



2010 Client Satisfaction Survey Report

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TABLE OF CONTENTS

EXECUTIVE SUMMARY 3

BACKGROUND 3

METHODOLOGY 4

 Sample..... 4

 The Survey 4

 Survey Procedures 4

 Analysis 5

SURVEY RESULTS 6

APPENDIX B..... 16

EXECUTIVE SUMMARY

In 2010, the Florida Department of Elder Affairs (DOEA) surveyed a stratified sample of clients in four of the Department's community-based care programs to assess their satisfaction with program services, the quality of personal care workers, and the impact of the program on their lives. The programs selected serve the largest number of clients and include the Assisted Living for the Frail Elderly Waiver (ALE), the Community Care for the Elderly Program (CCE), the Aged and Disabled Adult Medicaid Waiver (ADA), and the Long-Term Care Community Diversion Pilot Project (NHD). Survey questions focused on satisfaction with program services, personal care workers, and the impact of services on respondents' quality of life.

When asked about program services, surveyed clients reported highest levels of overall satisfaction (satisfied or very satisfied) with the time of day that services are provided (94 percent) and the quality of the services (94 percent), followed by the days of the week that services are provided (93 percent), the frequency of services provided (91 percent), and the length of service visits (89 percent). Respondents showed highest levels of discontent with the length of service visits, i.e., six percent were dissatisfied or very dissatisfied.

When asked about their workers, clients reported high levels of satisfaction with the knowledge and skills of their workers (92 percent), how they were treated by their workers (92 percent), and the way they communicated with them (95 percent). Clients reported less overall satisfaction with the continuity of workers (91 percent) and workers' punctuality (89 percent). Nine percent of respondents who were not content with their workers' punctuality said that they cannot expect the same worker each visit and four percent said they do not know when to expect their workers.

Respondents were most positive when asked about the impact services have on their lives. Almost all respondents (99 percent) said services help them stay in their home or out of a nursing home. Over 95 percent said the services they received met their needs and over 96 percent said services maintained or improved their quality of life. 93 percent of clients surveyed were satisfied or very satisfied with their services.

BACKGROUND

The Florida Department of Elder Affairs operates a variety of programs to meet the special needs of Florida's aging citizens. These programs are designed to provide cost-effective ways of keeping elderly persons in their homes or communities to prevent, postpone, or reduce inappropriate or unnecessary institutional placements. The purpose of this survey was to evaluate consumer satisfaction with the services received by elders participating in the Frail Elderly Waiver (ALE), Community Care for the Elderly (CCE), the Aged & Disabled Adult Medicaid Waiver (ADA), and the Long-Term Care Community Diversion Pilot Project (NHD), and to identify ways these services can be improved. Service most frequently provided include personal care, homemaker, adult day health care, respite, home delivered meals, companionship, emergency alert responses, case management, case aide, consumable medical supplies, chores, escort, respite, attendant care, and counseling.

The number of clients served in Fiscal Year 2009-10 ranged from almost 4,000 in ALE to over 16,000 in the CCE Program (see Exhibit 1). While the NHD, ADA and ALE programs are funded by Medicaid and the state, the CCE Program is funded solely by the state (General Revenue and Tobacco Settlement funds).

Exhibit 1: Enrollment and Funding for Four Department-Administered Programs, 2009-10

Program	Clients Served	Funding
Long-Term Care Community Diversion Pilot Project (NHD)	25,165	\$327,899,046
Community Care for the Elderly (CCE)	16,165	\$40,578,617
Aged and Disabled Adult Waiver (ADA)	11,763	\$87,197,330
Assisted Living for the Frail Elderly Waiver (ALE)	3,931	\$35,165,608

Source: 2011 Summary of Programs and Services, DOEA.

METHODOLOGY

Sample

In 2010 the Department of Elder Affairs' Planning and Evaluation Unit surveyed a stratified random sample of clients in four of the Department's programs providing community-based care that serve the largest number of clients, excluding clients served through the Older Americans Act. The four programs selected were the Assisted Living for the Frail Elderly Waiver (ALE), Community Care for the Elderly (CCE), the Aged & Disabled Adult Medicaid Waiver (ADA), and the Long-Term Care Community Diversion Pilot Project (NHD). Of the 270 clients who completed the survey, 22 clients received services from the ALE program, 40 from the CCE program, 73 from the ADA program, and 135 clients from the NHD program.

