

2005

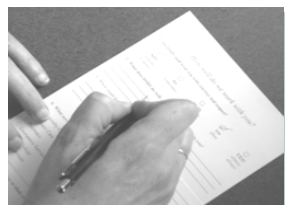
ADSA Long-Term Care Services Provider Survey

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Who Responded?

2,066 individuals and agencies who provide services to clients of DSHS Aging and Disability Services Administration (ADSA) responded to the 2005 Long-Term Care Services Provider Survey.



What did it ask?

This postcard-style survey asked each respondent to rate the courtesy and respect of ADSA Long-Term Care employees, and to report what ADSA does well and what ADSA can do better.



How was it sent?

20,000 surveys were enclosed in all Social Service Payment System (SSPS) payments for services to clients of ADSA's Home and Community Services Division and Residential Care Services Division in September 2005. The response rate was above 10%.*

*Exact response rate cannot be calculated because we do not know the exact number of providers who received surveys; the SSPS payment system could not specify the number of provider payments made to the same provider. There were a number of cases in which a provider received more than one SSPS payment during the survey time frame, and thus received more than one copy of the survey.



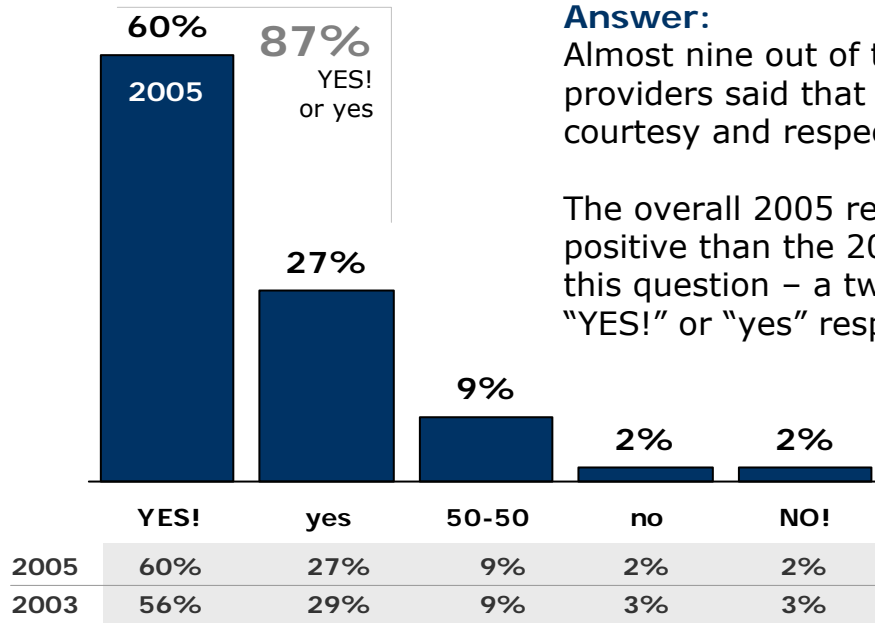
Courtesy and Respect

Do DSHS staff treat you with courtesy and respect?

Answer:

Almost nine out of ten ADSA Long-Term Care providers said that they were treated with courtesy and respect. Four percent disagreed.

The overall 2005 results are slightly more positive than the 2003 survey responses to this question – a two percent increase in “YES!” or “yes” responses.



As shown in the table at right, in most ADSA Long-Term Care provider groups, about nine out of ten providers answered “YES!” or “yes” - they were treated with courtesy and respect. The two largest groups of providers, In Home Care and Adult Family Home providers, were both very close to the average agreement rate of 87%.

Differences between groups were not statistically significant.

Differences by Type of Provider

Service Provided by Respondent	# Responding	% Yes*
In Home Care	1,520 (74%)	87%
Adult Family Home	231 (11%)	88%
Assisted Living	92 (4%)	92%
Adult Residential Care	36 (2%)	92%
Other	136 (7%)	86%
More Than One Service	17 (1%)	65%
Service Not Specified	34 (2%)	66%

* Answer to “Does ADSA staff treat you with courtesy and respect?”

