

**Client Satisfaction/Program Evaluation Report for
CCE, HCE, and ADI**

Area Agency on Aging of Pasco-Pinellas, Inc.

Fall 2018

Per the Area Agency on Aging of Pasco-Pinellas, Inc.'s Client Satisfaction/Program Evaluation Procedure, surveys were mailed to a random sample of 200 active clients in the CCE, HCE, ADI programs. The Case Management survey and cover letter mailed on October 1st, 2018, resulted in an overall response rate of 47%, which is a significant increase over the 2017 rate of 29%. The rate is a small increase from 2016 response rate of 44%. A total of 92 surveys were returned in 2018. One likely explanation for the lower response rate in 2017 is as a result of disruptions caused by Hurricane Irma. The hurricane occurred on September 10th, 2017 while the surveys were sent out to clients on September 5th, 2017. Results of the surveys were analyzed by funding source, provider, and overall combined results for all providers and funding sources. Results to each question by funding source and provider can be found in the Appendix. Table 1A below outlines the overall combined provider and funding source results to each question for all returned surveys in 2018 and 2017 respectively.

Table 1A: Results for all Case Managed Programs - 2018						
All	92					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank
1 Do you know who your case manager is?	90	98%	2	2%	0	0%
2 Are you satisfied with your case manager?	85	92%	6	7%	1	1%
3 Does your case manager follow-up with your needs?	84	91%	5	5%	3	3%
4 Does your case manager return your calls promptly?	84	91%	5	5%	3	3%
5 Is your case manager courteous and respectful?	89	97%	2	2%	1	1%
6 Do you know who to call if you have a complaint or problem?	82	89%	10	11%	0	0%
7 Are the services you are receiving meeting your needs?	82	89%	9	10%	1	1%
8 Were you able to help decide what services you receive?	84	91%	6	7%	1	1%
9 Are you satisfied with the vendors providing your in home services?	79	86%	8	9%	5	5%
10 Do you have any recommendations for improving services?	20	22%	58	63%	13	14%

Table 1A: Results for all Case Managed Programs - 2017						
All	57					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank
1 Do you know who your case manager is?	57	100%	0	0%	0	0%
2 Are you satisfied with your case manager?	53	93%	4	7%	0	0%
3 Does your case manager follow-up with your needs?	53	93%	2	4%	2	4%
4 Does your case manager return your calls promptly?	53	93%	2	4%	2	4%
5 Is your case manager courteous and respectful?	54	95%	2	4%	1	2%
6 Do you know who to call if you have a complaint or problem?	51	89%	4	7%	2	4%
7 Are the services you are receiving meeting your needs?	48	84%	4	7%	5	9%
8 Were you able to help decide what services you receive?	50	88%	4	7%	3	5%
9 Are you satisfied with the vendors providing your in home services?	52	91%	10	18%	2	4%
10 Do you have any recommendations for improving services?	17	30%	28	49%	5	9%

Overall satisfaction was analyzed utilizing survey questions 2-5 and 7-9. Questions 1, 6, and 10 were excluded, as they were not indicators of client satisfaction. The overall satisfaction results by provider are found in the Appendix. The results for overall satisfaction for all providers combined in 2018 and 2017 can be seen in Table 2A below.

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2018	
Based on Questions- 2, 3, 4, 5, 7, 8, 9	
*Responses of Yes indicate Satisfaction	
Overall Satisfaction Questions	Yes
2 Are you satisfied with your case manager?	92%
3 Does your case manager follow-up with your needs?	91%
4 Does your case manager return your calls promptly?	91%
5 Is your case manager courteous and respectful?	97%
7 Are the services you are receiving meeting your needs?	89%
8 Were you able to help decide what services you receive?	91%
9 Are you satisfied with the vendors providing your in home services?	86%
Overall Client Satisfaction	
91.15%	

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2017	
Based on Questions- 2, 3, 4, 5, 7, 8, 9	
*Responses of Yes indicate Satisfaction	
Overall Satisfaction Questions	Yes
2 Are you satisfied with your case manager?	93%
3 Does your case manager follow-up with your needs?	93%
4 Does your case manager return your calls promptly?	93%
5 Is your case manager courteous and respectful?	95%
7 Are the services you are receiving meeting your needs?	84%
8 Were you able to help decide what services you receive?	88%
9 Are you satisfied with the vendors providing your in home services?	91%
Overall Client Satisfaction	
90.98%	

The overall satisfaction rate for all providers, which was based on the average of included questions with answers of “yes”, resulted in 91.15% satisfaction in 2018 versus 90.98% satisfaction in 2017, an increase of .17%. The two Lead Agencies had differing results with Gulf Coast’s overall satisfaction

increasing from 97.06% in 2017 to 92.66% in 2018, and CARES' overall satisfaction increasing from 81.99% in 2017 to 85.71% in 2018. The first year the survey was implemented in 2007, the overall satisfaction rate was 85.38%. When the current 2018 results are compared to the 2007 results, the overall improvement rate is 5.77%.

