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Office of Aging and Adult Services

2009 Consumer Survey
Adult Day Health Care Waiver

Report Date: 8/12/2010

Table of Contents

- Executive Summary..... 3
- Purpose 5
- Methodology..... 5
- Survey Instrument..... 6
- Characteristics of the sample 7
- Survey Results 8
 - Interviewer comments and observations..... 8
 - Access..... 8
 - Service Planning and Delivery..... 9
 - Individuals participate in Planning..... 9
 - Individual’s needs are met: Personal Tasks (ADL) & Household Tasks (IADL)..... 10
 - Individual’s needs are met: Special equipment..... 12
 - Individual’s needs are met: Medication 13
 - Services are responsive to the individual’s changing needs..... 13
- Qualified Providers 14
- Safety: Exploitation and Abuse by Direct Service Providers..... 16
- Health..... 17
- Community & Social Connections..... 21
- Employment/Day Supports..... 23
- Housing 24
- Rights, Responsibilities and Risk: 27
- Conclusion..... 28

Executive Summary

- The purpose of this report is to present the findings from an in-home survey of participants in the Adult Day Health Care (ADHC) waiver program. This waiver provides services to support elderly and disabled adults in the community.
- All ADHC recipients were considered for the initial sample population. However, those with high levels of cognitive impairment were excluded from the population from which the random sample was drawn.
- The survey was conducted in the summer of 2009 by an independent party on behalf of the Department of Health and Hospitals, Office of Aging and Adult Services.

Key Findings from the Survey

Access

- Eighty percent (80.2%) of those interviewed reported that they helped to pick the ADHC facility that they attend.

Service Planning

- Ninety-seven percent (97.3%) of those interviewed reported that their services include things that are important to them.

Unmet Needs

- Nearly nine percent (8.8%) of those interviewed reported that they were unable to complete a personal care task in the last 60 days because no one was there to help them. The tasks most often not performed were bathing and dressing.
- Over eleven percent (11.5%) of those interviewed reported that they were unable to complete a household task in the last 60 days because no one was there to help them. The task most often not performed was meal preparation.

Special Equipment

- Fifteen percent (15.2%) of those interviewed reported that someone has discussed with them special equipment and/or home modifications that might make their life easier.

Workers

- Sixty-five percent (65%) of those interviewed reported that they helped plan the services they receive.
- Ninety-five percent (95%) of those interviewed reported that the ADHC staff does things the way they want them done.
- Ninety-eight percent (98%) of those interviewed reported that the ADHC staff treated them respectfully.

Informal Supports

- Eighty-six percent (86%) of those interviewed reported that they have family, friends or neighbors that help them.

Health

- Ninety-six percent (96.2%) of those interviewed reported that they have visited a doctor for a routine check-up within the past year.
- Only twenty-four percent (24%) of those interviewed reported that they have visited a dentist within the past year.

Complaints

- Less than fifty-nine percent (58.8%) of those interviewed reported that they knew who to call if they had a formal complaint about their services.

Purpose

- The purpose of the 2009 Consumer Survey was to find out about the experiences of consumers receiving services through the Adult Day Health Care (ADHC) waiver, a Medicaid Home and Community Based Services (HCBS) waiver. The ADHC waiver provides services and supports to the elderly and persons with adult onset disabilities in day facilities. Waiver participants receive support coordination services as well as the array of services provided in the ADHC facility. These include assistance with daily activities, health and nutrition counseling, health education classes, a hot meal and snacks, social services, transportation to and from the facility, exercise programs and some health and nursing services. Those eligible for ADHC services can also receive long term personal care services (LT-PCS), a state plan service, that provides assistance with activities of daily living (such as bathing, dressing, transferring) and instrumental activities of daily living (such as housework or food preparation) in the participant's home.
- The survey asks questions across multiple areas, including:
 - Access to services
 - Service planning and delivery
 - Safety
 - Health
 - Qualified Providers
 - Community and Social Connections
 - Employment/Day Supports
 - Housing
 - Rights, Responsibilities and Risk

Methodology

- The surveys were conducted by an independent contractor in the participant's home or at their ADHC facility. All of the potential participants were mailed an announcement describing the purpose of the survey and inviting them to participate. Interviewers then called the ADHC recipients to ask for permission to come into their home for the purpose of conducting the interview. When the response rate for in-home interviews was found to be too low, the participants were invited to be interviewed in the ADHC facility which substantially increased the participation rate. The results of the survey were then entered into a data system by the interviewers for analysis by the Office of Aging and Adult Services (OAAS).
- The certified ADHC recipient count as of May 1, 2009 was 703 individuals. Because of the length of the survey and the amount of recall expected from the clients, OAAS was concerned about the recipients' ability to participate. For this reason, the recipients'

most recent assessment (MDS-HC) was used to limit the sample. To be included in the potential survey population, memory, decision making, delirium, hearing, expression, and comprehension were all considered in excluding recipients with high levels of cognitive impairment. Those participants without any telephone numbers on file were also excluded from the survey for scheduling and logistic reasons.