The Survey

The survey consists of 15 questions. Five questions address consumer satisfaction with the services provided; five address satisfaction with the workers who provide the services; and four address the impact of the services on the lives of the consumers. An additional question gives the consumer an opportunity to comment on anything else they would like the Department to know about the services they receive. The survey takes less than 10 minutes to complete. A copy of the survey is included in Appendix A.

Survey Procedures

The survey was conducted by professional interviewers of the Department's Computer Assisted Telephone Interview (CATI) Call Center. Interviewers placed 1,680 calls between 4/20/2010 and 6/09/2010, and were able to connect to 586 of the contacts provided; the remaining calls included wrong numbers, busy signals and no answers. Surveys were completed for 270 clients for a response rate of .46. This sample size is appropriate to yield a 90 percent confidence level of responses to the survey.

Analysis

Survey responses to each question were analyzed, followed by additional client comments related to each question.¹ A summary chart containing the number and percentage of combined responses (very satisfied and satisfied, very dissatisfied and dissatisfied) to an item is presented in Appendix B.

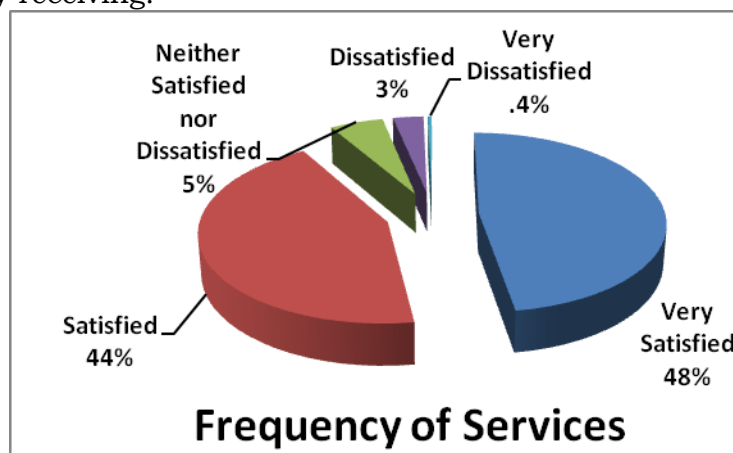
¹ Comments, although not transcribed verbatim, present the core of the consumers' remarks.

SURVEY RESULTS

Question 1: How satisfied are you with how often services are received?

Ninety-two percent of surveyed clients were either satisfied or very satisfied with the frequency of their services, with more clients responding they were very satisfied. Three percent of clients were dissatisfied, and five percent were neither satisfied nor dissatisfied.

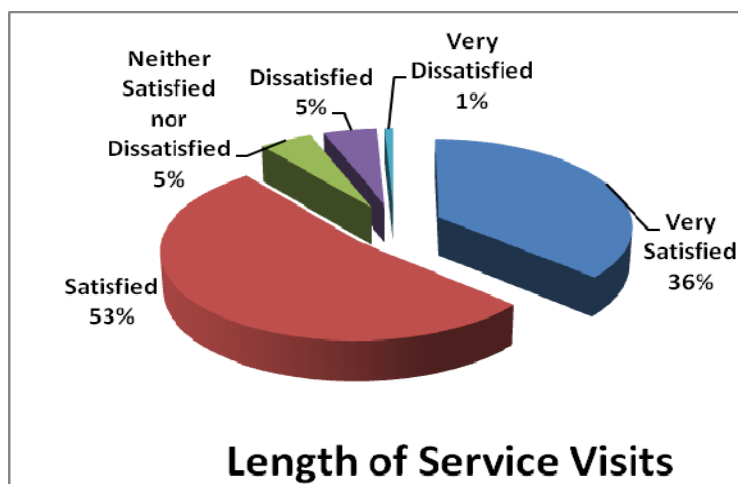
Some respondents said that they would like more days of services in addition to those they are currently receiving.



Question 2: How satisfied are you with the length of the service visits?

