



State of Louisiana

Department of Health and Hospitals
Office of Aging and Adult Services

2013 Consumer Survey

Long Term Personal Care Services



DEPARTMENT OF HEALTH
AND HOSPITALS
Aging and Adult Services

Table of Contents

Executive Summary.....	3
Key Findings from the Survey	3
Purpose	4
Methodology.....	4
Survey Instrument.....	5
Benchmarks.....	5
Characteristics of the sample	5
Survey Results	6
Interviewer comments and observations.....	6
Access.....	7
Service Planning and Delivery.....	9
Participation in Planning Services	9
Consumer Direction	10
Individual’s needs are met: Personal Tasks(ADL) & Household Tasks (IADL).....	11
Individual’s needs are met: Medication	14
Services are responsive to the individual’s changing needs.....	16
Qualified Providers	17
Health.....	20
Safety	24
Community & Social Connections.....	24
Employment/Day Supports.....	26
Housing	27
Rights, Responsibilities and Risk	31
Conclusion.....	31

Executive Summary

The purpose of this report is to present the findings from an in-home survey of participants in the Long Term Personal Care Services (LTPCS) Program. This program provides personal care services to support adults with disabilities and the elderly living in the community. All LTPCS recipients were considered for the initial sample population. However, those with high levels of cognitive impairment were excluded from the pool from which the random sample was drawn. The survey was conducted in the summer of 2013 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-five percent (85.2%) received information about the personal care agencies in their area.

Service Planning

- Ninety-four percent reported that they helped to plan their personal care services.
- Almost Seventeen percent (16.6%) reported that they would be interested in a consumer directed option.

Unmet Needs

- Only three percent (3.4%) 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.
- Three percent (3.13%) also 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

- Six percent (6.07%) of those interviewed reported that someone has discussed with them special equipment and/or home modifications that might make their life easier.

Workers

- Over ninety-nine percent of those interviewed reported that workers treat them respectfully (99.3%) and listen carefully (99%) to what is asked of them.

Informal Supports

- Eighty-three percent (83.4%) of those interviewed reported that they have family, friends or neighbors that help them.

Health

- Ninety-seven percent (97.4%) of those interviewed reported that they have visited a doctor for a routine check-up within the past year.

- Only twenty-two percent (21.6%) of those interviewed reported that they have visited a dentist within the past year.

Employment

- Of those under age 65, no one interviewed (0 of 230) was currently employed and only two percent (2.6%) expressed interest in working.

Purpose

The purpose of the 2013 Consumer Survey was to find out about the experiences of consumers receiving services through the Long Term Personal Care Services (LTPCS) Program, a Medicaid State Plan Service. The LTPCS program provides help with activities of daily living (ADL) and instrumental activities of daily living (IADL) to the elderly and persons with adult onset disabilities in their homes. LTPCS participants receive assistance with activities such as eating, bathing, dressing, grooming, transferring, walking or using a wheelchair, toileting, bed mobility, light housekeeping, food preparation and storage, shopping, laundry, medication reminders, help with medical appointments and help finding transportation to medical appointments.

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. All potential participants were mailed an announcement describing the purpose of the survey and inviting them to participate. Interviewers then called the LTPCS recipients to ask for permission to come into their home for the purpose of conducting the interview. 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 LTPCS recipient count in the summer of 2013 was 16,317 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.

Four hundred and sixteen (416) completed interviews were obtained; which provided the necessary statistical power to achieve a 95% confidence level with a 5% confidence interval.

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 LTPCS 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.

Benchmarks

In order to compare the results found in the LTPCS survey to population norms we used Louisiana's 2013 Behavioral Risk Factor Surveillance System (BRFSS) Report. The BRFSS is a state-based system of health surveys that collect information on health risk behaviors, preventive health practices and health care access primarily related to chronic disease and injury. The population is a random sample selected from any non-institutionalized adult (age 18 or over) with a household land line telephone.

Though the BRFSS results are a year apart from the LTPCS results, it serves as a benchmark for the general population on a couple of survey questions. Comparison results are reported on body mass index as well as health screenings for men and women.

Characteristics of the sample

- Gender: Seventy-one percent (71.9%) among the survey participants were female.
- Age group: Forty-four percent (44.7%) were older than 65 years old.

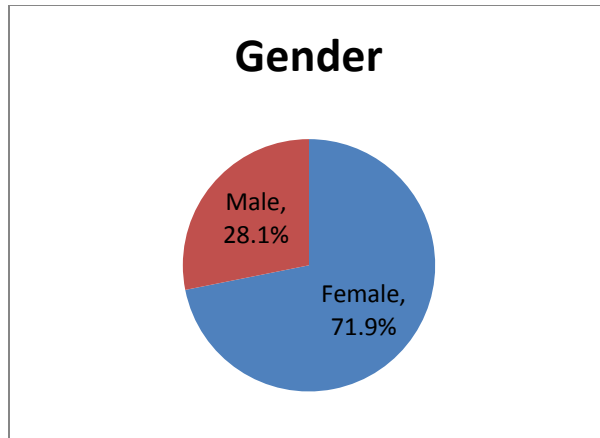


Figure 1: LTPCS Sample by Gender

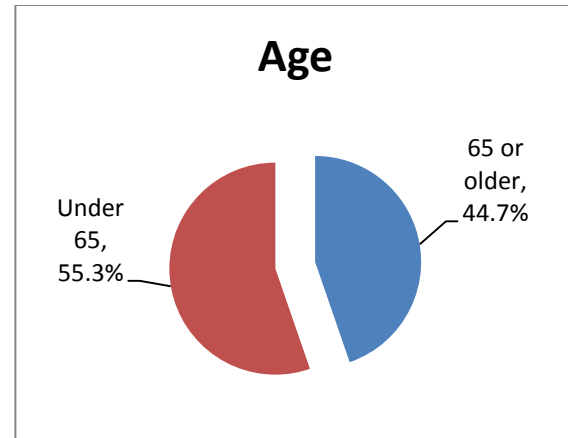


Figure 2: LTPCS Sample by Age

Survey Results

Interviewer comments and observations

- The average time to complete the direct interview was thirty-one minutes. Eighty-four percent (84.1%) of participants completed the direct interview within thirty-five minutes.
- The interviewers reported that, in their opinion, 89.7% of the participants appeared to understand most questions and answered in a consistent manner.
- The interviewers reported that two thirds (66.6%) of the participants answered all the questions by themselves. The participant's child, home health care worker, parent, or spouse helped with answering the survey questions when needed.
- A service provider was present at 33.4% of the interviews.