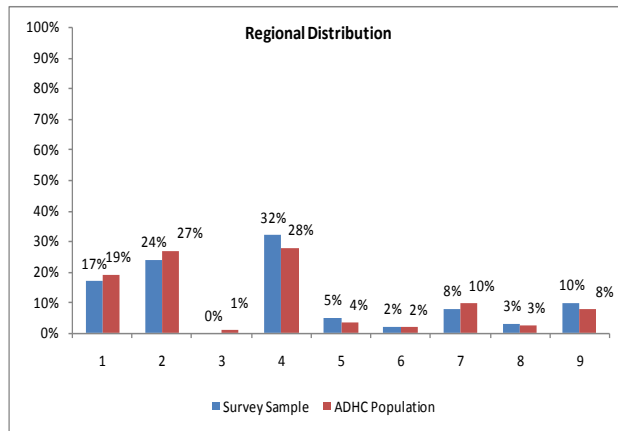
- The final response rate was 37.6% with 263 completed interviews obtained which provided the necessary statistical power to achieve a 95% confidence level with a 5% confidence interval.
- The Survey responses were analyzed by calculating the percent of each answer for each question. After excluding responses like “No answer,” “No response,” and “Unclear,” the number of relevant responses was divided by the total number of responses and converted to a percentage. In some cases, this report gives a list of responses along with the total number, or percent of participants who gave that response.
- Open-ended questions were analyzed using qualitative methodology. A panel of OAAS employees experienced in qualitative analysis aggregated comments into themes. Once this aggregation was done independently, we held a consensus meeting of the reviewers to develop a final list of themes.

Survey Instrument

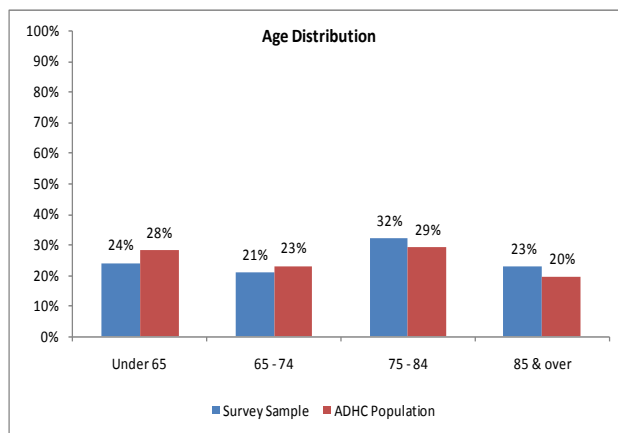
- The Participant Experience Survey (PES), developed by The MEDSTAT Group, Inc. for Centers for Medicare and Medicaid Services (CMS), was the core of the survey. In August 2003, CMS released the PES as a way to solicit feedback from HCBS waiver participants about the services that they receive. Louisiana contracted with the Muskie School to develop a set of questions relevant for the Louisiana ADHC population. Additional questions were added to the PES survey in order to capture information about all of the following areas: access to services, service planning and delivery, qualified providers, safety, health, community and social connection, housing, employment\day supports, rights, responsibilities and risk.

Characteristics of the sample

- Gender: Seventy-two percent (71.6%) of the survey participants were female compared to 73.5% of the total ADHC population
- Age: Mean age for the survey participants was 73.1 compared to the ADHC population mean age of 72.2 years old.
- Regions: The regional distribution of the sample was consistent with that of ADHC population as a whole.



- Age group: Age distribution of the sample was consistent with that of the entire ADHC population. Twenty-four percent (24%) were under 65 years old while 76% were over 65.



Survey Results

Interviewer comments and observations

- The time to complete the direct interview ranged from 10 minutes to 2 hours. Eighty-nine (89.3%) percent of the surveys were completed in under thirty minutes.
- For 86.3% of the surveys; the interviewers reported that, in their opinion, the participants appeared to understand most questions and seemed to answer the questions in a consistent manner.
- The interviewers reported that 85.8% of the participants answered at least half of the questions by him\herself. Seventy-two percent (71.9%) answered all the questions by him\herself. The participant’s child or ADHC worker was the most common to help with answering the survey questions.
- A service provider was present at 24.4% of the interviews.

Access: Individuals have information about how to access the service system and what services are available

Survey Question 21: (n= 242)

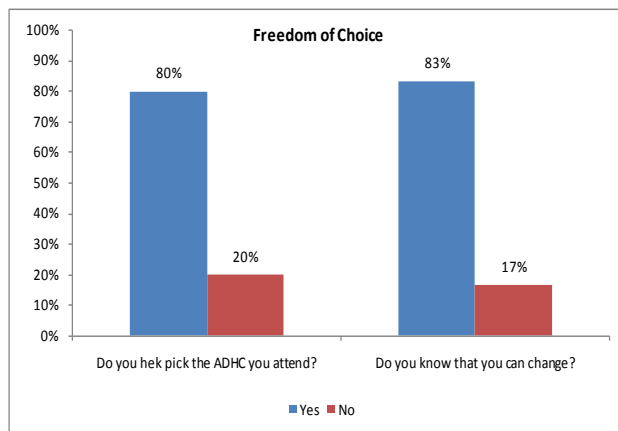
Do you help pick the ADHC you attend?

- Yes.....80.2%
- No.....19.8%

Survey Question 22: (n=48)

If not, do you know you can change the ADHC if you want to?

- Yes.....83.3%
- No.....16.7%



Service Planning and Delivery: Individuals have a choice of services, which are responsive to the individual's changing needs. The individuals are supported to learn to be independent and to participate in planning their services. Individuals' needs are met.