"I wish the hours could be extended. My mother is 80 and has Alzheimer's and she needs someone to watch her 24/7 hours. "

Eighty-nine percent of surveyed clients were satisfied or very satisfied with the length of their service visits (see Appendix B). Six percent were dissatisfied or very dissatisfied. Several respondents said that they wished that they could have more time with the personal care worker(s). One respondent said that he cannot find employment because of the shortage of service hours provided to his wife.

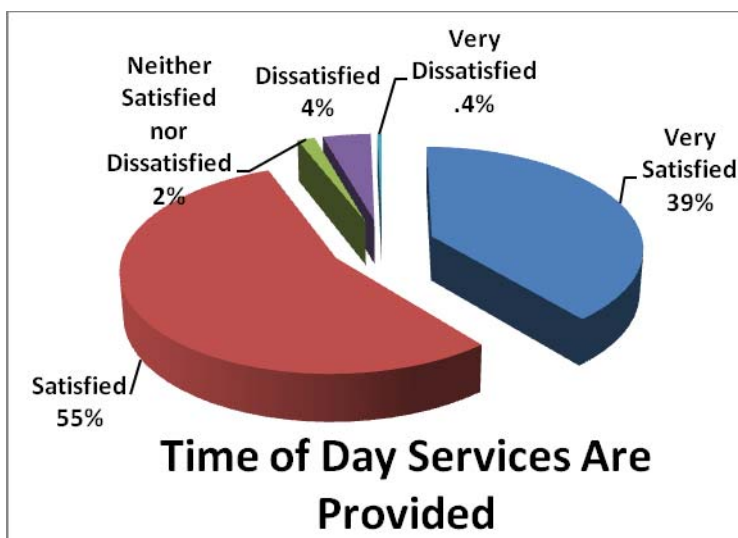


Question 3: How satisfied are you with the time of day that services are provided?

"The times my workers come to help me often do not fit my needs."
 "I would like assistance in the afternoon."

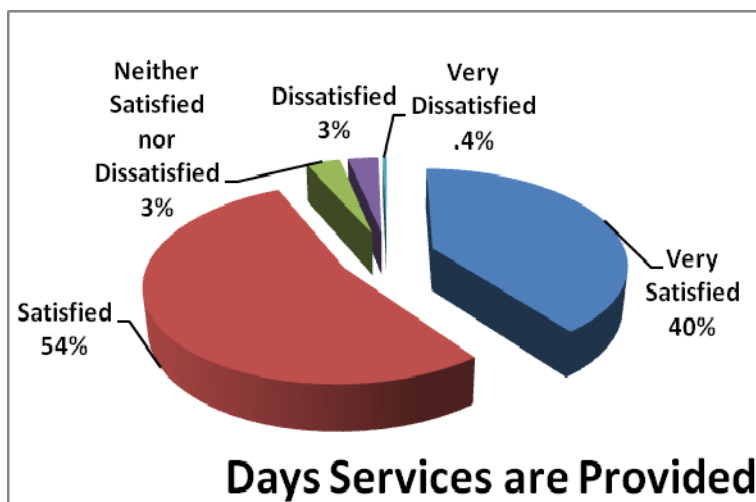
Ninety-four percent of surveyed clients were satisfied or very satisfied with the time of day services were provided (see Appendix B). Four percent were dissatisfied, and two percent were neither satisfied nor dissatisfied.

Some respondents commented that the time of day during which workers come does not always fit their preference or needs.



Question 4: How satisfied are you with the day(s) of the week services are provided?

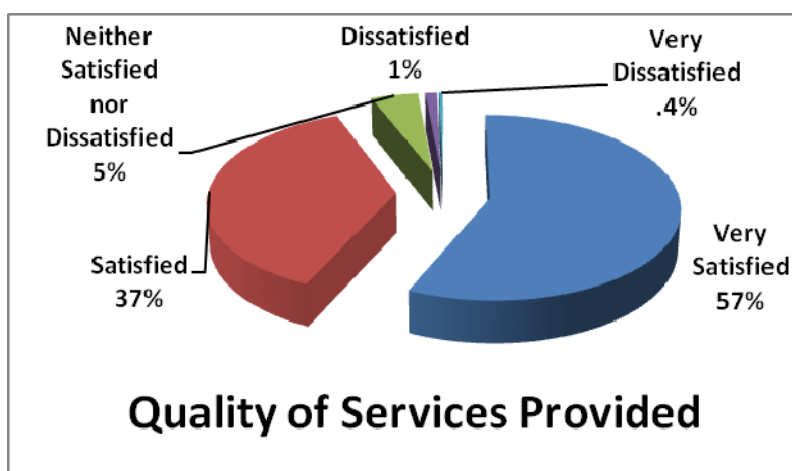
Ninety-four percent of surveyed clients were satisfied or very satisfied with the days of the week that services were provided. Some respondents said that additional days of services would better meet their needs.