Providers Speak Out

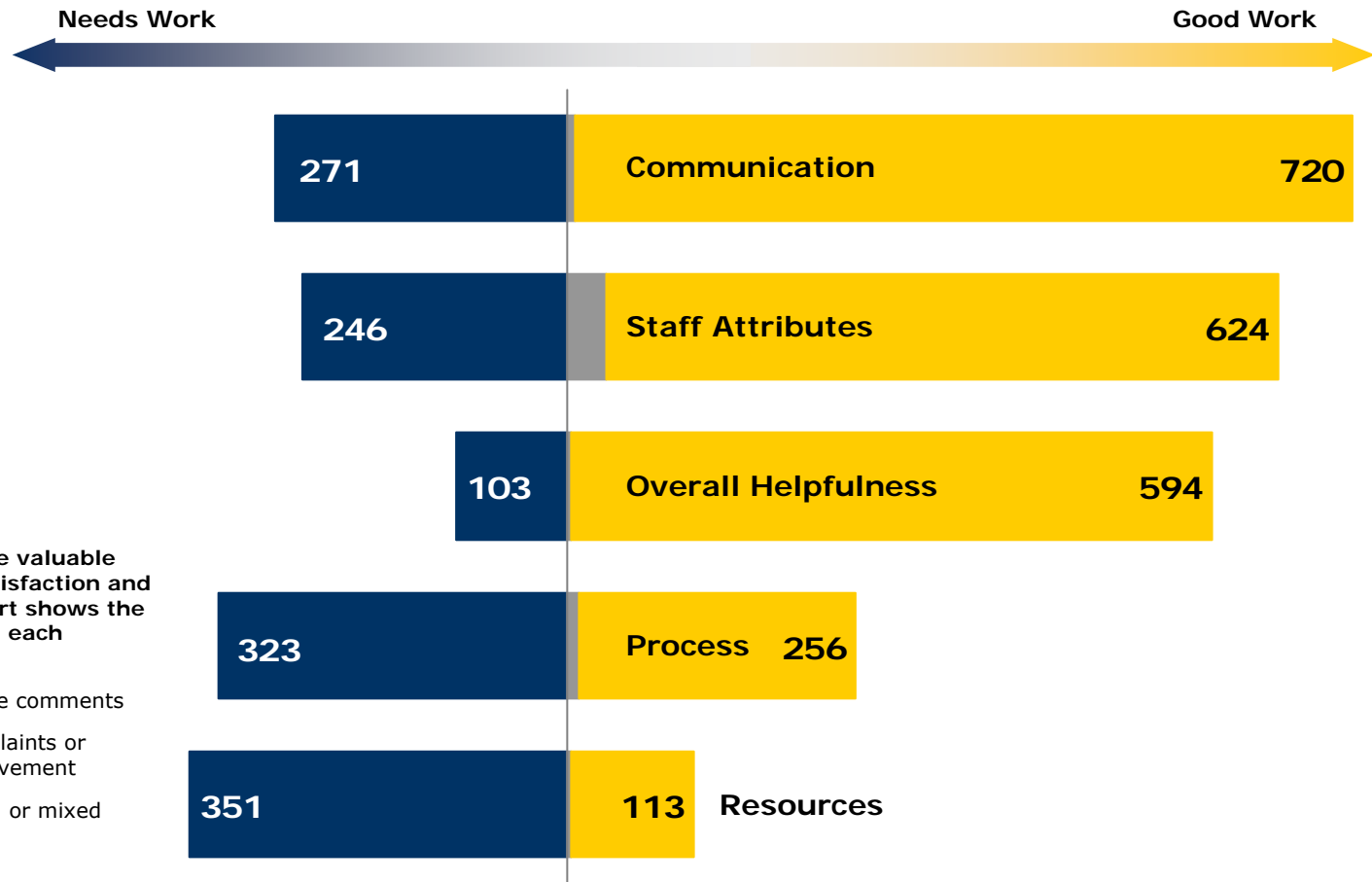
Two open-ended questions were asked:

What does DSHS do well?

What could DSHS do better?