Individuals participate in Planning

Survey Question 1: (n=237)

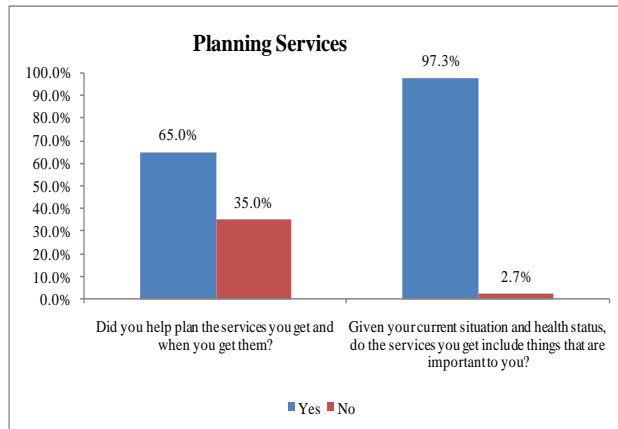
Did you help plan the services you get and when you get them?

- Yes.....65.0%
- No.....35.0%

Survey Question 2: (n=260)

Given your current situation and health status, do the services you get include things that are important to you?

- Yes.....97.3%
- No.....2.7%



Individual's needs are met: Personal Tasks (ADL) & Household Tasks (IADL)

Survey Question 3: (ADLs n=263)

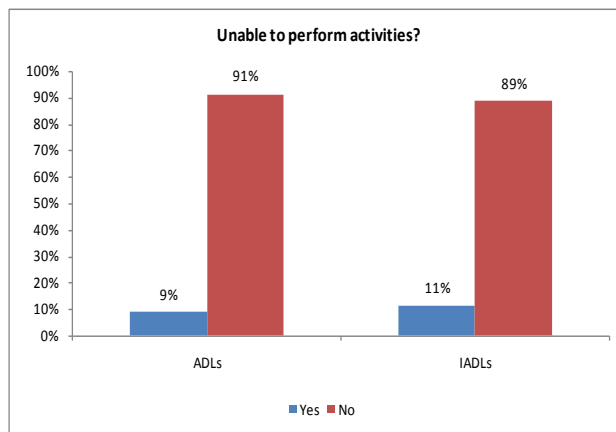
In the last 60 days, have you ever been unable to complete a personal care task such as eating, going to the bathroom, bathing or dressing, because there was no one there to help?

- Yes.....8.8%
- No.....91.2%

Survey Question 6: (IADLs n= 262)

In the last 60 days, have you ever been unable to complete a household task, such as laundry or preparing food, because you didn't have someone to help?

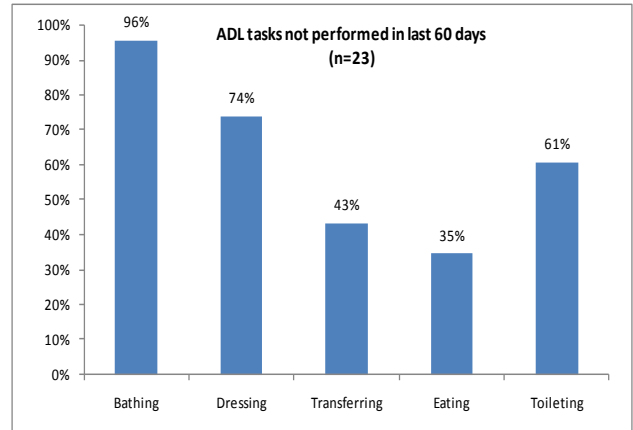
- Yes.....11.5%
- No.....88.5%



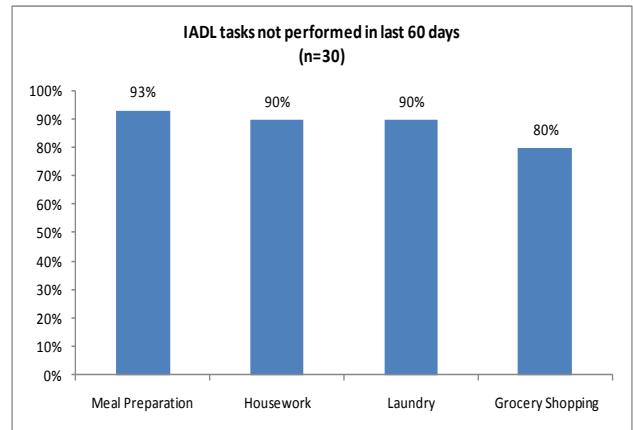
Survey Question 4 & 7: (ADLs n=23) (IADLs n=30)

If you were unable to complete a task because there was no one there to help, what tasks were you not able to do?

ADLs (n=23)		
Bathing	22	96%
Dressing	17	74%
Transferring	10	43%
Eating	8	35%
Toileting	14	61%



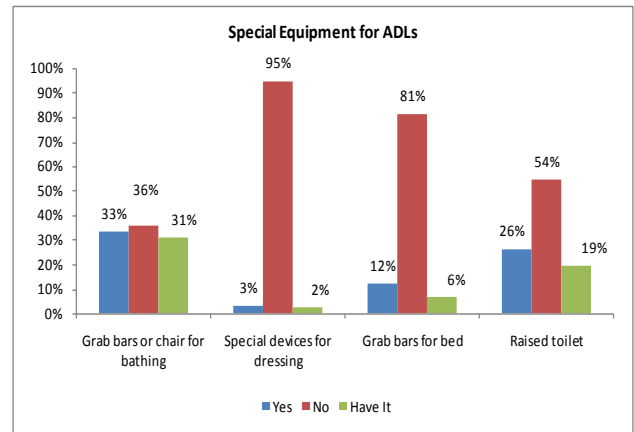
IADLs (n=30)		
Meal Preparation	28	93%
Housework	27	90%
Laundry	27	90%
Grocery Shopping	24	80%



Survey Question 5: (n=263)

Would any of the following special equipment make it easier for you to complete personal care tasks?