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

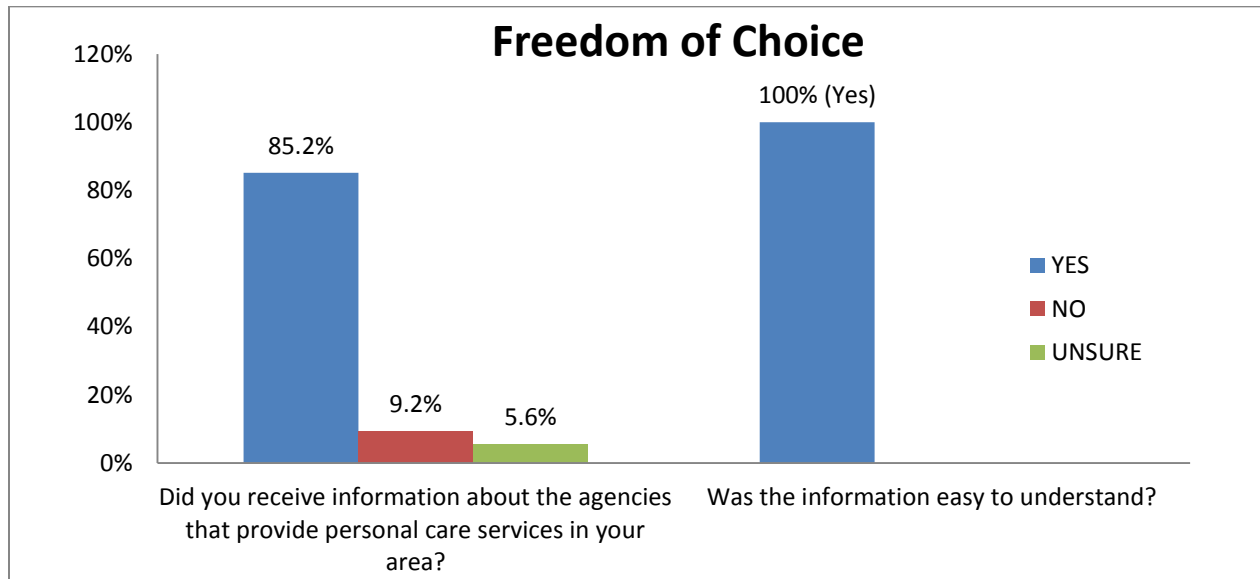


Figure 3: Freedom of Choice. Data from Survey Question #1 and Question #2

Survey Question #1:

Did you receive information about the agencies that provide personal care services in your area?

	Percentage	Count
YES	85.19%	351
NO	9.22%	38
UNSURE	5.58%	23
TOTAL	100.00%	412

Survey Question #2:

If yes, was the information easy to understand?

	Percentage	Count
YES	100.00%	350
TOTAL	100.00%	350

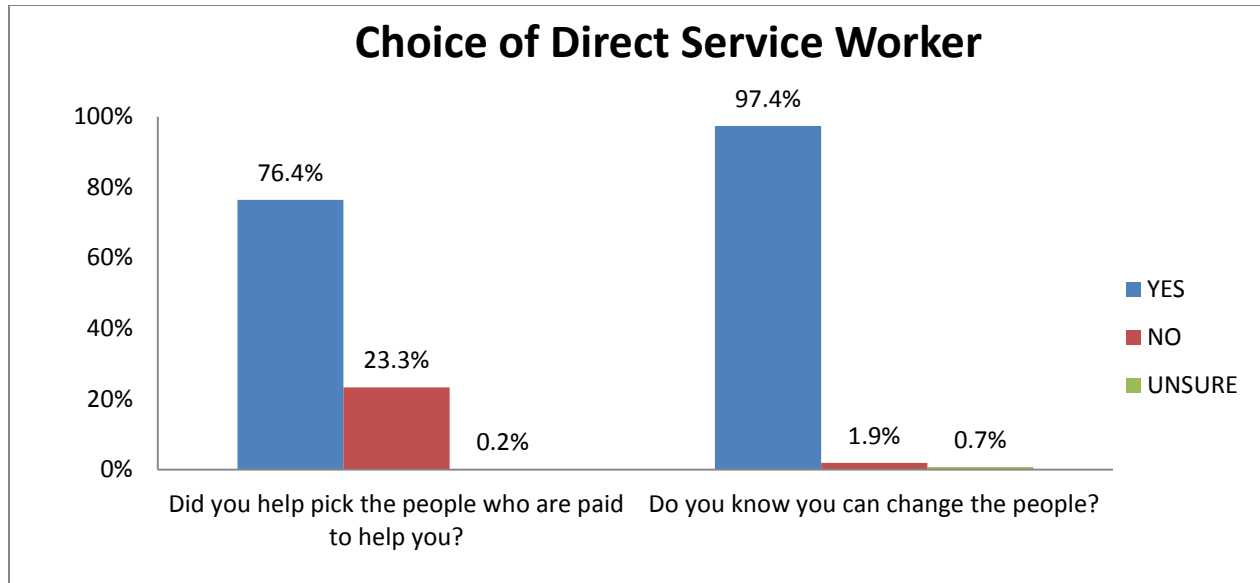


Figure 4: Data from Survey Question #27 and Question #28

Survey Question #27:

Did you help pick the people who are paid to help you?

	Percentage	Count
YES	76.44%	318
NO	23.32%	97
UNSURE	0.24%	1
TOTAL	100.00%	416

Survey Question #28:

Do you know you can change the people who are paid to help you if you want to?

	Percentage	Count
YES	97.36%	405
NO	1.92%	8
UNSURE	0.72%	3
TOTAL	100.00%	416

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.*

Participation in Planning Services

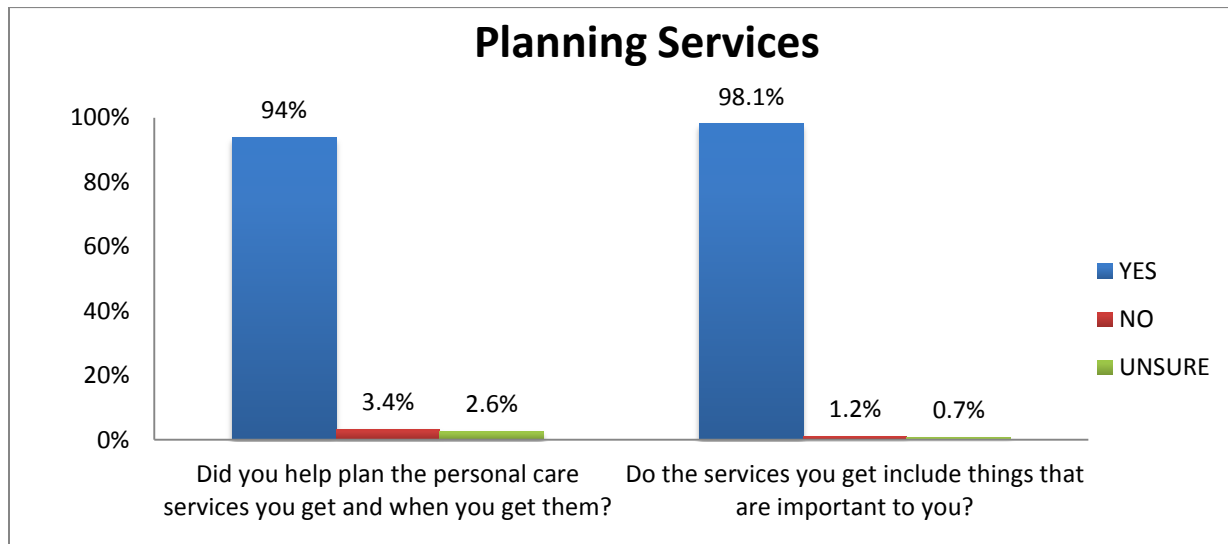


Figure 5: Data from Survey Question #3 and Question #4

Survey Question #3:

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

	Percentage	Count
YES	93.99%	391
NO	3.37%	14
UNSURE	2.64%	11
TOTAL	100.00%	416

Survey Question #4:

Do the services you get include things that are important to you?