The final component analyzed was overall program evaluation. Overall program evaluation utilized questions 1-9 from the survey. Question 10 was excluded because it is a question requesting recommendations for improving services, and frequently left blank or answered as "no". The results of the overall program evaluation by provider can be seen in the Appendix. The analysis of program evaluation for all providers combined in 2018 and in 2017 is found in Table 3A below.

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2018	
Based on Questions 1-9	
*Responses of Yes indicate compliance with programmatic requirements.	
Overall Program Questions	Yes
1 Do you know who your case manager is?	98%
2 Are you satisfied with your case manager?	92%
3 Does your case manager follow-up with your needs?	91%
4 Does your case manager return your calls promptly?	91%
5 Is your case manager courteous and respectful?	97%
6 Do you know who to call if you have a complaint or problem?	89%
7 Are the services you are receiving meeting your needs?	89%
8 Were you able to help decide what services you receive?	91%
9 Are you satisfied with the vendors providing your in home services?	86%
Overall Program Evaluation	91.67%

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2017	
Based on Questions 1-9	
*Responses of Yes indicate compliance with programmatic requirements.	
Overall Program Questions	Yes
1 Do you know who your case manager is?	100%
2 Are you satisfied with your case manager?	93%
3 Does your case manager follow-up with your needs?	93%
4 Does your case manager return your calls promptly?	93%
5 Is your case manager courteous and respectful?	95%
6 Do you know who to call if you have a complaint or problem?	89%
7 Are the services you are receiving meeting your needs?	84%
8 Were you able to help decide what services you receive?	88%
9 Are you satisfied with the vendors providing your in home services?	91%
Overall Program Evaluation	91.81%

The overall program evaluation rate, utilizing the average of included questions with the answers of “yes”, for all providers in 2018 resulted in 91.67% compliance versus 91.81% compliance in 2017, a decrease of .14% in 2018. Again, the two Lead Agencies had different results with Gulf Coast’s overall compliance decreasing from 97.06% in 2017 to 92.90% in 2018, and CARES’ overall compliance increasing from 84.06% in 2017 to 87.72% in 2018.

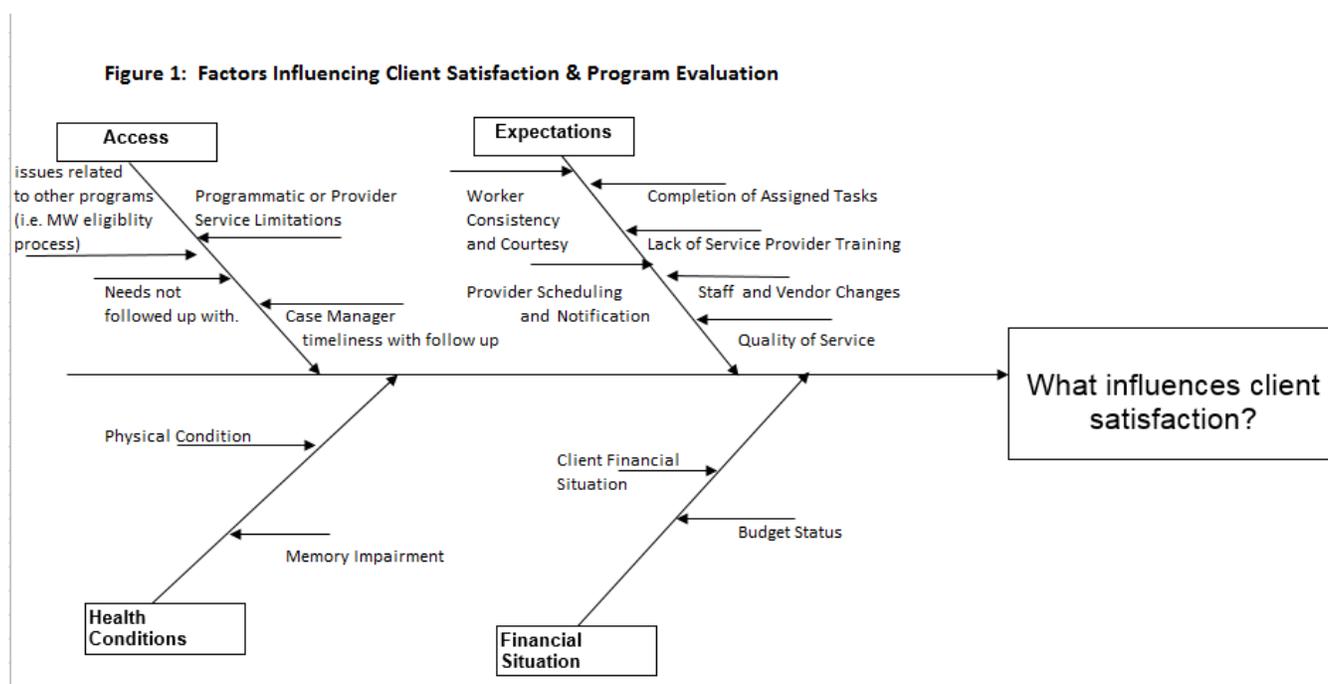
Based on the 2017 results, the identified areas for improvement included ensuring satisfaction with case manager, ensuring case managers are following up on clients’ needs, ensuring case manager is courteous and respectful, increasing awareness of grievance procedures when complaints or problems arise, and ensuring clients are offered choice and are included in the care planning process. These five items were targeted for improvement due to their overall “yes” responses being below the overall satisfaction and program evaluation rates.