ADL Special Equipment	Yes	No	Have It
Grab bars or chair for b.	33%	36%	31%
Special devices for dres	3%	95%	2%
Grab bars for bed	12%	81%	6%
Raised toilet	26%	54%	19%



Survey Question 8 (n= 8)

Is there any special equipment or other things that would make it easier to complete household tasks when there is no one there to help? This was an open ended question; the responses included things like “a grabber”, “personal care attendant”, “laundry cart”, and “a ramp for wheelchair”.

Individual’s needs are met: Special equipment

Survey Question 15: (n= 257)

Has anyone ever talked to you about any special equipment, or changes to your home that might make your life easier?

- Yes.....15.2%
- No.....84.8%

Survey Question 16: (n= 35)

What equipment or changes did you talk about? This was an open ended question; the responses included things like bathroom equipment and modifications, wheelchair\walker\scooter, ramps and grab bars.

Survey Question 17: (n= 35)

If yes, did you get the equipment or make the changes you needed?

- Yes.....57.1%
- No.....42.9%

Survey Question 17b: (n=18)

If yes, did someone explain to you how to use the equipment or make the changes?

- Yes.....72.2%
- No..... 27.8%

Individual's needs are met: Medication

Survey Question 10: (n= 260)

Is there any special help that you need to take medicine, such as someone to pour it or set up your pills?

- Yes70.4%
- No.....29.6%

Survey Question 11: (n=180)

If yes, do you ever go without taking your medicine when you need it?

- Yes.....5.0%
- No.....95.0%

Less than 10 responded that they go without taking their medicine. Reasons given for this were either no one was there to help them or they simply forgot.

Services are responsive to the individual's changing needs

Survey Question 18: (n=260)

In the last 6 months has the type of help you need changed?

- Yes.....16.5%
- No.....83.5%

Survey Question 19: (n=39)

If your needs changed, did the number of hours or days of service or the type of service change?

- Yes.....41%
- No.....59%

Survey Question 20: (n=16)

If services changed, were you satisfied with the change in services? Fifty-six percent (56%) reported that they were **not** at all satisfied with the change in services.

Qualified Providers: the workforce is consistent, stable and competent

Survey Question 23: (n=255)

Thinking again about the people who help you at the ADHC, do you tell them what to help you with?

- Yes.....87.8%
- Sometimes.....4.7%
- No.....7.5%

Survey Question 24: (n=17)

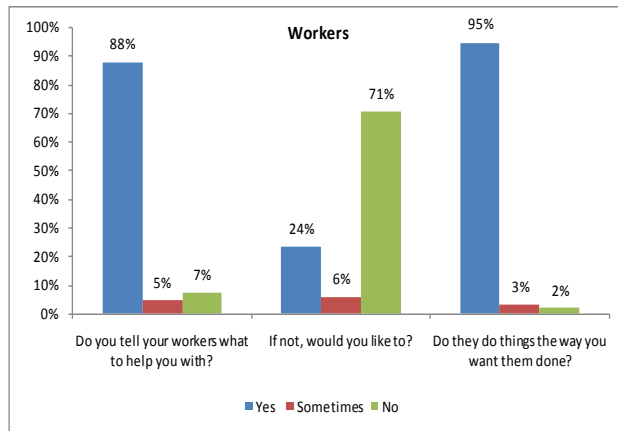
If not, would you like to tell them the things you want help with?

- Yes.....23.5%
- Sometimes.....5.9%
- No.....70.6%

Survey Question 25: (n= 259)

Do they do things the way you want them to be done?

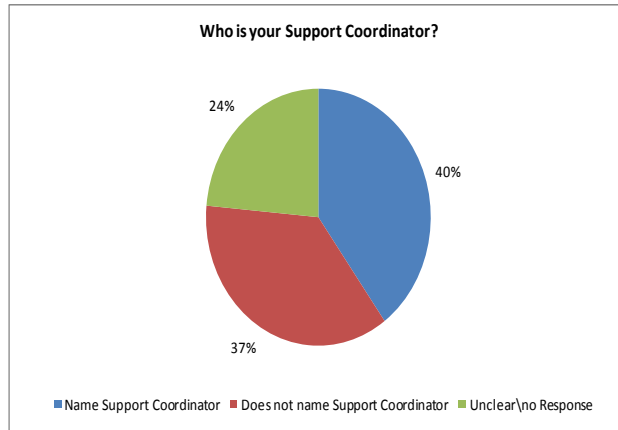
- Yes.....95.0%
- Sometimes.....3.1%
- No.....1.9%



Survey Question 28: (n= 213)

Who is your support coordinator?