	Percentage	Count
YES	98.08%	408
NO	1.20%	5
UNSURE	0.72%	3
TOTAL	100.00%	416

Consumer Direction

There are programs that allow people to choose their own worker, who could be a friend or family member. You would train that person, set the hours he or she works, and manage that worker, rather than have an agency send someone to your home. This is called Consumer Directed Option.

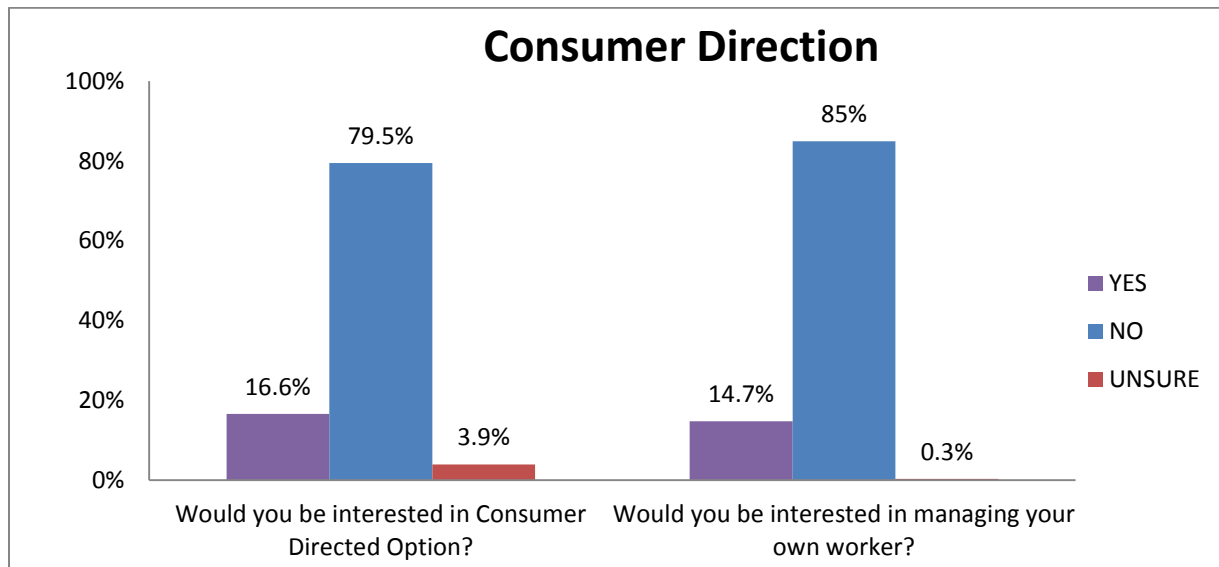


Figure 6: Data from Survey question #49a and question #49b

Survey Question #49a:

Would you be interested in Consumer Directed Option?

	Percentage	Count
YES	16.59%	68
NO	79.51%	326
UNSURE	3.90%	16
TOTAL	100.00%	410

Survey Question #49b:

Would you be interested in managing your own worker?

	Percentage	Count
YES	14.72%	48
NO	84.97%	277
UNSURE	0.31%	1
TOTAL	100.00%	326

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

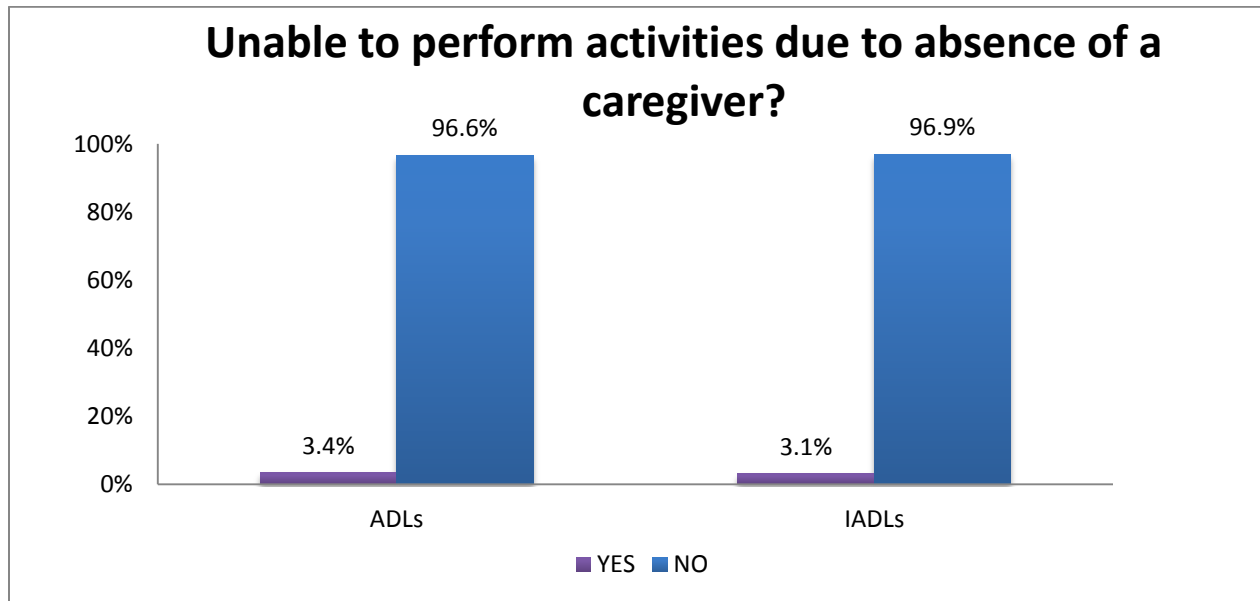


Figure 7: Data from Survey question #5 and question #9

Survey Question #5:

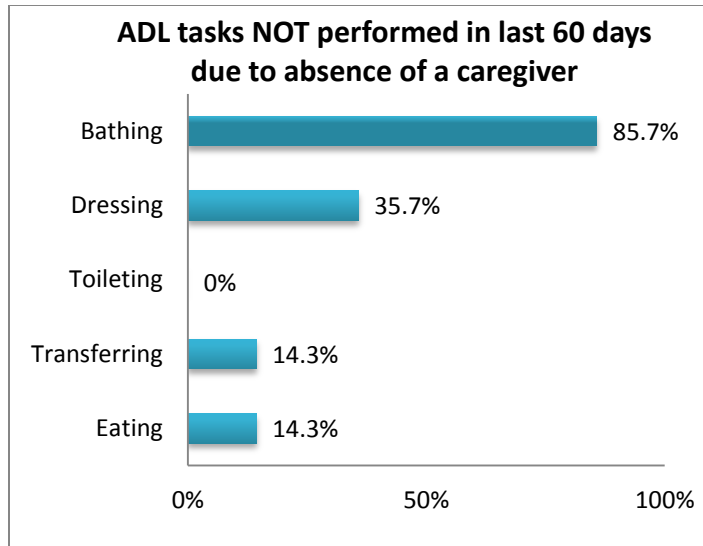
In the last 60 days, have you ever been unable to complete a personal care task such as bathing or dressing, because there was no one there to help?

