

# ADRC Consumer Satisfaction Round 5

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April 6, 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



## Part 1: Survey Participants

# Participant characteristics

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

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



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	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

# Needs: 4.9 average

- ▶ Family identified: 5.60
- ▶ 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
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# 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

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## ▶ 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]

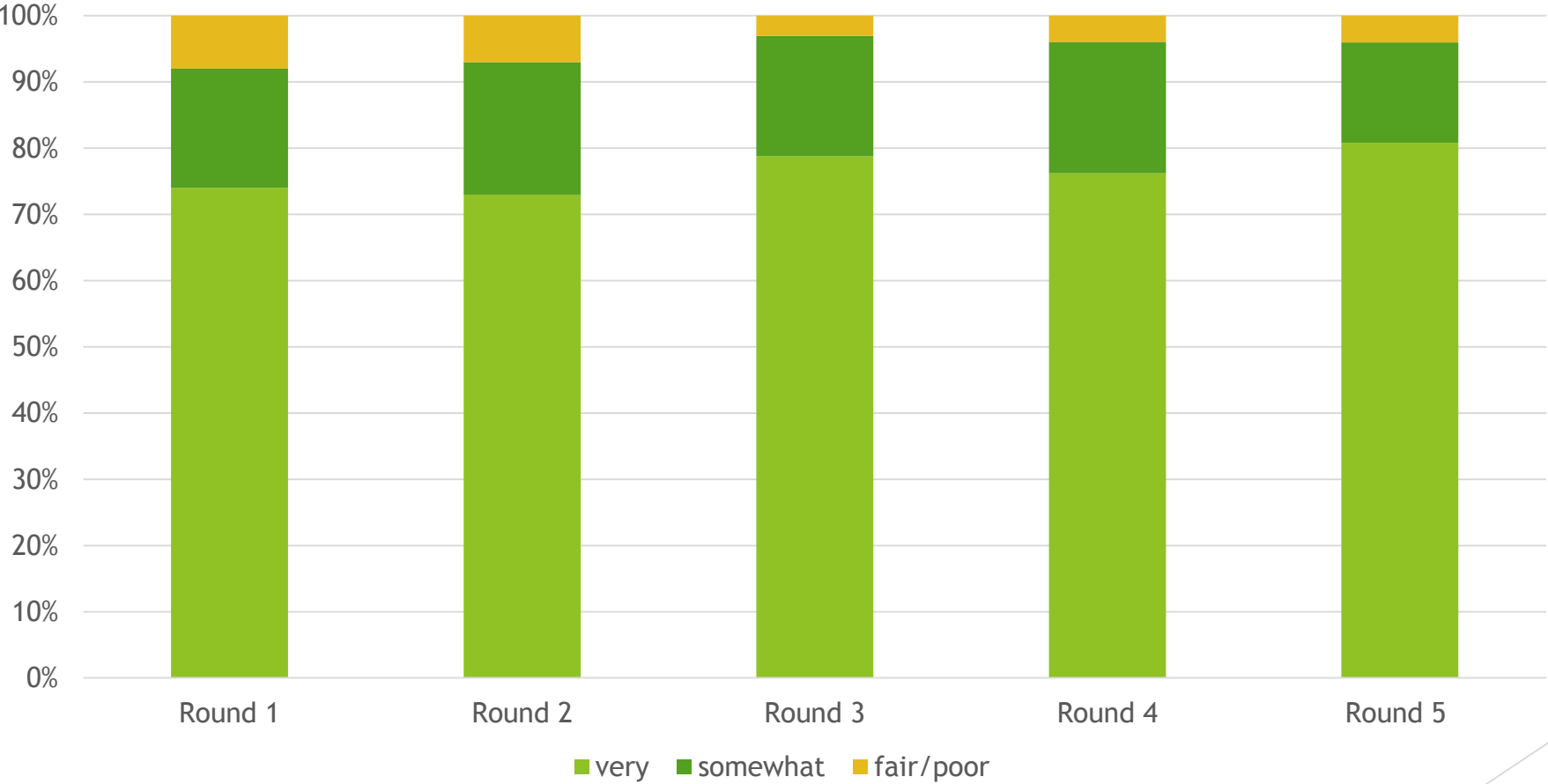


# Part 3: Information and Assistance

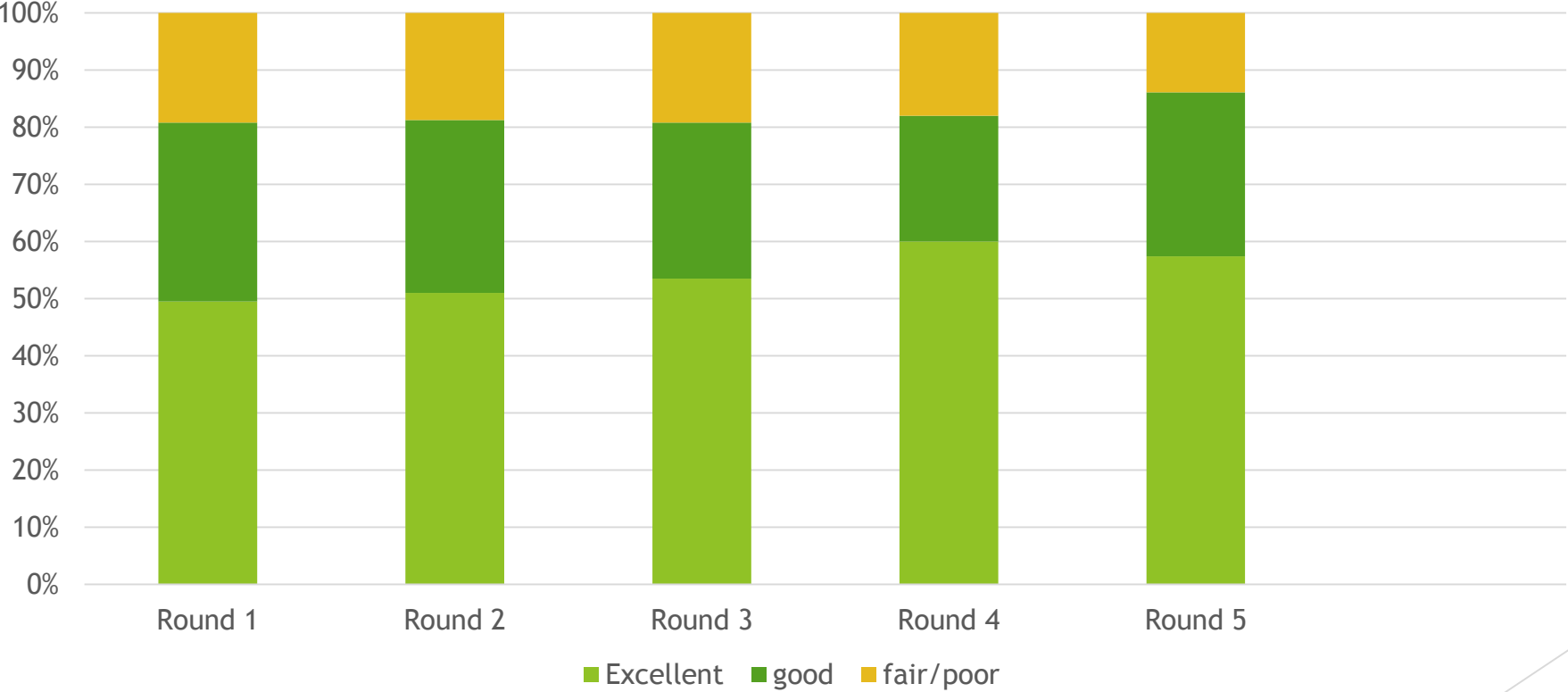
- ▶ Received information needed:
  - ▶ **All: 60%**
  - ▶ Some 35%
  - ▶ **None 4%**
- ▶ Written materials:
  - ▶ **74%**; 93% of those found them relevant
- ▶ Spend enough time with you to understand your concerns?:
  - ▶ 92% yes