- Names Support Coordinator..39.9%
- Does not name S.C.....36.5%
- Unclear\no response.....23.6%



Survey Question 29: (n=261)

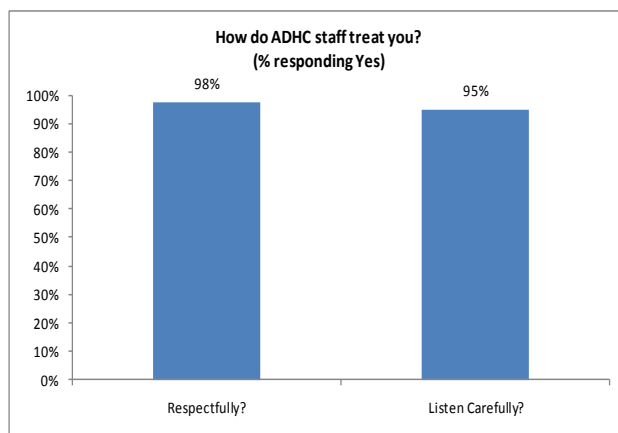
Do the people working at the ADHC treat you respectfully?

- Yes.....98.1%
- No.....1.9%

Survey Question 30: (n=259)

Do the people working at the ADHC listen carefully to what you ask them to do?

- Yes.....95.4%
- Sometimes.....3.1%
- No.....1.5%



Safety: Exploitation and Abuse by Direct Service Providers

Survey Question 31: (n=261)

Have you ever been injured by any of the people working at the ADHC?

- Yes.....0.4%
- No.....99.6%

Survey Question 33: (n= 260)

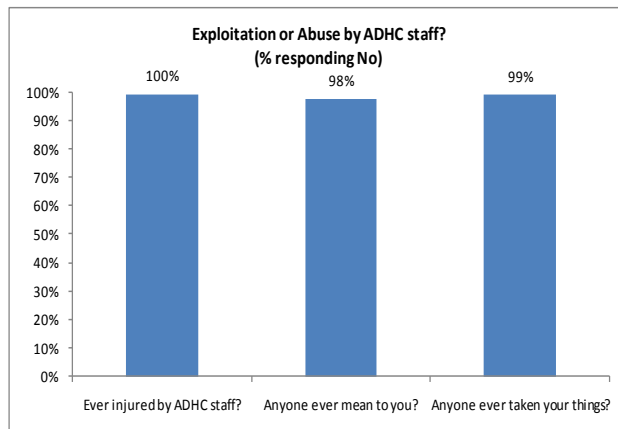
Are any of the people working at the ADHC mean to you?

- Yes.....1.1%
- Sometimes.....1.1%
- No.....97.7%

Survey Question 35: (n= 262)

Have any of the people working at the ADHC ever taken your things without asking?

- Yes.....0.8%
- No.....99.2%

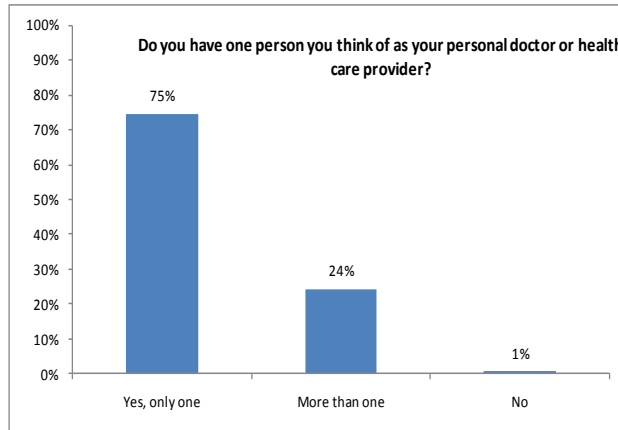


Health: Individuals have the best possible health

Survey Question 53: (n= 262)

Do you have one person you think of as your personal doctor or health care provider?

- Yes, only one.....74.8%
- More than one.....24.4%
- No.....0.8%



Survey Question 57 & 58: (n=204)

How much do you weigh without shoes? How tall are you without shoes?

Using the weight and height measurements, the Body Mass Index (BMI) is calculated and grouped into Underweight, Normal, Overweight and Obese categories. The BMI is a quick and easy way to see if a person's weight is within the normal range for their height. The BMI is an important way to determine whether a person has excess fat which could lead to health problems in the future.

- Underweight.....2.4%
- Normal.....29.9%
- Overweight.....30.4%
- Obese.....37.3%

Survey Question 54: (n= 263)

How long has it been since you last visited a doctor for a routine check-up? A routine check-up is a general physical exam, not an exam for a specific injury, illness or condition.

- Within the past year.....96.2%
- Within past two years.....1.5%
- Over 2 years\not sure.....2.3%

Survey Question 55: (n= 263)

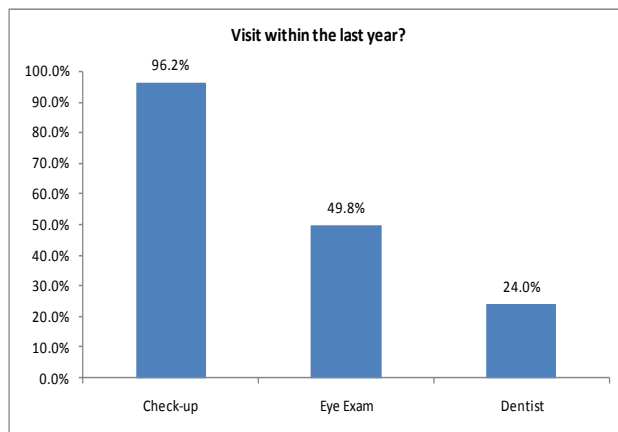
When was the last time you had your eyes examined by any doctor or eye care provider?