The 2018 results showed a similar outcome. Based on the same methodology used in prior survey years to determine the targeted areas of improvement, the identified areas include client awareness of who to contact if there is a complaint or problem, ensuring services clients are receiving are meeting their needs and client satisfaction with vendors. Case Manager follow-up, Case Manager returning calls promptly and clients participating in the care planning process were also items that were identified as weaker than other areas.

The primary difference between the results in 2018 and 2017, despite the overall results being very close to the same, was a decline in five areas in the 2018 results. After showing improvement in the areas of “Are you satisfied with the vendors providing your in home services?” and “Do you know who your case manager is?” in 2017, the 2018 results show a decrease of 2% in knowledge of case manager and decrease of 5% in vendor satisfaction. Other areas that show a decrease of 2% in 2018 were “Does

your case manager follow-up with your needs?” and “Does your case manager return your calls promptly?. “Are you satisfied with your case manager?” decreased by 1%. The area that showed the biggest increase was “Are the services you are receiving meeting your needs?” by 5%. After a 5% decline in 2017, the question “Were you able to decide what services you receive?” showed an increase by 3% in 2018. “Is your case manager courteous and respectful?” decreased by 3% in 2017 but in 2018 showed an increase of 2%

Figure 1 on page 5, reflects the fish bone diagram that outlines the factors contributing to the overall satisfaction and program evaluation rates based on the 2018 survey results.



The primary factors included access to care, needs not followed-up on, issues related to other programs (such as complaints related to the MW transition process), and service limitations. Comments on several surveys reflected dissatisfaction with vendor changes and changes to case manager. One survey reflected client had just gone through transition to the Medicaid Waiver program and expressed frustration with that process, unrelated to the General Revenue program being reviewed. Vendor

satisfaction and case manager comments could be related to the closure of several vendor agencies and termination of several case managers that resulted in changes to clients services which can be a stressful process. The second factor impacting access is programmatic or provider service limitations. Programmatic service limitations often limit access to services clients need or desire limiting their ability to remain in their homes and decreasing client satisfaction.

The expectations clients have regarding the worker consistency, staff and vendor changes, courtesy, provider scheduling and notification, service provider training, completion of assigned tasks, as well as quality of services directly impact client satisfaction. Clients have individual expectations about the care they receive. If those expectations are not met, client satisfaction is less likely to be achieved. In the 2012 and 2014 surveys, lack of service provider training was a concern noted, but did not continue to be an issue based on comments made by clients in 2017 or in 2018. Provider scheduling and notification as well as quality of vendor services have remained issues from 2008 to 2018 with the exception of 2017, where results showed a small improvement of 1% in client satisfaction with vendors. Transition of the Pasco vendor agreements responsibility to AAAPP rather than the Lead Agency for FY 2018 2019 has resulted in a larger choice of vendors for both counties which may impact the 2019 client satisfaction results.