	Percentage	Count
YES	3.37%	14
NO	96.63%	402
TOTAL	100.00%	416

Survey Question #9:

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?

	Percentage	Count
YES	3.13%	13
NO	96.88%	403
TOTAL	100.00%	326



Survey Question #6:

What tasks were you unable to do because there was no one to help?

ADL	Percentage	Count
Bathing	85.7%	12 of 14
Dressing	35.7%	5 of 14
Using the Toilet	0%	0 of 14
Transferring	14.3%	2 of 14
Eating	14.3%	2 of 14

Figure 8: Data from Survey question #6 (n=14; those answering "YES" to question 5)

Survey Question #7: Why was there no one there to help you?

	Count
Worker didn't show up and no replacement was sent	0
Worker called in sick	1
Worker was late	1
No family or friends available	4
Other	9
TOTAL	15

Of the 15 respondents, sixty percent answered 'Other' to this question. When asked further to explain they responded with details such as 'limited hours for worker' or 'worker off' and some simply answered 'need more help or assistance'.

Survey Question #10:
What tasks were you unable to do because there was no one there to help you?

	Percentage	Count
Meal Preparation	84.62%	11 of 13
Housework	30.77%	4 of 13
Laundry	38.46%	5 of 13
Getting Groceries	30.77%	4 of 13

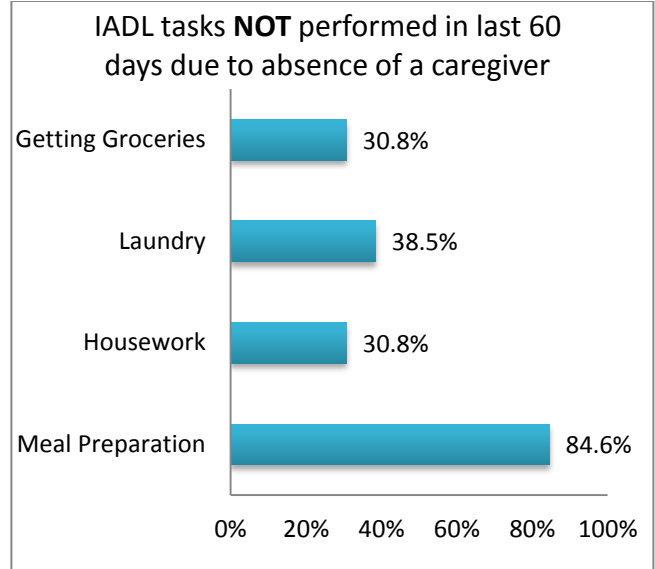


Figure 9: Data from Survey question #10 (n=13; those answering "YES" to question 9)

Survey Question #11: Why was there no one there to help you?

	Count
Worker didn't show up and no replacement was sent	2
Worker called in sick	1
Worker was late	1
No family or friends available	2
Other	9

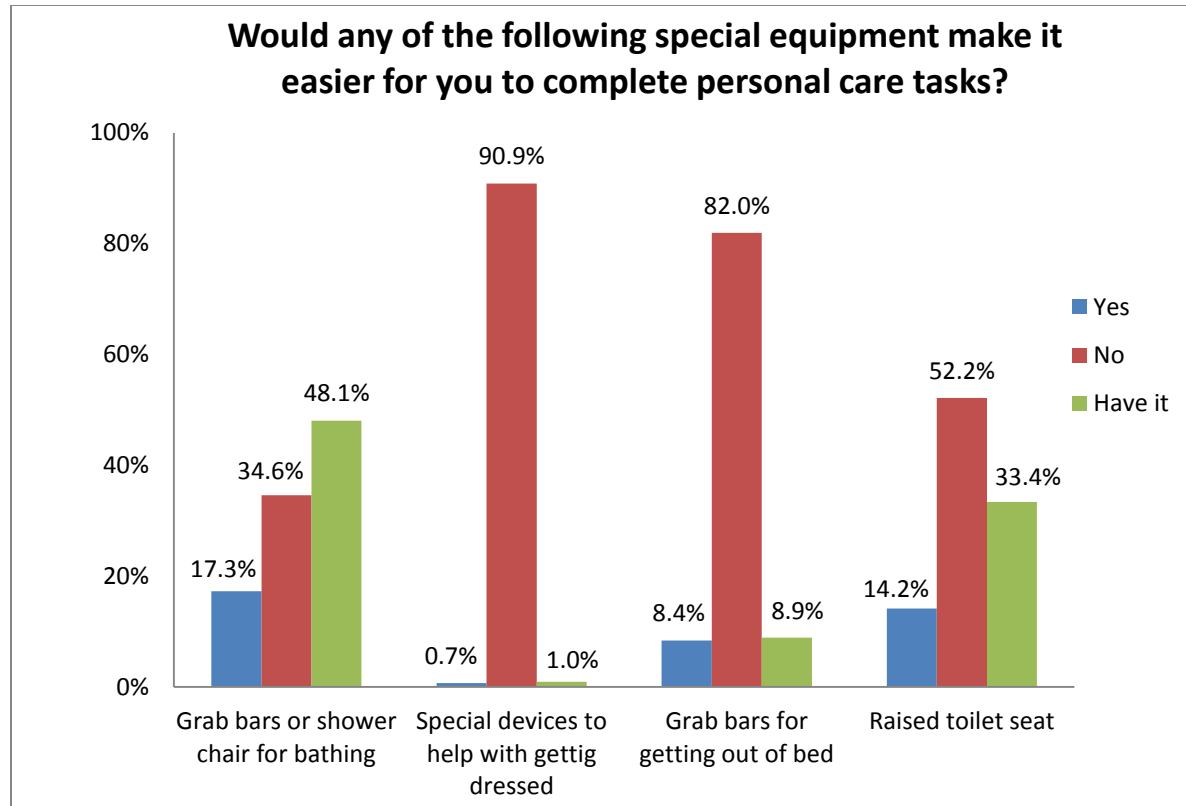


Figure 10: Data from Survey question #8

Survey Question 8:

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

	Yes	Have it	No	Unsure
Grab bars or shower chair for bathing	17.31%	48.08%	34.62%	0%
Special devices to help with getting dressed	0.72%	0.96%	90.87%	7.45%
Grab bars for getting out of bed	8.41%	8.89%	81.97%	0.72%
Raised toilet seat	14.18%	33.41%	52.16%	0.24%

Individual's needs are met: Medication

Survey Question 14: Is there any special help that you need to take medicine, such as someone to pour it or set up your pills?

	Percentage	Count
NEEDS HELP FROM ANOTHER PERSON	62.89%	261
DOES NOT NEED HELP FROM ANOTHER PERSON	37.11%	154
TOTAL	100.00%	415

Survey Question #15:

Do you ever go without taking your medicine when you need it?