- Within the past year.....49.8%
- Within past 2 years.....17.1%
- Over 2 years.....23.6%
- Never\nnot sure.....9.5%

Survey Question 56: (n= 263)

How long has it been since you visited a dentist or dental clinic for any reason? Include visits to specialists or orthodontists.

- Within the past year.....24.0%
- Within past 2 years.....9.9%
- Over 2 years.....55.1%
- Never\nnot sure.....11.0%



Survey Question 59: (n= 192)

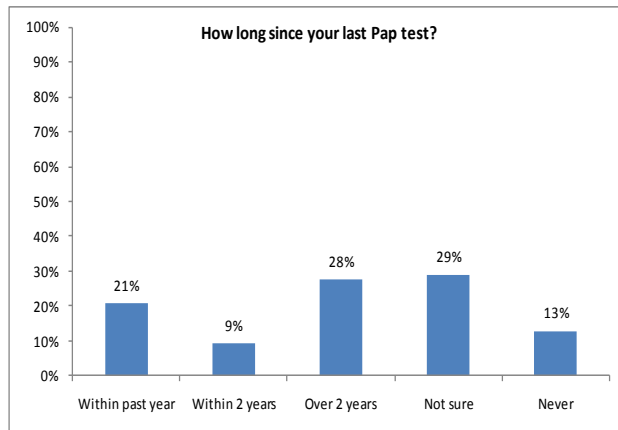
A Pap test is a test for cancer of the cervix. Have you ever had a Pap test?

- Yes.....71.4%
- No.....13.0%
- Not Sure.....15.6%

Survey Question 60: (n= 137)

If so, how long has it been since you had your last Pap test?

- Within the past year.....20.8%
- Within past 2 years.....9.4%
- Over 2 years.....27.6%
- Not sure.....29.2%
- Never.....13.0%



Survey Question 61: (n= 63)

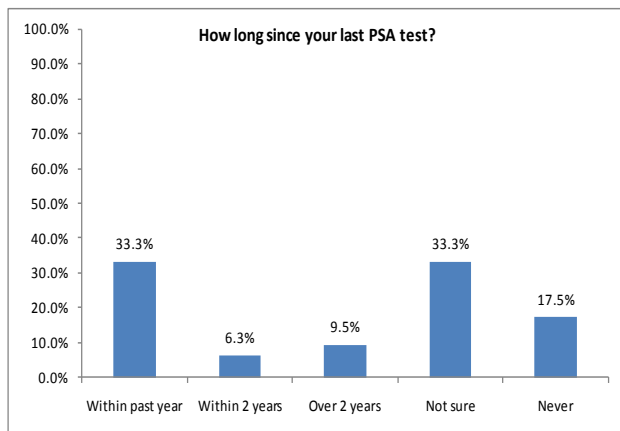
A Prostate –Specific Antigen test, also called PSA test, is a blood test used to check men for prostate cancer. Have you ever had a PSA test?

- Yes.....65.0%
- No.....17.5%
- Not Sure.....17.5%

Survey Question 62: (n=41)

If so, how long has it been since you had your last PSA test?

- Within the past year....33.3%
- Within past 2 years.....6.3%
- Over 2 years.....9.5%
- Not sure.....33.3%
- Never.....17.5%



Community & Social Connections: Individuals have meaningful relationships and have access to the community

Survey Question 9: (n= 261)

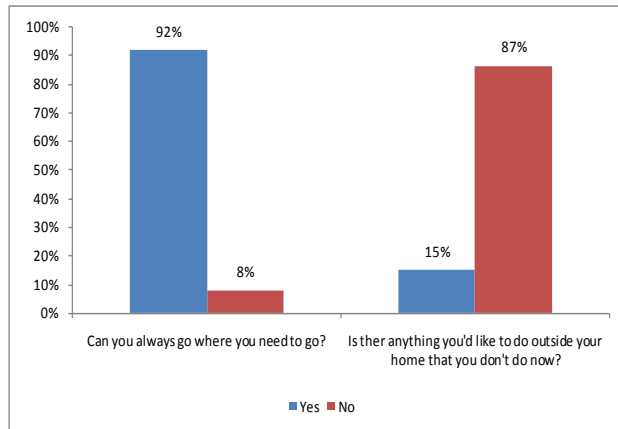
Can you always get to the places you need to go, like work, shopping, the doctor’s office, or a friend’s house?

- Yes.....92.0%
- No.....8.0%

Survey Question 37: (n= 248)

Given your current situation and health status, is there anything you want to do outside your home that you don't do now?

- Yes.....15.3%
- No.....86.7%



Survey Question 38: (n= 33)

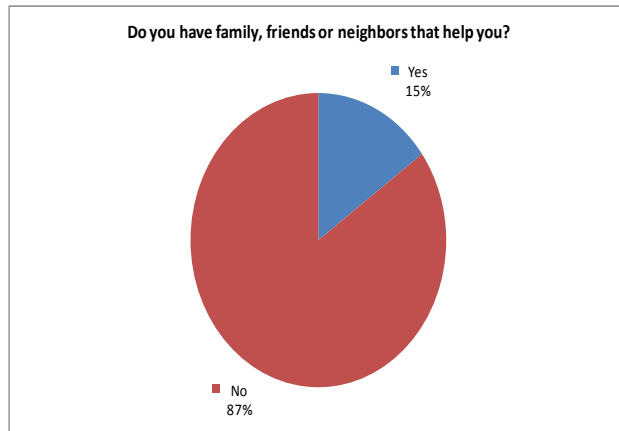
What would you like to do? What do you need to make this happen?