Question 5: Overall, how satisfied are you with the quality of the services you received?

Ninety-four percent of surveyed clients were satisfied or very satisfied with the quality of their services, with the majority of clients (57%) reporting that they were very satisfied.

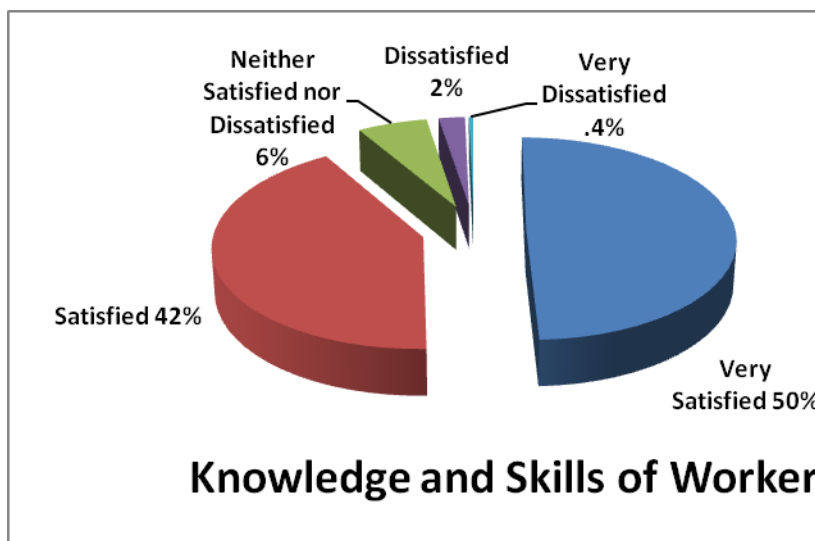
Several respondents commented that the quality of services could be improved upon, ranging from inadequacies in bathing to house cleaning.



Question 6: How satisfied are you that your worker(s) has (have) the knowledge and skills needed to help you?

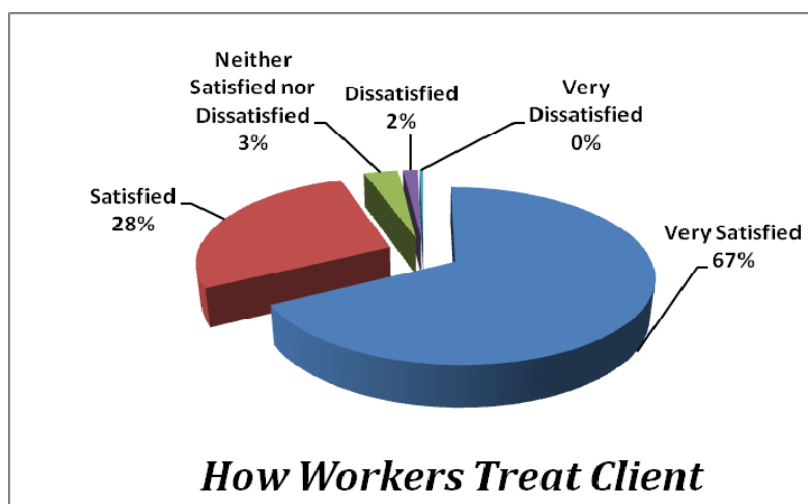
Ninety-two percent of surveyed clients were satisfied or very satisfied with their workers' knowledge and skill level.

A few respondents said that the knowledge and skills of their workers are inadequate, and recommended screening and training of workers.



Question 7: How satisfied are you with the way your worker(s) treat you?

Ninety-five percent of surveyed clients were satisfied or very satisfied with the way their workers treated them, with the vast majority being very satisfied.