	Percentage	Count
YES	4.60%	12
NO	94.64%	247
UNSURE	0.77%	2
TOTAL	100.00%	261

Survey Question #16:

Is this because there is no one there to help you?

	Percentage	Count
Yes	41.67%	5
No	58.33%	7
TOTAL	100.00%	12

Individual's needs are met: Special equipment

Survey Question #21: Has anyone ever talked to you about any special equipment, or changes to your home that might make your life easier?

	Percentage	Count
YES	6.07%	25
NO	93.20%	384
UNSURE	0.73%	3
TOTAL	100.00%	412

Survey Question #23a:

Did you get the equipment or make the changes you needed?

	Percentage	Count
YES	40.00%	10
NO	60.00%	15
TOTAL	100.00%	25

Survey Question #23b:

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

	Percentage	Count
Yes	90.91%	10
No	9.09%	1
TOTAL	100.00%	11

Services are responsive to the individual's changing needs

Survey Question #24:

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

	Percentage	Count
YES	18.99%	79
NO	80.53%	335
UNSURE	0.48%	2
TOTAL	100.00%	416

Survey Question #25:

Did the number of hours of service, the type of service, or anything else in your plan of care change?

	Percentage	Count
Yes	36.71%	29
No	60.76%	48
UNSURE	2.53%	2
TOTAL	100.00%	79

Survey Question #26: Were you satisfied with the change in services?

	Percentage	Count
VERY SATISFIED	13.79%	4
SOMEWHAT SATISFIED	10.34%	3
SATISFIED	51.72%	15
NOT AT ALL SATISFIED	24.14%	7
TOTAL	100.00%	29

Qualified Providers: *the workforce is consistent, stable and competent*

Survey Question #17:

Think about the people who are paid to help you with the everyday activities we have been discussing. Do they spend all the time with you that they are supposed to?

	Percentage	Count
YES	98.07%	407
NO	1.45%	6
UNSURE	0.48%	2
TOTAL	100.00%	415

Survey Question #18a:

In the past 3 months, have you felt unsafe because you did not have a worker present?

	Percentage	Count
Yes	6.01%	25
No	81.25%	338
UNSURE	12.74%	53
TOTAL	100.00%	416

Survey Question #29:

Do you tell them what to help you with?

	Percentage	Count
YES	96.15%	400
NO	0.72%	3
SOMETIMES	3.13%	13
TOTAL	100.00%	416

Survey Question #30:

Would you like to tell them the things you want help with?

	Percentage	Count
NO	33.33%	1
UNSURE	33.33%	1
SOMETIMES	33.33%	1
TOTAL	100.00%	3

Survey Question #31: Do they do things the way you want them to be done?

	Percentage	Count
YES	97.60%	406
NO	0.24%	1
UNSURE	0.24%	1
SOMETIMES	1.92%	8
TOTAL	100.00%	416

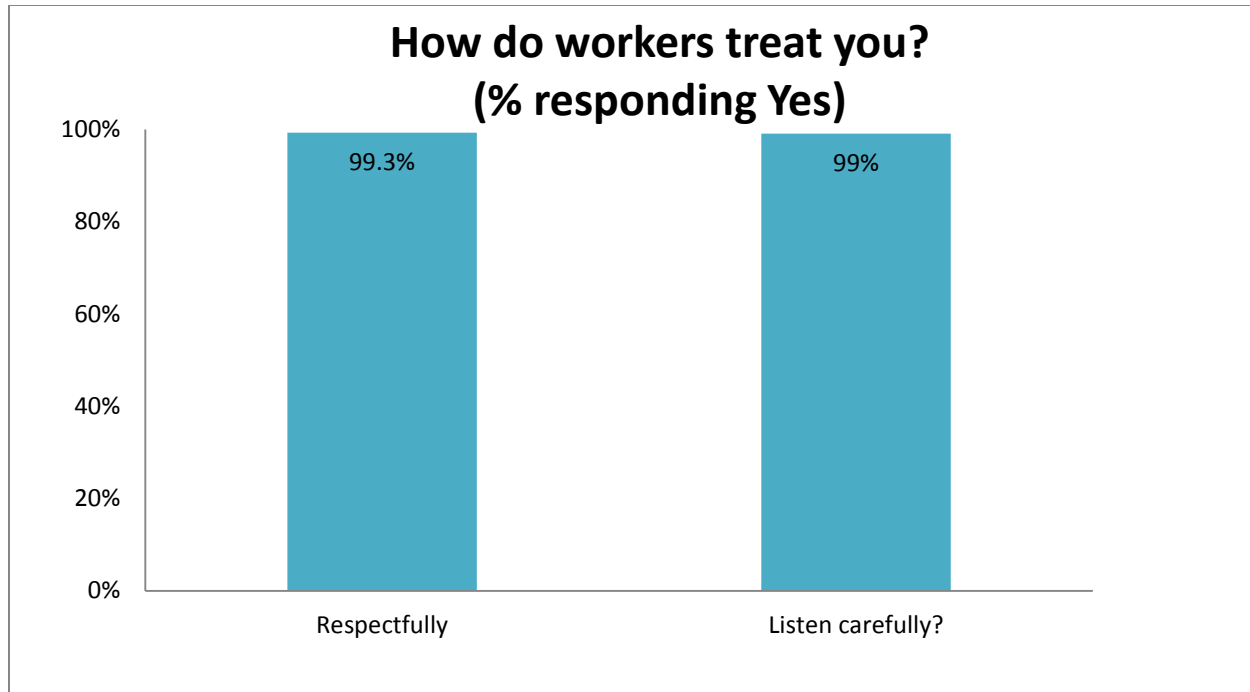


Figure 12: Data from Survey question #34 and question #35

Survey Question #34:

Do the people paid to help you treat you respectfully in your home?

	Percentage	Count
YES	99.28%	413
NO	0.24%	1
SOMETIMES	0.48%	2
TOTAL	100.00%	416

Survey Question #35:

Do the people paid to help you listen carefully to what you ask them to do in your home?

	Percentage	Count
YES	99.04%	412
UNSURE	0.96%	4
TOTAL	100.00%	416

Health: *Individuals have the best possible health*

Survey Question #59:

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

	Percentage	Count
Yes, only one	96.38%	399
More than one	3.38%	14
No	0.24%	1
TOTAL	100.00%	414

Do you have personal doctor?

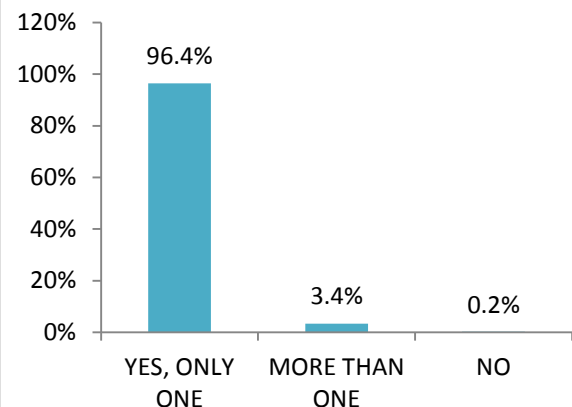


Figure 13: Data from Survey question #59

Survey Question 63 & 64:

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

Body Mass Index (BMI) is a way to estimate an individual's relative body fat. It measures the relationship between weight and height. The BMI is grouped into Underweight, Normal, Overweight and Obese categories. If your BMI is too high, you are at an increasing risk for many health problems.