Providers' answers addressed 5 major issues

Each issue is addressed in detail in pages 3 through 7

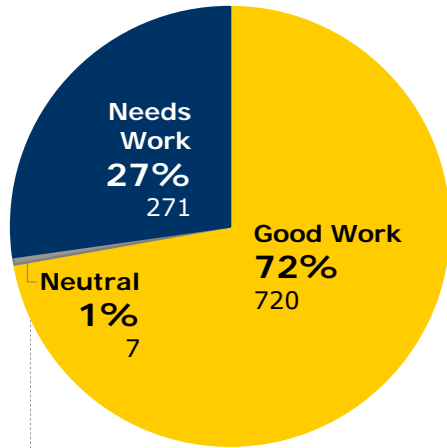


Providers' answers gave valuable insight into areas of satisfaction and dissatisfaction. The chart shows the number of comments in each category:

- **Good Work** – Positive comments
- **Needs Work** – Complaints or suggestions for improvement
- **Gray areas** – Neutral or mixed responses

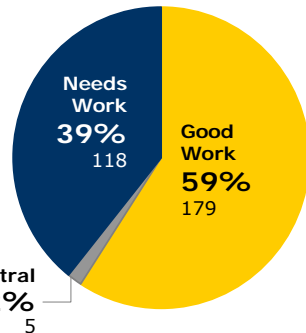
Communication

Do we communicate well?



Of the 998 comments about communication, nearly three quarters were compliments, while just over one quarter were suggestions for improvement.*

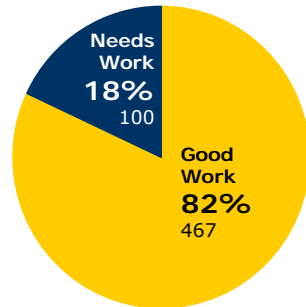
Phone or e-mail access



295 respondents mentioned access to ADSA long term care via phone and e-mail.* Nearly six out of ten comments were positive; nearly four out of ten were suggestions for improvement.

SUB-CATEGORY

Information

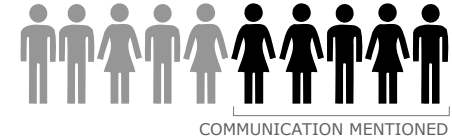


538 respondents addressed accurate and timely information/answers to questions.* The majority of comments about information were positive.

SUB-CATEGORY

* Some providers made both positive and negative comments on communication issues. Often they also commented on both subcategories of communication. Thus, one cannot total the subcategories to calculate the total number of providers commenting on communication (904).

Nearly half of the 1,798 providers who made comments addressed communication



Areas to Improve:

- Shorter response time
- Better listening skills
- Complete and clear explanations
- Consistent follow-through with promises
- More "check-ins" with clients and providers

Providers Appreciate Workers Who:

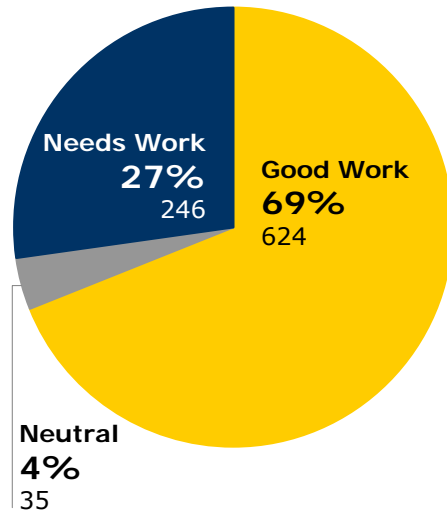
- Return calls and e-mails quickly
- Listen well
- Respond with empathy
- Answer questions knowledgeably
- Keep in touch

Providers say...

- "Our case manager is ALWAYS available for questions or support."*
- "When I call, someone gets back to me in a timely fashion and will research my question."*
- "STOP PASSING THE BUCK... Give direct answers to direct questions."*
- "Be more available by phone. Hold times are EXTREMELY long."*
- "Everything is explained very well – good communication, instructions are very clear."*
- "They (caseworkers) listen! And try to help anyway they can and they sometimes suggest things we have not even thought of."*
- "Listen, and talk to us, not at us."*
- "DSHS is really good about answering my questions and supplying information I need."*

Staff Attributes

What about our staff?

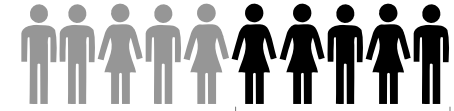


Of the 905 comments about staff attributes, nearly seven out of ten were compliments. Nearly three out of ten comments were suggestions for improvement.*

71 providers mentioned a specific staff member by name. More than 90% of these comments were complimentary.