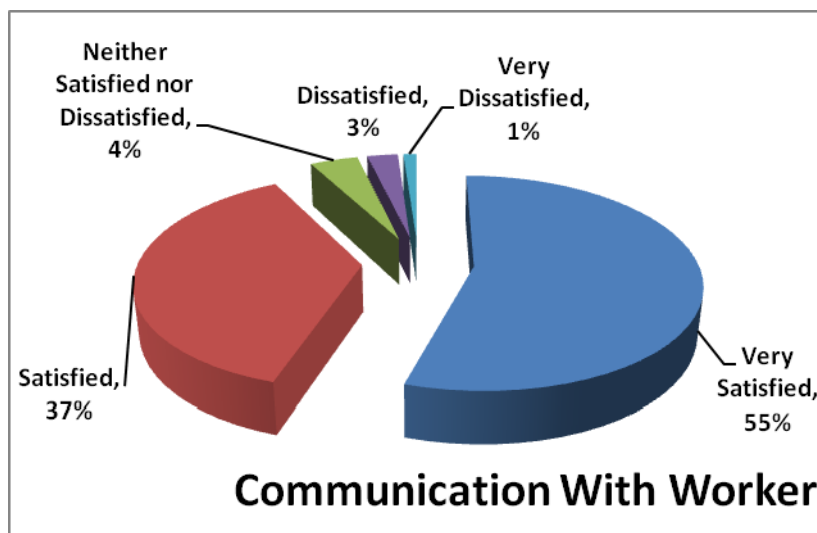


Question 8: How satisfied are you with the way you and your workers communicate?

“The worker does not speak much English which makes it difficult to communicate.”

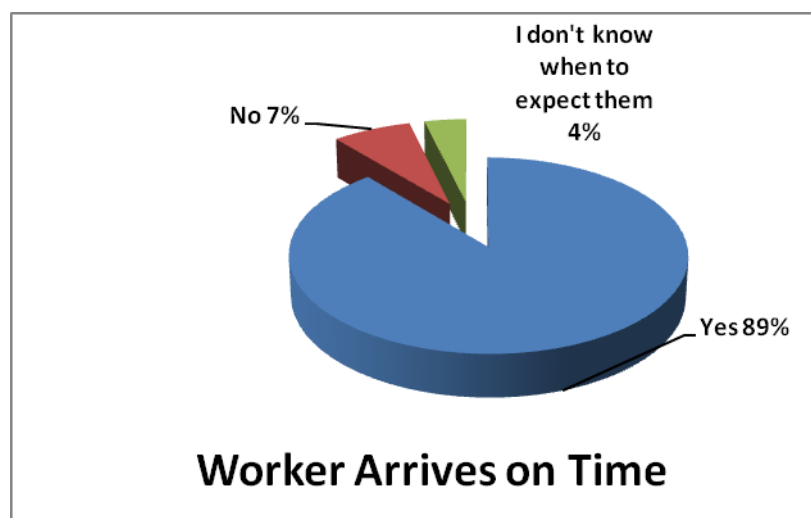
Ninety-two percent of surveyed clients were satisfied or very satisfied with the way they communicate with their workers.

Some respondents commented that language barriers or a hearing problem may challenge communication.



Question 9: Do(es) your worker(s) usually arrive at the scheduled time?

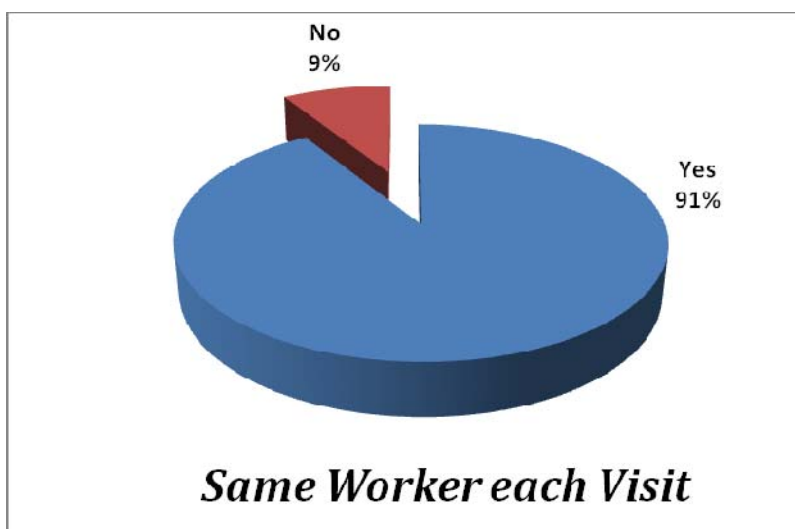
Eight-nine percent of surveyed clients reported that their workers arrived on time. Compared to the responses to other questions, a relatively high proportion of respondents, i.e., eleven percent, were dissatisfied with this worker characteristic; seven percent reported that their worker does not come on time and four percent did not know when to expect them to come