Health conditions also significantly impact client satisfaction. A several surveys returned in 2018 did not have answers clearly marked, or were left blank. This is noted as a trend in all survey years completed to date. This could be the result of clients having physical limitations such as vision problems, preventing them from accurately answering the questions. Clients who have memory problems may also have difficulty answering questions on surveys as they may be unable to recall the name of their case manager, the program documents and policies reviewed with them or if their case

manager has followed up with his or her needs. Health conditions may result in decreased result accuracy when measuring client satisfaction and program evaluation.

The final factor impacting client satisfaction is financial situation. Since the survey was developed in 2007, there have consistently been a few comments regarding needing additional services and budget constraints. If clients disclosed their names on the surveys, the information was passed along to the lead agencies to follow up on. Clients' individual financial situations may change their outlook on life, indirectly impacting satisfaction, whereas the overall state financial situation directly impacts the amount of services clients are able to receive therefore decreasing client satisfaction.

To address the factors leading to client satisfaction and the areas identified for improvement, continued training and oversight by the AAAPP to the lead agencies is needed. A report detailing the results of the surveys, including written comments by the clients will be submitted to each lead agency. The reports will identify overall satisfaction, overall program evaluation and the areas for improvement. The combined results for all providers will also be included in the report to allow a method of comparison among all providers.

During 2018, the lead agencies have worked on improving the areas targeted in 2017. The 2018 survey, when compared with the 2017 survey, showed declines in some areas that will require additional attention in 2019. As in prior years, the areas of improvement identified in 2018 that showed results that were less than the overall program evaluation and client satisfaction rates, will be discussed with all providers. Technical assistance and monitoring by the AAAPP will be provided over the next year to focus on the identified areas. A checklist specific to the results of each agency will again be utilized to improve the identified areas and training will continue to include focus on these areas.

Despite small overall decline in 2018, the case management survey results and program evaluation process has continued to show improvement since the first surveys were sent in 2008. With increased awareness regarding factors influencing client satisfaction and by addressing the identified areas of concern, improvement in overall satisfaction are expected. Having a program evaluation plan will continue to assist the AAAPP in improving the quality and access of services to ensure clients are receiving the care necessary to reduce the risk of nursing home placement.

Appendix

All Provider- Combined Results by Funding 2018						
HCE	8					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank
1 Do you know who your case manager is?	8	100%	0	0%	0	0%
2 Are you satisfied with your case manager?	7	88%	1	13%	0	0%
3 Does your case manager follow-up with your needs?	7	88%	0	0%	1	13%
4 Does your case manager return your calls promptly?	7	88%	0	0%	1	13%
5 Is your case manager courteous and respectful?	7	88%	1	13%	0	0%
6 Do you know who to call if you have a complaint or problem?	7	88%	1	13%	0	0%
7 Are the services you are receiving meeting your needs?	7	88%	1	13%	0	0%
8 Were you able to help decide what services you receive?	8	100%	0	0%	0	0%
9 Are you satisfied with the vendors providing your in home services?	7	88%	1	13%	0	0%
10 Do you have any recommendations for improving services?	1	13%	6	75%	1	13%
ADI	22					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank
1 Do you know who your case manager is?	22	100%	0	0%	0	0%
2 Are you satisfied with your case manager?	22	100%	0	0%	0	0%
3 Does your case manager follow-up with your needs?	22	100%	0	0%	0	0%
4 Does your case manager return your calls promptly?	21	95%	1	5%	0	0%
5 Is your case manager courteous and respectful?	22	100%	0	0%	0	0%
6 Do you know who to call if you have a complaint or problem?	22	100%	0	0%	0	0%
7 Are the services you are receiving meeting your needs?	20	91%	2	9%	0	0%
8 Were you able to help decide what services you receive?	20	91%	1	5%	0	0%
9 Are you satisfied with the vendors providing your in home services?	20	91%	2	9%	0	0%
10 Do you have any recommendations for improving services?	7	32%	11	50%	3	14%
CCE	62					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank
1 Do you know who your case manager is?	60	97%	2	3%	0	0%
2 Are you satisfied with your case manager?	56	90%	5	8%	1	2%
3 Does your case manager follow-up with your needs?	55	89%	5	8%	2	3%
4 Does your case manager return your calls promptly?	56	90%	4	6%	2	3%
5 Is your case manager courteous and respectful?	60	97%	1	2%	1	2%
6 Do you know who to call if you have a complaint or problem?	53	85%	9	15%	0	0%
7 Are the services you are receiving meeting your needs?	55	89%	6	10%	1	2%
8 Were you able to help decide what services you receive?	56	90%	5	8%	1	2%
9 Are you satisfied with the vendors providing your in home services?	52	84%	5	8%	5	8%
10 Do you have any recommendations for improving services?	12	19%	41	66%	9	15%