42.4% referred to getting out or going out, often to church or to run errands. Transportation and physical assistance were often responses for how to make this happen.

Survey Question 13: (n=164)

Do you have family, friends or neighbors that help you?

- Yes.....86.0%
- No.....15.0%



If yes, what do they do? Generally, transportation, meals, errands, and medication help.

Survey Question 14: (n= 18)

If not, would you like help from family, friends or neighbors?

- Yes.....33.3%
- No.....66.7%

Employment/Day Supports: Individuals have a choice of employment

Survey Question 39: (n= 61)

Are you working right now (under 65 only)?

- No.....100%

Survey Question 43a: (n= 58)

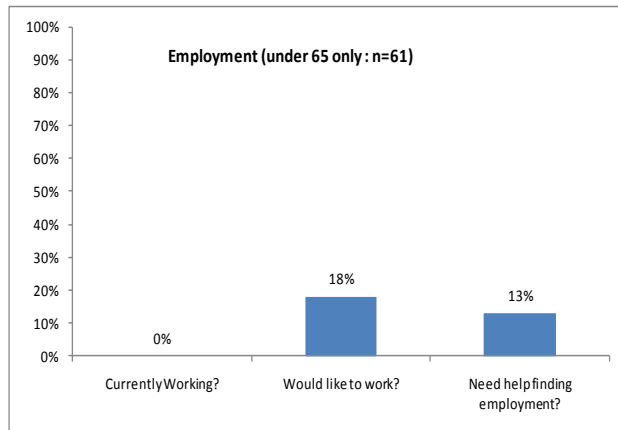
If not working, given your current situation and health status, do you want to work?

- Yes.....19%
- No.....81%

Survey Question 43b: (n= 11)

Would you like help finding work?

- Yes.....72.7%
- No.....27.3%



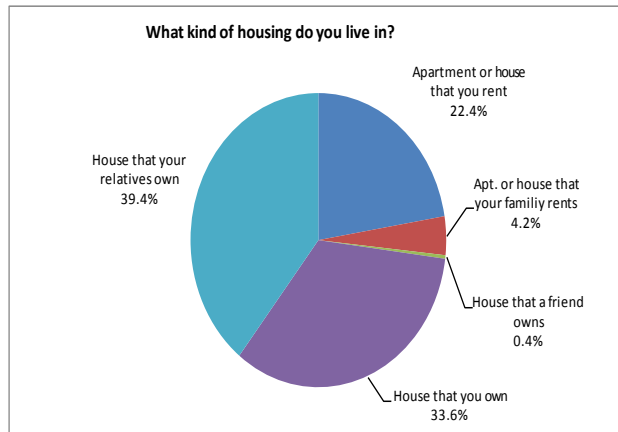
From this series of employment-related questions, 13.1% of those ADHC participants under 65 years old would like help finding work.

Housing: Individuals choose where they live

Survey Question 44: (n=259)

What kind of housing do you live in?

- Apt or house that you rent.....22.4%
- Apt or house that family rents....4.2%
- House that friend owns.....0.4%
- House that you own.....33.6%
- House that your relatives own...39.4%



Survey Question 45: (n= 238)

Are you living in your preferred housing arrangement?

- Yes.....92.4%
- No.....7.6%

Survey Question 46: (n=18)

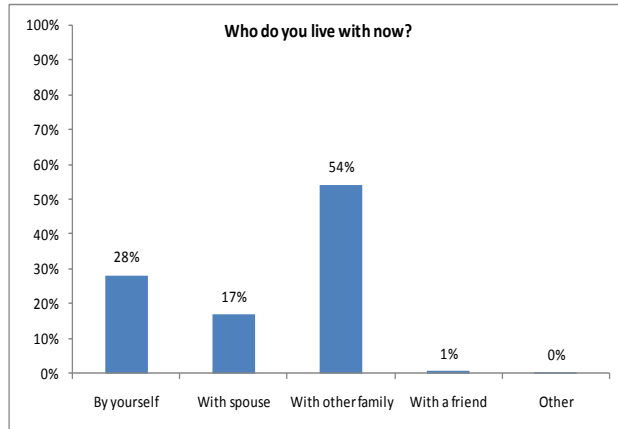
If not, given your current situation and health status, what kind of housing would you prefer?

- Apartment or house that you rent....16.7%
- House that other relatives own.....11.1%
- House that you own.....50.0%
- Senior living center.....5.5%

Survey Question 47a: (n= 254)

Who do you live with now (check all that apply)?

- With other family members...54.3%
- By yourself.....28.3%
- With spouse.....16.9%
- With a friend.....0.8%
- Other.....0.4%



Survey Question 47b: (n=72)

If living by yourself, do you prefer to live by yourself?

- Yes.....91.7%
- No.....8.3%

Survey Question 48: (n=176)

If living with others, do you live with people you prefer to live with?

- Yes.....96.0%
- No.....4.0%

Survey Question 49: (n= 11)

If not, who would you prefer to live with?