	Percentage	Count
Underweight	4.27%	16
Normal	20.27%	76
Overweight	20.53%	77
Obese	54.93%	206
TOTAL	100.00%	375

Louisiana's 2009 BRFSS results indicate just over one third (33.9%) of the adult population in Louisiana as obese compared to over one half (55%) of LTPCS participants sampled in this survey. This is a major health concern for participants in this programs higher BMI increases risk for many different adverse chronic health conditions. However, it is important to remember that there are differences between these populations, those served by the LTPCS program are either elderly or have an adult onset physical disability which limits both their ability to perform activities of daily living and their physical activity in general.

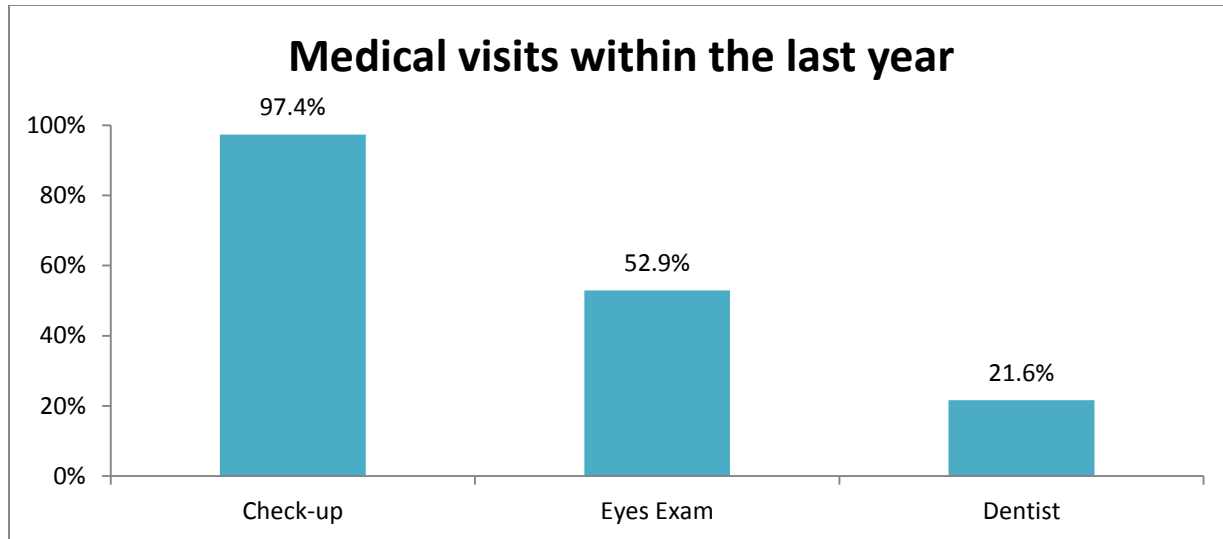


Figure 14: Data from Survey question #60, question #61 and question #62

Survey Question 60: How long has it been since you last visited a doctor for a routine checkup?

	Percentage	Count
Within past year	97.36%	405
Within past 2 years	1.68%	7
Over 2 years\nnot sure	0.96%	4
TOTAL	100.00%	416

Survey Question #61:

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

	Percentage	Count
Within past year	52.88%	220
Within past 2 years	9.86%	41
Over 2 years	35.58%	148
Never\nnot sure	1.68%	7
TOTAL	100.00%	416

Survey Question #62:

How long has it been since you visited a dentist or dental clinic for any reason?

	Percentage	Count
Within past year	21.63%	90
Within past 2 years	11.54%	48
Over 2 years	64.18%	267
Never\nnot sure	2.64%	11
TOTAL	100.00%	416

Survey Question 65 (Only for women):

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

	Percentage	Count
YES	95.92%	141
NO	3.40%	5
DON'T KNOW / NOT SURE	0.68%	1
TOTAL	100.00%	147

Survey Question #66:

How long has it been since you had your last Pap test?

	Percentage	Count
Within past year	58.16%	82
Within 2 year	13.48%	19
Within 3 years	8.51%	12
Over 3 years	19.86%	28
TOTAL	100.00%	141

How long since your last Pap test?

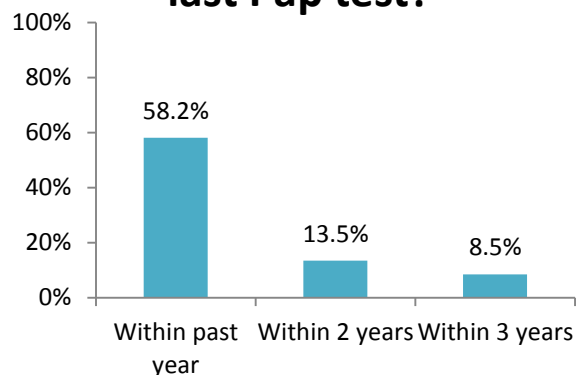


Figure 15: Data from Survey question #66

Eighty percent (80.2%) of LTPCS women reported having a Pap test within the last 3 years. This result was higher than similar data from the 2008 BRFSS Report (74.4%).

Survey Question 67 (Only for men aged 40 years and older):

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?

	Percentage	Count
YES	49.04%	51
NO	31.73%	33
DON'T KNOW / NOT SURE	19.23%	20
TOTAL	100.00%	104

Survey Question #68:

How long has it been since you had your last PSA test?

	Percentage	Count
Within past year	49.02%	25
Within past 2 years	19.61%	10
Over 2 years	29.41%	15
Not sure	1.96%	1
TOTAL	100.00%	51

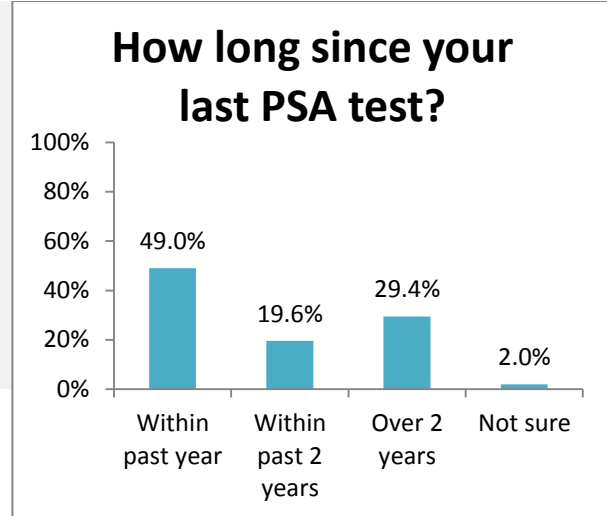


Figure 16: Data from Survey question #68

Over Sixty-eight percent (68.6%) of LTPCS men ages 40 and above reported having a PSA test within the last 2 years. This result represents a decrease when compared to data presented in the 2012 LTPCS report (81 vs 68.6%).

