations

- ▶ Staff ($r=.64$)
- ▶ Understanding the service system ($r=.61$)
- ▶ Outcomes ($r=.53$)
- ▶ Ease of contacting the ADRC ($r=.37$)

No correlations

- ▶ Number of needs identified
- ▶ Number of contacts with the ADRC
- ▶ Number of services received
- ▶ (Needs and services received are correlated: $r=.47$)

Recommendations: Program and Policy

- ▶ Continue the good work!
- ▶ I&A: continue to monitor response times
- ▶ Options counseling
 - ▶ Make home visits a priority
 - ▶ Continue to increase action planning with consumers
 - ▶ Focus on support to meet needs and preferences, safety, and preserving resources, maintaining activities, finding affordable support
- ▶ Services
 - ▶ Continue trend to eliminate gap between services and needs
 - ▶ Increase capacity for housekeeping, home modifications, transportation, health management, and financial services

Recommendations: Program and Policy

- ▶ **Dementia capable**
 - ▶ Continue efforts to communicate effectively with people with CML
 - ▶ Ask about increased confusion or memory loss over last 12 months
 - ▶ Examine possible service gaps
 - ▶ Prioritize OC services for those with CML
- ▶ **Keep up the excellent and valued service!**