Results by Provider Fall 2018

GC		72						
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank		
1 Do you know who your case manager is?	70	97%	2	3%	0	0%		
2 Are you satisfied with your case manager?	68	94%	4	6%	0	0%		
3 Does your case manager follow-up with your needs?	67	93%	4	6%	1	1%		
4 Does your case manager return your calls promptly?	68	94%	3	4%	1	1%		
5 Is your case manager courteous and respectful?	71	99%	1	1%	0	0%		
6 Do you know who to call if you have a complaint or problem?	65	90%	7	10%	0	0%		
7 Are the services you are receiving meeting your needs?	65	90%	6	8%	1	1%		
8 Were you able to help decide what services you receive?	66	92%	5	7%	1	1%		
9 Are you satisfied with the vendors providing your in home services?	62	86%	5	7%	5	7%		
10 Do you have any recommendations for improving services?	16	22%	48	67%	8	11%		
Cares		20						
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank		
1 Do you know who your case manager is?	20	100%	0	0%	0	0%		
2 Are you satisfied with your case manager?	17	85%	2	10%	1	5%		
3 Does your case manager follow-up with your needs?	17	85%	1	5%	2	10%		
4 Does your case manager return your calls promptly?	16	80%	2	10%	2	10%		
5 Is your case manager courteous and respectful?	18	90%	1	5%	1	5%		
6 Do you know who to call if you have a complaint or problem?	17	85%	3	15%	0	0%		
7 Are the services you are receiving meeting your needs?	17	85%	3	15%	0	0%		
8 Were you able to help decide what services you receive?	18	90%	1	5%	0	0%		
9 Are you satisfied with the vendors providing your in home services?	17	85%	3	15%	0	0%		
10 Do you have any recommendations for improving services?	4	20%	10	50%	5	25%		

Table 2: Overall Satisfaction by Provider - 2018

*Omits questions 1, 6, 10				
GC		72		
	Overall Satisfaction Questions		Yes	%
	2 Are you satisfied with your case manager?		68	94%
	3 Does your case manager follow-up with your needs?		67	93%
	4 Does your case manager return your calls promptly?		68	94%
	5 Is your case manager courteous and respectful?		71	99%
	7 Are the services you are receiving meeting your needs?		65	90%
	8 Were you able to help decide what services you receive?		66	92%
	9 Are you satisfied with the vendors providing your in home services?		62	86%
			Overall Client Satisfaction	
			92.66%	
Cares		20		
	Overall Satisfaction Questions		Yes	%
	2 Are you satisfied with your case manager?		17	85%
	3 Does your case manager follow-up with your needs?		17	85%
	4 Does your case manager return your calls promptly?		16	80%
	5 Is your case manager courteous and respectful?		18	90%
	7 Are the services you are receiving meeting your needs?		17	85%
	8 Were you able to help decide what services you receive?		18	90%
	9 Are you satisfied with the vendors providing your in home services?		17	85%
			Overall Client Satisfaction	
			85.71%	

Table 3: Program Evaluation By Provider - 2018

*Omits question 10

GC		72	
	Overall Evaluation Questions	Yes	%
1	Do you know who your case manager is?	70	97%
2	Are you satisfied with your case manager?	68	94%
3	Does your case manager follow-up with your needs?	67	93%
4	Does your case manager return your calls promptly?	68	94%
5	Is your case manager courteous and respectful?	71	99%
6	Do you know who to call if you have a complaint or problem?	65	90%
7	Are the services you are receiving meeting your needs?	65	90%
8	Were you able to help decide what services you receive?	66	92%
9	Are you satisfied with the vendors providing your in home services?	62	86%
		Overall Program Evaluation	
		92.90%	
Cares		20	
	Overall Evaluation Questions	Yes	%
1	Do you know who your case manager is?	20	100%
2	Are you satisfied with your case manager?	17	85%
3	Does your case manager follow-up with your needs?	17	85%
4	Does your case manager return your calls promptly?	16	80%
5	Is your case manager courteous and respectful?	18	90%
6	Do you know who to call if you have a complaint or problem?	17	85%
7	Are the services you are receiving meeting your needs?	17	85%
8	Were you able to help decide what services you receive?	18	90%
9	Are you satisfied with the vendors providing your in home services?	17	85%
		Overall Program Evaluation	
		87.22%	