Safety: *Exploitation and Abuse by Direct Service Providers*

Survey Question #36:

Have you ever been injured by any of the people paid to help you now?

	Percentage	Count
No	100.00%	416
TOTAL	100.00%	416

Survey Question #38:

Are any of the people paid to help you now mean to you, or do they yell at you?

	Percentage	Count
No	99.76%	415
Sometimes	0.24%	1
TOTAL	100.00%	416

Survey Question 40:

Have any of the people paid to help you now ever taken your things without asking?

2013Q40 Answer	Percentage	Count
NO	100.00%	416
TOTAL	100.00%	416

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

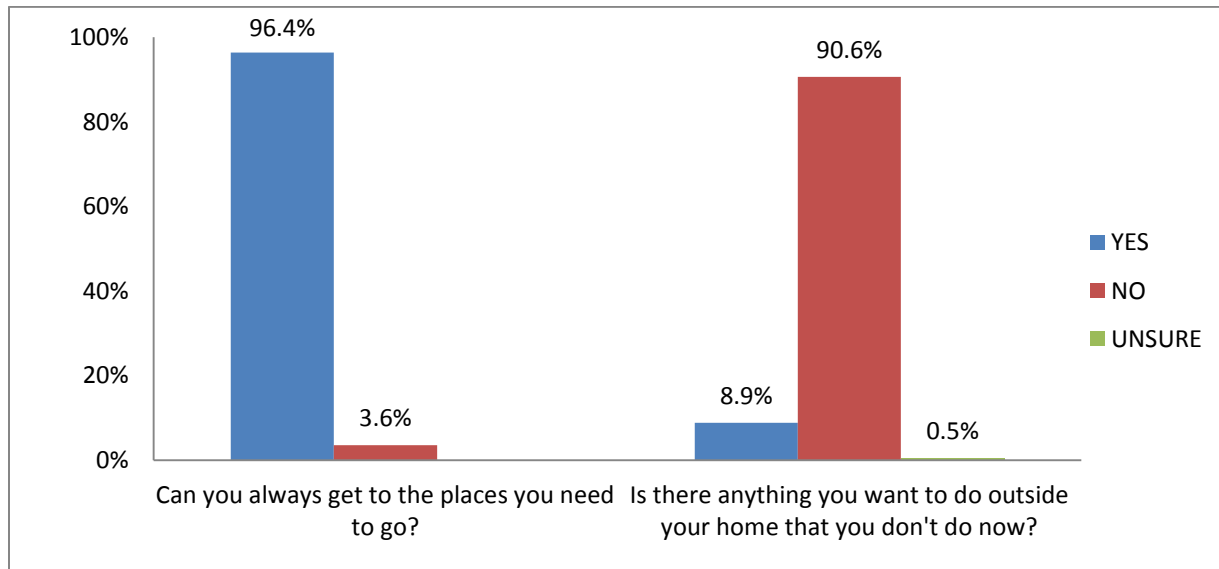


Figure 18: Data from Survey question #13 and question #42

Survey Question #13:

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

	Percentage	Count
Yes	96.39%	400
No	3.61%	15
TOTAL	100.00%	416

Survey Question #42:

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

	Percentage	Count
Yes	8.89%	37
No	90.63%	377
Unsure	0.48%	2
TOTAL	100.00%	416

Survey Question 43: (n=37)

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

Some respondents wanted to work in the yard or go outside, others were concerned about going to church or going shopping, while others liked to go outside more. Transportation and wheelchair were often responses for how to make this happen.

Survey Question #19:

Do you have family, friends or neighbors who help you? For example, with things such as shopping, transportation, or meals?

Answer	Percentage	Count
Yes	83.41%	347
No	16.59%	69
TOTAL	100.00%	416

Do you have informal supports to help you?

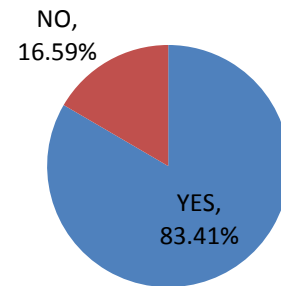


Figure 19: Data from Survey question #19

Would you like help from someone?

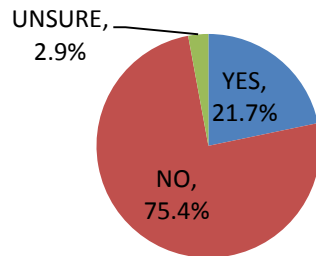


Figure 20: Data from Survey question #20

Survey Question #20:

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

Answer	Percentage	Count
Yes	21.74%	15
No	75.36%	52
Unsure	2.90%	2
TOTAL	100.00%	69

Employment/Day Supports: *Individuals have a choice of employment*

Survey Question 44: Are you working right now (under 65 only)?

Answer	Percentage	Count
NO	100.00%	230
TOTAL	100.00%	230

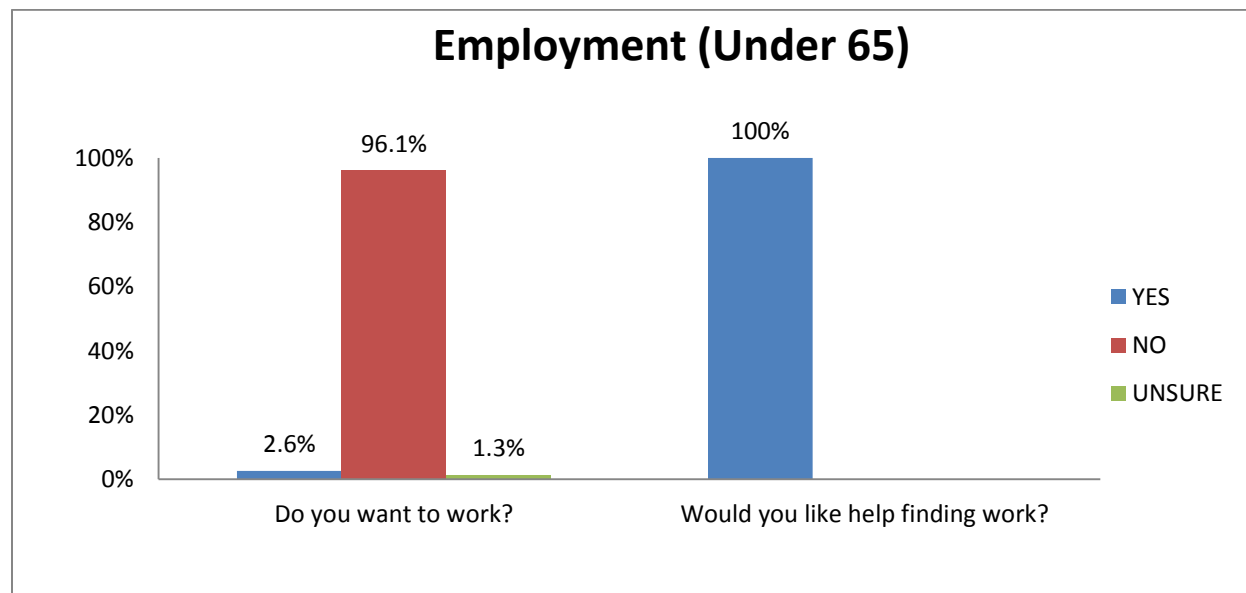


Figure 21: Data from Survey question #48a and question #48b

Survey Question #48a:

Do you want to work?