# Knowledgeable staff



# Explaining how to get help you need



# Part 4: Options Counseling

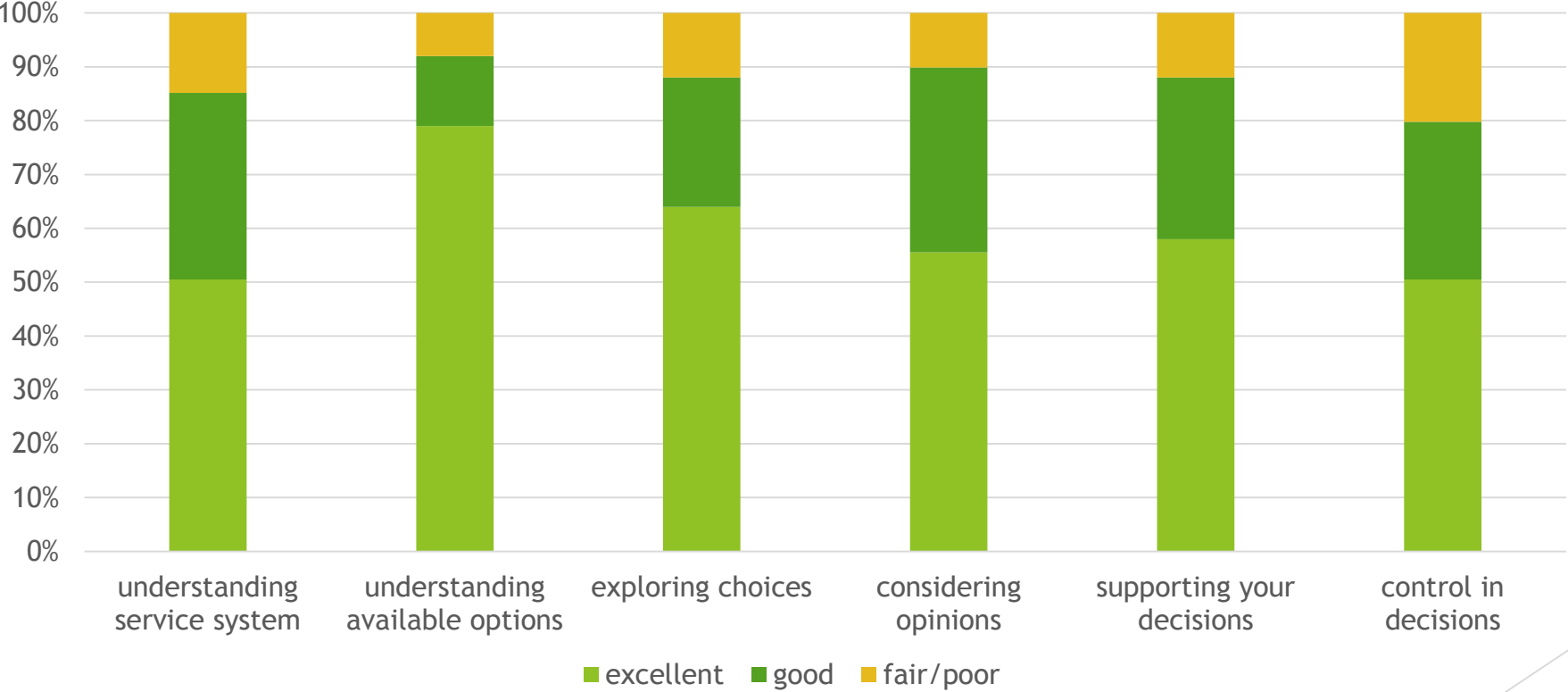
	Round 1	Round 2	Round 3	Round 4	Round 5
Home visit	27%	41%	40%	53%	<b>44%</b>
% OC	73%	80%	71%	80%	<b>64%</b>
% Call Center	24%	28%	23%	37%	30%