* Some providers made both positive and negative comments about staff attributes. Thus, one cannot total the positive and negative and neutral categories to calculate the total number of providers commenting on staff attributes (825).

About half of the 1,798 providers addressed staff attributes



STAFF WERE MENTIONED

Areas to Improve:

- Easier access to staff
- Shorter response times
- Fewer rude and condescending staff
- More knowledgeable staff
- Providers valued as "team members"
- More client contacts

Providers Appreciate Workers Who:

- Respond promptly
- Are courteous and respectful
- Listen well
- Show empathy
- Provide useful information
- Follow through with promises

Providers say...

"They show respect for every person, regardless."

"When I call with questions about the patient, they listen and try to help me."

"Answer phones, or at least return phone messages. Treat people with respect, not with the attitude that (DSHS staff) are above you."

"Good follow-up...courteous, prompt, organized."

"Smile. Sometimes (case managers) seem like they are just there for the money and not for the needs of the people."

"Respond in a timely manner. I've waited up to 5 months (and still waiting) for an issue to be resolved."

"They work well with me and listen well and follow through on what they say they are going to do."

"We have been treated very well and given lots of help."

"The staff is always friendly and courteous. Whenever I need help there is someone available to guide me."

"(Case managers) could have more patience, less attitude."

"Be more available to us. Not view us as a bother but view us as part of a team."

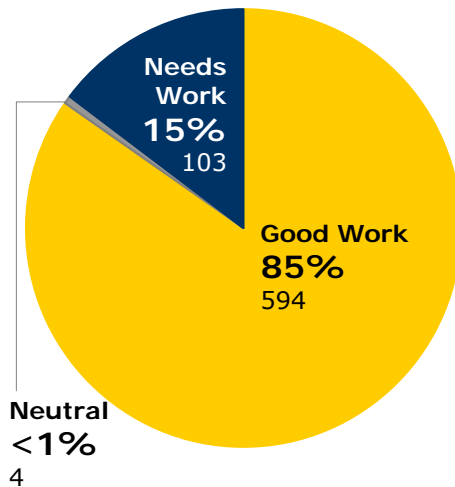
"Case managers try to customize care and programs as much as possible."

"They are there and VERY helpful when I have questions or need to talk or gripe or sound off to relieve stress."

"Have a FRIENDLY courteous person who takes new people through. NEVER assume people know what to ask or what services are available."

Overall Helpfulness

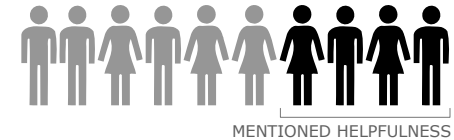
Are we helpful?



Of the 701 comments about overall helpfulness, more than eight out of ten were positive. Less than two out of ten were suggestions for improvement.*

* Some providers made both positive and negative comments about ADSA helpfulness. Thus, one cannot total the positive, negative, and neutral comments to calculate the total number of providers commenting on helpfulness (679).

More than one third of the providers addressed the overall helpfulness of ADSA services



Areas to Improve:

The general comments about helpfulness did not give specific suggestions for improvement. Most of the 103 negative respondents simply answered "Nothing" to the question, "What does DSHS do well to work with you and help you?"

Providers Appreciate:

- Staff who go out of their way to assist
- The support DSHS provides for the elderly, people with disabilities, and their families

Providers say...

"All the services are great! Thank you!"

"Yes, indeed, a fine job! They have a difficult job and they do it very well. Thanks for a good job!"

"DSHS could do better to help me and to help my client."

"Continue to service the community. Keep up the good work, DSHS."

"DSHS has resources, services and support system for those unfortunate."

"Very helpful and take care of you in a timely manner. Thank God for DSHS."

"Nothing. Confuse and complicate even the most simplest of events/tasks."

"I am very happy with the way DSHS takes care of its clients."

"I feel they do well, especially under the workload they carry."

"Help us in every way and support our family."

"They are great! They advise, teach, and are always there when you need them."