Question 10: Can you usually expect the same person (people) to come help?

“My worker has changed about seven times in the past two months.”
“The provider doesn’t tell me when they change workers.”

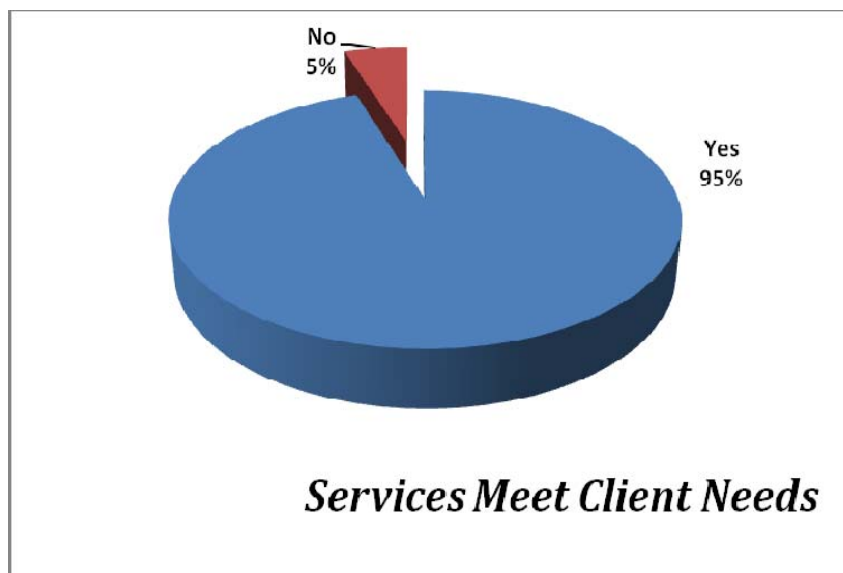
The majority (91%) of surveyed clients reported that they can expect the same worker to visit them. However, nine percent said that they cannot expect the same workers each visit. Several respondents commented that they would prefer more continuity in personal care workers over time.



Question 11: Overall, would you say that the services you receive meet your needs?

“I have had a stroke and a heart attack and need someone who can prepare my meals and help me with mobility issues.”

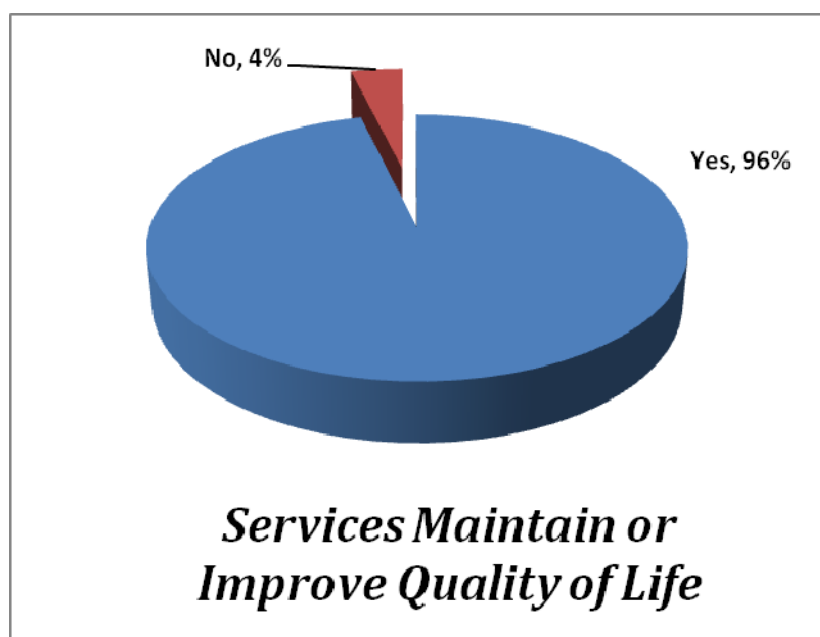
Ninety-five percent of surveyed clients reported that their services met their needs. A few clients said that their needs for services, such as help with meal preparation, transportation or mobility issues, are not fully met.