# 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



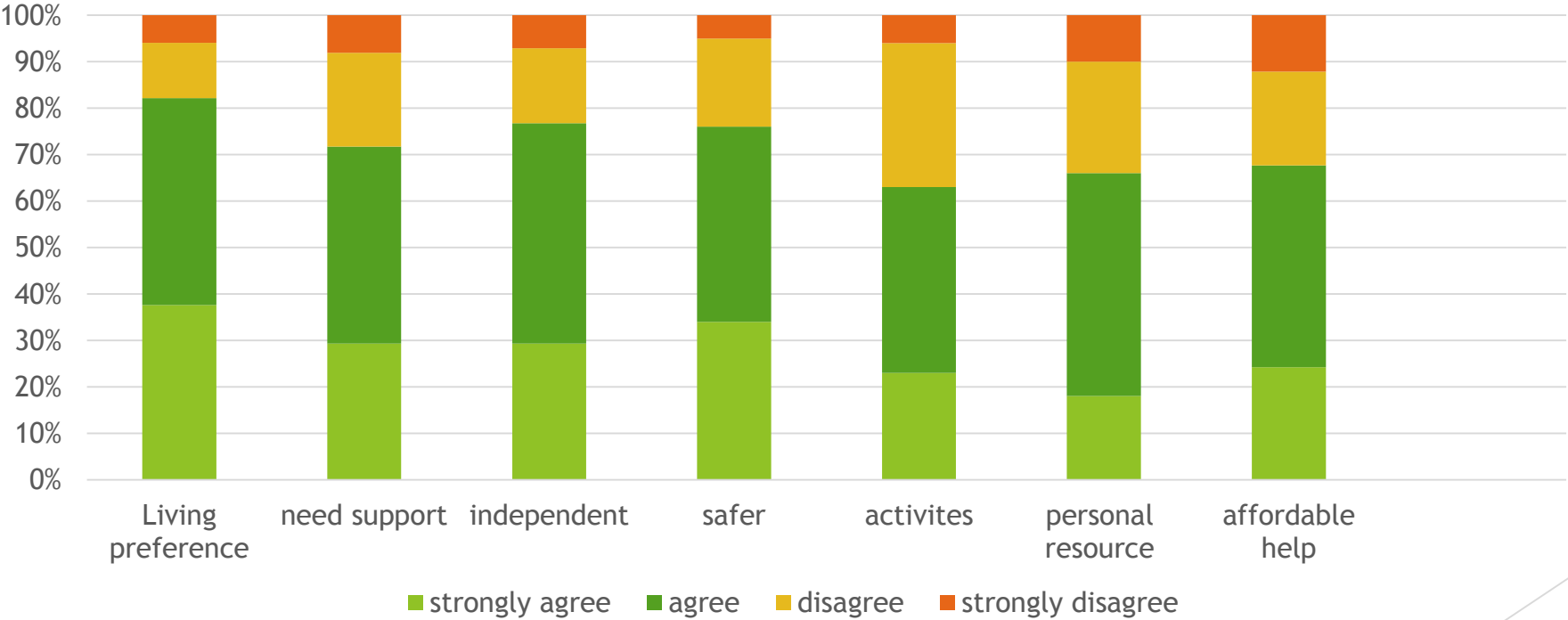
# Action Plans and Follow up

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

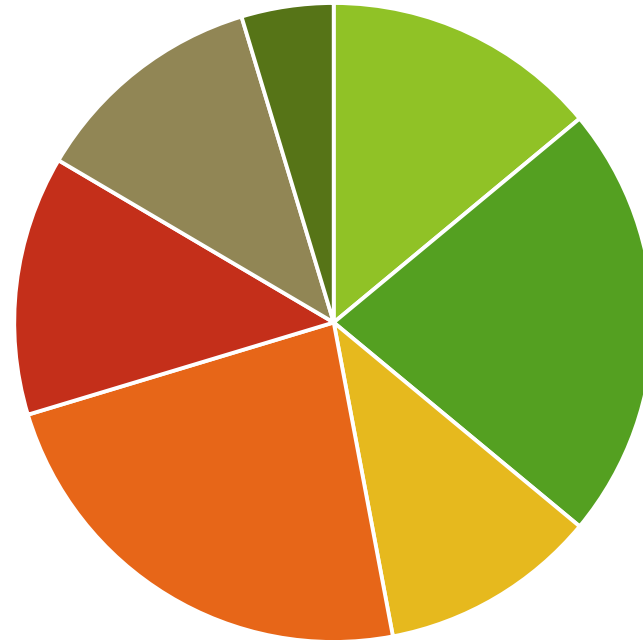


# Outcomes

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.*

# 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 monts
  - ▶ 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%)*
  - ▶ 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

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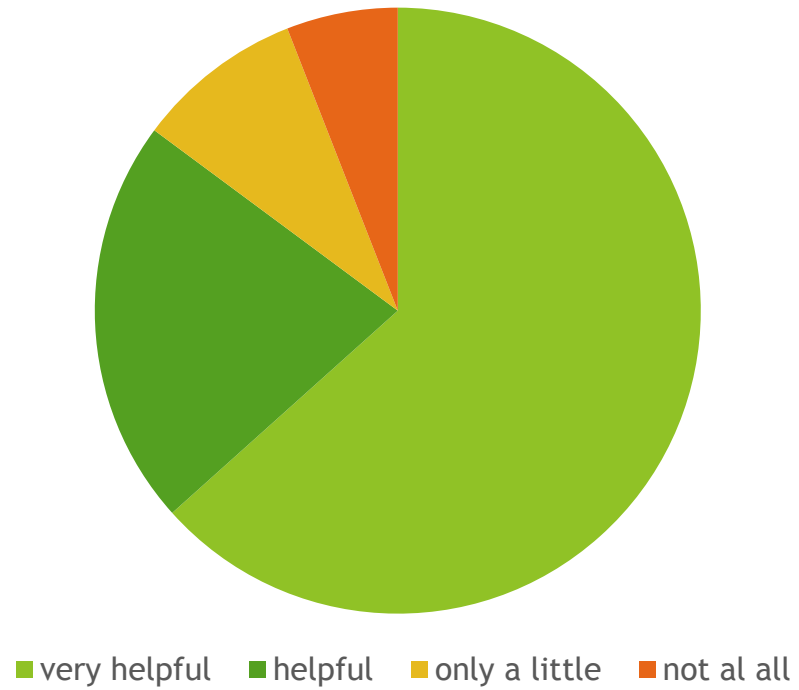
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- ▶ Recommendations
  - ▶ Customer service
  - ▶ Services and resources
  - ▶ Outreach and awareness



# 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!