



*OHA fielded surveys to current and former employees of Providence Home Health and Hospice in Oregon and Washington. The Washington survey is reproduced below. If you are a current or former employee of Providence Home Health and Hospice in Oregon or Washington and did not receive an invitation to complete the survey, please email [hcmo.info@oha.oregon.gov](mailto:hcmo.info@oha.oregon.gov).*

## Providence Home Health and Hospice Employee Survey, Washington

### What is this survey for?

Oregon Health Authority (OHA) is currently reviewing a [proposed joint venture](#) between Providence and Compassus whereby Compassus will become a 50% owner and take over the management of Providence's home health and home hospice operations in Oregon. This joint venture ("Providence at Home with Compassus") has already taken effect in Washington. OHA wants to understand how the change may have impacted Providence's home health and hospice operations, staff, and services in Washington to date.

### Who should complete this survey?

OHA is looking to hear from:

- Anyone who is currently working for Providence at Home with Compassus in Washington.
- Anyone who recently (Since November 2024) worked for Providence Home Health and Hospice (including home health, home hospice, and home-based palliative care), now Providence at Home with Compassus, in Washington.

### How will my responses be used?

OHA wants to assure you that your responses to the survey below are completely anonymous, meaning that your responses will not be linked to your personal information or identity *unless* you voluntarily offer personal or contact information in any of the comment fields.

OHA will use your responses to inform its review of the proposed transaction in Oregon. OHA will combine your responses with many others to further protect your anonymity and may include a summary of combined survey responses, including quotes, in future reporting. In the event OHA receives a public records request for all survey responses, anonymized responses will be supplied to the requestor to protect your identity.

If you would like to provide additional information confidentially to OHA, or if you have any questions about this survey, please email [hcmo.info@oha.oregon.gov](mailto:hcmo.info@oha.oregon.gov). To learn more about OHA's review, visit the transaction [webpage: https://www.oregon.gov/oha/HPA/HP/Pages/043-Providence-Compassus.aspx](https://www.oregon.gov/oha/HPA/HP/Pages/043-Providence-Compassus.aspx). OHA will post the below questions as a PDF this webpage.

Please only fill out the survey **one** time.

\*Indicates a required question

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### Your current or recent role

*OHA would like to know about the type of work you currently do or previously did for Providence at Home with Compassus or Providence Home Health and Hospice in Washington.*

1. Please characterize your current or most recent primary role at Providence Home Health and Hospice in Washington by checking all the boxes below that apply. If other, please specify
  - ☐ Direct/front-line patient care (RN, LPN, LVN, PT, OT, SPT, Home Health Aide, Hospice Aide, social worker, bereavement counselor, etc.)
  - ☐ Clinical operations (clinical intake/scheduling, care coordination, clinical administration, coordination, or management)
  - ☐ Executive/director level management of clinical operations (chief, executive director, director, medical director)
  - ☐ Administrative (finance/accounting, legal/compliance, marketing, HR, IT, etc.)
  - ☐ Other. Please specify \_\_\_\_\_.
2. Which service line does/did your role primarily involve? Check all the boxes below that apply to you. If other, please specify.
  - ☐ Home health care
  - ☐ Home hospice care
  - ☐ Palliative care
  - ☐ Other) \_\_\_\_\_.
3. Please choose the statement that reflects your current employment status with Providence at Home with Compassus in Washington. If other, please explain your employment status.
  - ☐ I am a current employee of, or otherwise work for, Providence at Home with Compassus in Washington.
  - ☐ Within the last six months, I was employed, or otherwise worked for, Providence Home Health and Hospice and/or Providence at Home with Compassus in Washington but have since voluntarily left this position.
  - ☐ Within the last six months, I was employed, or otherwise worked for, Providence Home Health and Hospice and/or Providence at Home with Compassus in Washington but have since involuntarily left this position.
  - ☐ Other.
4. If you are currently an employee of Providence at Home with Compassus in Washington, approximately how long had you previously worked for Providence? (Please include all employment with Providence St. Joseph Health.)  
\_\_\_\_\_ years, \_\_\_\_\_ months **[short answer]**
5. How many hours do you typically work per week? **[short answer]**
6. Overall, how satisfied are/were you with your current or most recent job at Providence?
  - ☐ Very dissatisfied
  - ☐ Somewhat dissatisfied

- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied

### General outlook and communication

7. When you *first* heard of Compassus taking over Providence Home Health and Hospice operations in Washington, what was your general outlook toward the change of management?
  - ☐ Positive
  - ☐ Neutral
  - ☐ Negative
  - ☐ Prefer not to answer
8. As of *today*, what is your general outlook toward the change of management to Compassus?
  - ☐ Positive
  - ☐ Neutral
  - ☐ Negative
  - ☐ Not applicable
  - ☐ Prefer not to answer
9. Please share any general feedback about the new management. **[long answer]**
10. I received timely information about the change in management, and all of my questions were adequately addressed by either Providence or Compassus.
  - ☐ Strongly disagree
  - ☐ Disagree
  - ☐ Neutral
  - ☐ Agree
  - ☐ Strongly agree
  - ☐ Not applicable
  - ☐ Prefer not to answer
11. Please share any comments about how well Providence or Compassus have communicated with you about the management change. **[long answer]**

### Changes you have experienced

12. What types of changes, if any, have *you* experienced since Compassus took over management of home health and hospice operations in Washington? Please indicate whether you have experienced negative change, no change, or positive change in each of the below listed areas.

	Changed in a negative way	No changes	Changed in a positive way	Don't know	Not applicable to my role

Patient care protocols					
Patient enrollment					
Patient discharge					
Range of services offered to patients					
Agency locations					
Geographic areas where services are offered					
Staffing in your department/unit					
Care coordination/case management					
Quality management					
Suppliers of products or services					
Electronic medical record systems					
Pay					
Benefits					
Scheduling/ expected weekly hours					
Number of patients under your care					
Time you spend caring for patients					
Administrative workload					
Overall workload					

13. Please share any additional comments about changes you have experienced since Compassus took over management of home health and hospice operations in Washington. **[long answer]**

#### **Changes patients may have experienced**

14. What types of changes, if any, do you think *patients, or their families*, have experienced since Compassus took over management of home health and hospice operations in Washington? Please indicate whether you think patients or their families have experienced negative change, no change, or positive change in each of the below listed areas.

	Changed in a negative way	No changes	Changed in a positive way	Don't know	Not applicable to my role
Patient intake (ease and timeliness)					

Wait times or delays in receiving care					
Availability of specialized services					
Availability of services in rural areas					
Continuity of care					
Responsiveness of care to patient's needs					
Patient's safety					
Risk of transition to a higher level of care					
Patient's overall care experience					
Patient's family/caregiver care experience					

15. Please share any additional comments about changes you think patients, or their families, have experienced since Compassus took over management of home health and hospice operations in Washington. **[long answer]**

### Job satisfaction

16. *Before* Compassus took over management of Providence's home health and hospice operations in Washington, I felt \_ about the mission, values, and culture of the Providence organization. (Please chose the word that best describes how you felt.)

- ☐ Positive
- ☐ Neutral
- ☐ Negative
- ☐ Don't know
- ☐ Prefer not to answer

17. With Compassus managing operations, I feel \_ about the mission values, and culture of the organization.

- ☐ Positive
- ☐ Neutral
- ☐ Negative
- ☐ Don't know
- ☐ Prefer not to answer

18. The change in management has helped me to do my job well.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree
- ☐ Prefer not to answer

19. My overall job satisfaction has \_ since Compassus took over management.

- ☐ Decreased
- ☐ Stayed the same
- ☐ Increased
- ☐ Don't know
- ☐ Prefer not to answer

20. I am *considering* leaving my job due to the change in management from Providence to Compassus.

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer
- ☐ Not applicable
- ☐ I have already left due to concerns about Compassus taking over

21. If your response to question 20 was "yes", or "I have already left...", what is causing you to consider leaving your job or caused you to leave? Please check all that apply.

- ☐ Increased workload
- ☐ Reduced pay or benefits
- ☐ Staffing changes
- ☐ Reduced job satisfaction
- ☐ Diminished quality of care
- ☐ Other

22. If your response to question 21 was "other", please share the reason(s) you are considering leaving or have already left your job. **[long answer]**

23. Are there any other thoughts you would like to share with OHA? **[long answer]**

24. What is your age?

- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+