Question 12: Do these services help you to maintain or improve your quality of life?

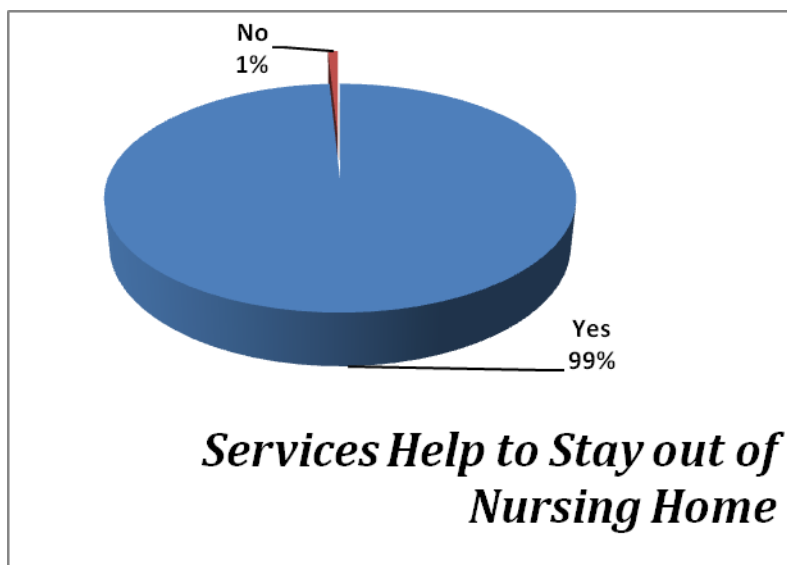
"The workers came and put hand rails in my home. They make me feel more secure."

Ninety-five percent of surveyed clients reported that their services maintained or improved their quality of life.



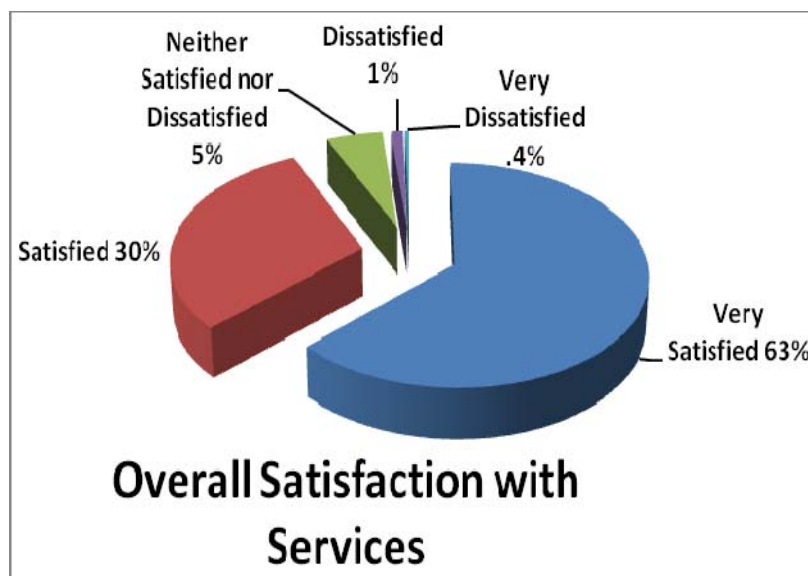
Question 13: Do these services help you to stay in your home?
 (Clients residing in an assisted living facility were asked: Do these services keep you from going to a nursing home?)

Ninety-nine percent of all surveyed clients surveyed reported that their services helped them stay in their home (or kept them from going to a nursing home).



Question 14: Overall, how satisfied are you with the services you receive?