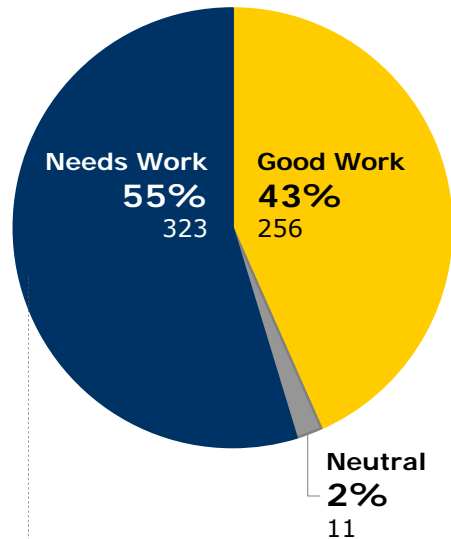
"They turn me down most of the time, they're mean to me."

"They really go out of their way."

"I'm not sure there is anything else they could do. I'm totally overwhelmed by all the wonderful services and benefits the State of Washington has for the elderly."

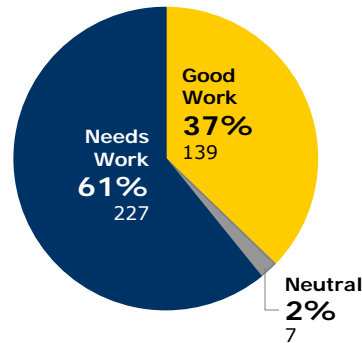
Process

Can we improve our processes?

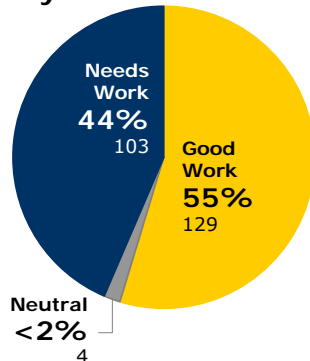


Of of 590 comments about process, four out of ten were compliments. More than half were suggestions for improvement.*

General Process



Pay



345 respondents addressed non-payment processes and procedures – including paperwork and bureaucracy.* The majority suggested process improvements

SUB-CATEGORY

225 respondents made comments about the payment process. – including accuracy and timeliness, direct payment, tax withholding, and automated systems.* The majority applauded the payment system.

SUB-CATEGORY

* Some providers made both positive and negative comments on process issues. Often they also commented on both subcategories of process. Thus, one cannot total the subcategories to calculate the total number of providers commenting on process (527).

Three out of ten providers addressed processes and procedures



PROCESS WAS MENTIONED

Areas to Improve:

- Less paperwork
- Faster service
- More individualized approach to assessment
- Fewer late payments and payment errors
- Provide income tax withholding
- More online/email communication, information and functions

Providers Appreciate:

- Prompt, consistent and accurate payments
- Timely assessments and evaluation of changes in client circumstances
- Efficient automated systems (telephone invoices, website, etc.)

Providers say...

"Get rid of the assessment tool. People are individuals, not computers."

"There is TOO MUCH paperwork and requests for unnecessary information."

"Quick response to paying invoices is appreciated...Thanks for caring."

"I LOVE the automated billing and payment process."

"Work faster to provide services for residents."

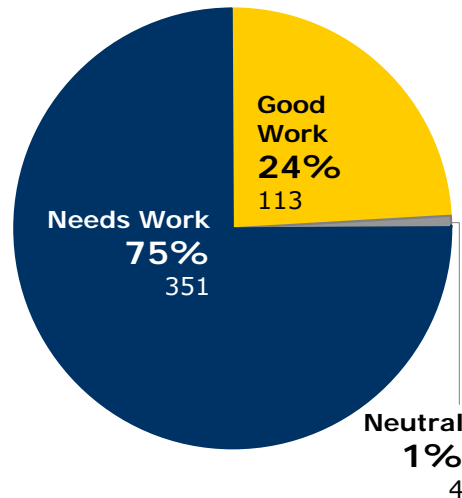
"Could make evaluations shorter and less tedious."

"The caseworkers are really great at explaining things and setting up procedures."

"Quick assessments and subsequent assistance."

"Don't expect CARE software to accurately gauge clients' needs...Some empathy (real) would be nice."

What about resources?



Of the 468 comments about the need for resources, nearly one quarter were positive, while three quarters were suggestions for improvement.*

* Some providers made both positive and negative comments about resources. Thus, one cannot total the positive, negative, and neutral comments to calculate the total number of providers commenting on resources (445).