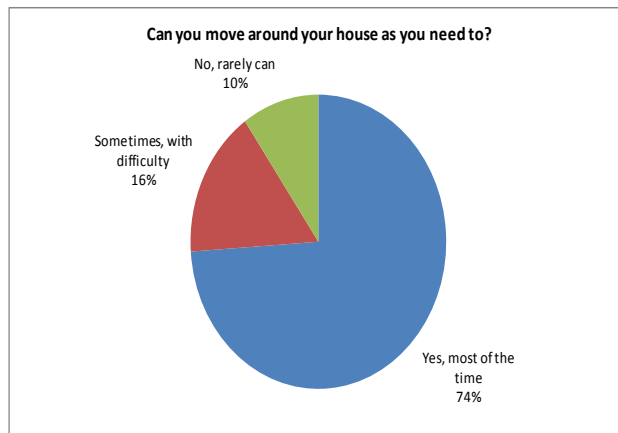
- By yourself.....36.4%
- Friend.....27.3%
- Family.....36.4%

From this series of questions related to living situations of the ADHC participants, 92.5% are living with the people they prefer to live with or living alone because they prefer to live alone.

Survey Question 50: (n=257)

Can you move around your house and get to the rooms and items that you need?

- Yes, most of the time.....73.9%
- Sometimes, with difficulty...16.3%
- No, rarely can9.7%



Survey Question 51: (n= 263)

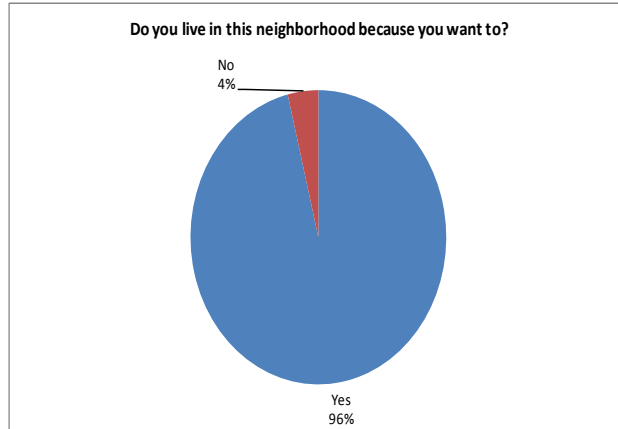
What do you not have that would help you (either in terms of equipment or home modifications) move around your house more easily or get items that you need? (top 5 responses listed)

- None of the above.....76.0%
- Chairlift, ramp or elevator.....11.0%
- Stair rails on both sides of steps....6.1%
- Other.....5.3%
- Wider doorways.....4.6%

Question 52: (n= 259)

Do you live in your neighborhood because you want to?

- Yes.....96.1%
- No.....3.9%

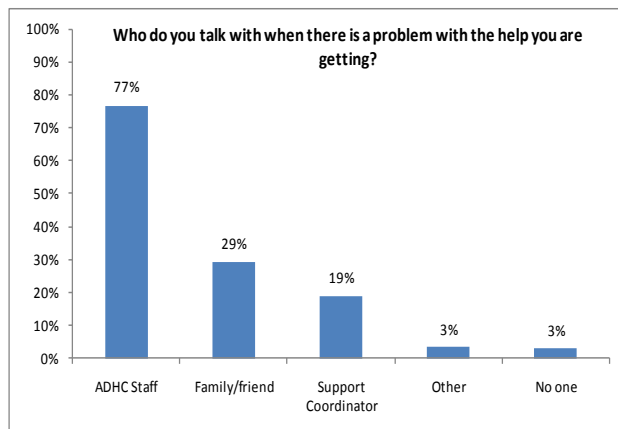


Rights, Responsibilities and Risk: Individuals have and exercise their rights

Survey Question 26: (n=231)

If there is something wrong with the help you are getting, who do you talk with to get the problem fixed?

- ADHC staff.....77.1%
- Family/friend.....29.4%
- Support Coordinator.....19.0%
- Other.....3.5%
- No one.....3.0%



Survey Question 27: (n= 244)

Do you know who to call when you want to make a formal complaint?

- Yes.....58.8%
- No.....42.2%

If yes, who? Participants often responded with the ADHC supervisor or director. Some simply named a family member or their support coordinator. In addition they often referenced some kind of documentation or card that they had with the appropriate person to call on it.

Conclusion

The Office of Aging and Adult Services (OAAS) would like to thank all of the recipients that participated in this survey. It is the goal of OAAS to develop and provide services that offer meaningful choices for persons in need of long term care. We are committed to developing a system that provides choice, ensures quality, and meets the needs of consumers and caregivers. The findings from the survey are vital to meeting these goals. This report can inform administrators of the areas that are working well and of those that need improvements.

The survey results showed that 97.3% reported that these services include things that are important to them. Ninety-five percent (95%) reported that the ADHC staff does things the way they want them done and 98% report that the ADHC staff treat them respectfully.

Some areas for improvement are visible here as well. Almost 9% have experienced times where they could not perform a personal task because no one was there to help them. Only 15% report that someone has discussed special equipment or home modifications with them. Although ADHC waiver does not provide funding for these, there are other possible community resources that could be discussed. In the area of health, only 24% of those interviewed reported that they have seen a dentist in the past year. Finally, only 58.8% reported that they knew who to call to make a formal complaint.

The purpose of this survey was to find out about the experiences of those receiving services through the ADHC waiver. This is the first consumer survey for this waiver and has provided a wealth of information to the OAAS.