Ninety-three percent of surveyed clients were satisfied or very satisfied with their services, with the majority of clients responding that they were very satisfied.



APPENDIX A

Client Satisfaction Survey

SERVICES

I'm going to ask you several questions about how satisfied you are with the services you receive. You can answer: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, or Very Dissatisfied. You can also tell me if you really don't know.

1. How satisfied are you with **how often** services are provided?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied
2. How satisfied are you with the **length** of the service visits?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied
3. How satisfied are you with the **time of day** that services are provided?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied
4. How satisfied are you with the **day(s)** of the week services are provided?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied
5. Overall, how satisfied are you with the **quality** of the services you have received?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied

WORKERS

Next, I'm going to ask you several questions about how satisfied you are with the workers who come to help you. Again, you can answer: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, or Very Dissatisfied. You can also tell me if you really don't know.

6. How satisfied are you that your worker(s) has (have) the **knowledge and skills** needed to help you?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied
7. How satisfied are you with the way your worker(s) **treat you**?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied
8. How satisfied are you with the way you and your worker(s) **communicate**?
a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied

d. Dissatisfied e. Very Dissatisfied

9. Do(es) your worker(s) **usually arrive at the scheduled time?**

a. Yes b. No c. I don't know when to expect them

10. Can you usually expect the **same person (people)** to come help?

a. Yes b. No c. Don't Know (d. Refused) (e. Not Applicable)

SERVICE IMPACT

The last set of questions focuses on the effect or impact these services have on your life.

11. Overall, would you say that the services you receive **meet your needs?**

a. Yes b. to some extent c. No d. Don't Know (e. Refused) (f. Not Applicable)

12. Do these services help you to **maintain or improve** your quality of life?

a. Yes b. to some extent c. No d. Don't Know (e. Refused) (f. Not Applicable)

13. Do these services help you **to stay in your home?** (If at an ALF ask: Do these services help you to avoid moving into a nursing home?) Would you say:

a. Yes b. to some extent c. No d. Don't Know (e. Refused) (f. Not Applicable)

14. **Overall**, how satisfied are you with the services you receive?

a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied
d. Dissatisfied e. Very Dissatisfied

COMMENTS

That's the end of our questions.

15. Is there **anything else** you would like us to know about the services you receive?

**I want to thank you for participating in the survey.
Your feedback is important to the Department of Elder Affairs.
I hope you have a great day.**

APPENDIX B

2010 DOEA Client Satisfaction Survey Summary of Responses^{1,2}

Survey Questions	Number of Responses	Percent of Responses		
		Very Satisfied or Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied or Very Dissatisfied
1. How satisfied are you with how often services are provided?	269	91.4	5.2	3.4
2. How satisfied are you with the length of the service visits?	263	89.4	4.9	5.7
3. How satisfied are you with the time of day that services are provided?	267	94.0	1.5	4.5
4. How satisfied are you with the day(s) of the week services are provided?	267	93.3	3.3	3.4
5. Overall, how satisfied are you with the quality of the services you have received?	266	94.0	4.5	1.5
6. How satisfied are you that your worker(s) has (have) the knowledge and skills needed to help you?	267	91.4	6.0	2.6
7. How satisfied are you with the way your worker(s) treat you?	266	94.7	3.4	1.9
8. How satisfied are you with the way you and your worker(s) communicate?	268	92.2	4.1	3.7
Survey Questions	Number of Responses	Yes		No
9. Do(es) your worker(s) usually arrive at the scheduled time?		88.9	I don't know when to expect them: 3.8 percent	7.3
10. Can you usually expect the same person (people) to come help?	261	91.2		8.8
11. Overall, would you say that the services you receive meet your needs?	263	95.1		4.9
12. Do these services help you to maintain or improve your quality of life?	263	96.2		3.8
13. Do these services help you to stay in your home? (If at an ALF ask: Do these services help you to avoid moving into a	243	99.2		0.8

nursing home?)				
Survey Questions	Number of Responses	Very Satisfied or Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied or Very Dissatisfied
14. Overall, how satisfied are you with the services you receive?	267	93.3	5.2	1.5

¹ Confidence Level = .90

² Response Rate = .46