One quarter of the providers mentioned resources



MENTIONED RESOURCES

Areas to Improve:

- Increased hours for providers; stop cutting hours
- Better pay and benefits for providers
- Increased access to respite care
- More, and more flexible, provider training
- More DSHS staff, and decreased DSHS staff turnover

Providers Appreciate:

- High quality training
- Medical supplies and equipment (purchased or loaned)
- Help with medical expenses
- Other services that assist clients

Providers say...

"Don't cut hours for our clients! They need the help! We need to earn a living."

"Provide better pharmaceutical coverage for employees and patients."

"Hire more staff... Demands are high and they are stretched."

"Offer respite care without deducting my wages."

"They offered classes that are very helpful. They also helped with getting a grant for my granddaughter."

"Has provided medical supplies and equipment that my client needs."

"Raise the mileage pay. Stop cutting hours when they're really needed."

"Better wages, especially benefits. We have no benefits at all."

"The continuing education classes are information filled and the instructors are great!"

"DSHS staff seem to be overwhelmed with work and at a dead run all the time."

"They offer me information when I need it... They've loaned me equipment. They've given me emotional support."

"Need wide selection of training... Sometimes needed training is hard to schedule."

"Stop taking hours and benefits away from caregivers. It's not fair or right. How would you like it?"

"I am happy with DSHS – except the mileage."

"More pay, education, and benefits for its employees. It makes for happy employees and happy employees do a better job."

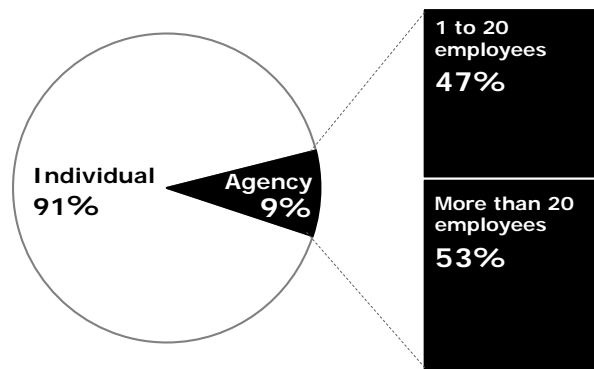
Who completed the survey?

The typical respondent is:

- An in-home care provider
- An individual, not part of an agency
- Located in Western Washington

PROVIDER TYPE. The largest group of providers (74%) deliver in-home care services. The second largest group of providers (11%) operate Adult Family Homes. The table at the bottom of page 2 provides a complete list of provider services.

The majority of respondents were individual providers (91%). Agencies comprised 9% of the returned surveys (187); of those, 47% were small organizations with less than 20 employees and 53% were agencies with 20 or more employees:



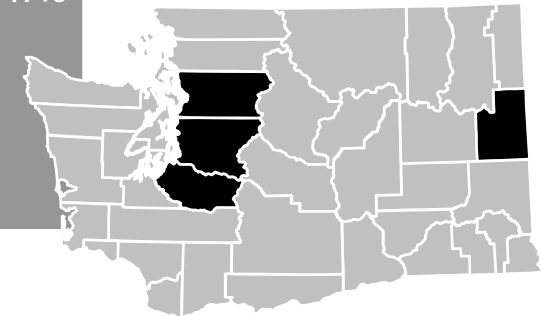
LOCATION. More than 53% of completed surveys were returned by providers who delivered services in just four Washington counties: **King** (427 respondents), **Pierce** (267), **Spokane** (212), and **Snohomish** (194). Most of the remainder served ADSA Long Term Care clients in smaller counties or in more than one county.

Seventy percent of the responding providers (1,456) work in Western Washington. Twenty-seven percent work in Eastern Washington (568). Three work in both Western and Eastern Washington.

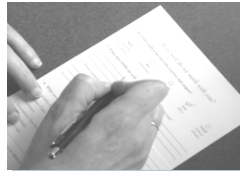
Additionally, ten providers work out of state, and 30 providers did not answer the question.

King	21%
Pierce	13%
Spokane	10%
Snohomish	9%
Other	47%

More than half of the respondents reported working in one of four Washington counties



2005 ADSA Long-Term Care Provider Survey



For questions or comments on this report, please contact:

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This report, other provider survey reports, plus complete lists of provider comments are available from the *RDA website*: www1.dshs.wa.gov/rda

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Department of Social and Health Services
Research and Data Analysis Division
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