	Percentage	Count
YES	2.61%	6
NO	96.09%	221
SOMETIMES	1.30%	3
TOTAL	100.00%	230

Survey Question #48b:

Would you like help finding work?

	Percentage	Count
YES	100.00%	5
TOTAL	100.00%	3

Housing: Individuals choose where they live

Survey Question #50: What kind of housing do you now live in?

	Percent	Count
Apartment or house that your family rent	4.09%	17
Apartment or house that you rent	54.57%	227
Assisted Living	0.48%	2
House attached to your relatives home	0.48%	2
House that you own	24.52%	102
House that your relatives own	14.66%	61
Other	1.20%	5
TOTAL	100.00%	416

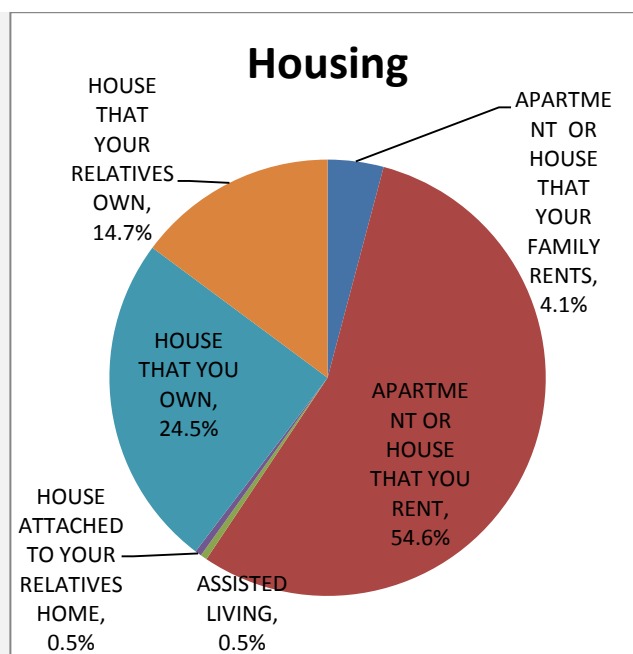


Figure 22: Data from Survey question #50

Survey Question #51:

Are you living in your preferred housing arrangement?

	Percentage	Count
YES	95.91%	399
NO	3.37%	14
SOMETIMES	0.72%	3
TOTAL	100.00%	416

Survey Question #52:

Given your current situation and health status, what kind of housing would you prefer to live in?

	Percentage	Count
House that you own	41.18%	7
Apartment or house that you rent	29.41%	5
Assisted living	5.88%	1
Other	17.65%	3
Unsure	5.88%	1
TOTAL	100.00%	17

Survey Question #58: Do you live in this neighborhood because you want to?

	Percentage	Count
Yes	94.22%	391
No	4.34%	18
Unsure	1.45%	6
TOTAL	100.00%	415

Do you live in this neighborhood because you want to?

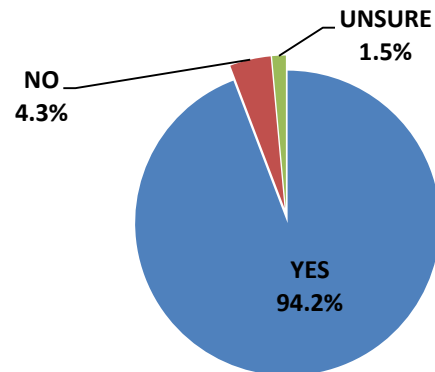


Figure 23: Data from Survey question #58

Who do you live with now?

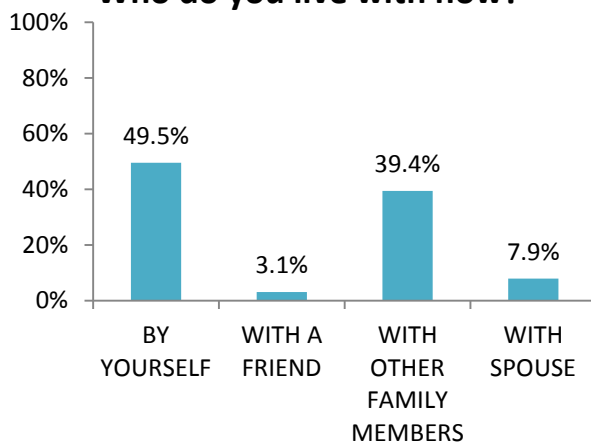


Figure 24: Data from Survey question #53a

Survey Question #53a:

Who do you live with now?

	Percentage	Count
By Yourself	49.52%	206
With a friend	3.13%	13
With other family member	39.42%	164
With spouse	7.93%	33
TOTAL	100.00%	416

Survey Question #53b:
Do you prefer to live by yourself?

	Percentage	Count
YES	91.75%	189
NO	8.25%	17
TOTAL	100.00%	206

Survey Question #54:
Do you live with people you prefer to live with?

	Percentage	Count
YES	99.05%	208
NO	0.95%	2
TOTAL	100.00%	210

Survey Question #56: Can you move around your house and get to the rooms and items that you need?

	Percentage	Count
Yes, most of the time	79.33%	330
No, rarely can move around	8.17%	34
Sometimes, with difficulty	12.26%	51
Unsure	0.24%	1
TOTAL	100.00%	416

Can you move around your house as you need to?

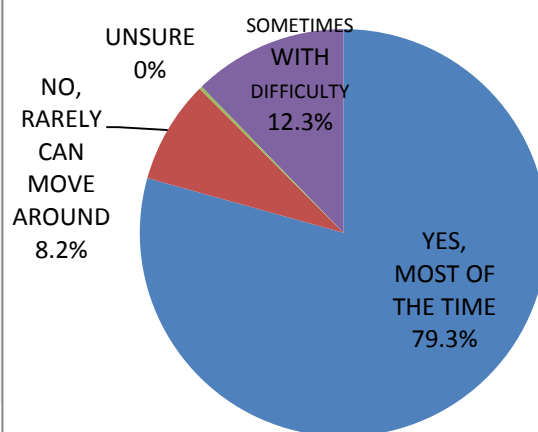


Figure 25: Data from Survey question #56

Survey Question #57: 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?

	Percentage	Count
BETTER HANDLES ON DOORS AND FAUCETS	1.00%	6
BETTER LIGHTING	0.00%	2
CHAIRLIFT, RAMP OR ELEVATOR	2.00%	9
NONE OF THE ABOVE	84.00%	349
OTHER	5.00%	22
STAIR RAILS ON BOTH SIDES OF STAIRWAYS OR STEPS	2.00%	8
WALKER/CANE	2.00%	9
DIFFERENT BED (E.G. A HOSPITAL BED)	1.00%	4
AN ENTRANCE WITH NO STAIRS	4.00%	16
LARGER OR REMODELED BATHROOM ON FIRST FLOOR	5.00%	21
WIDER DOORWAYS	3.00%	11
TOTAL	100.00%	457

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

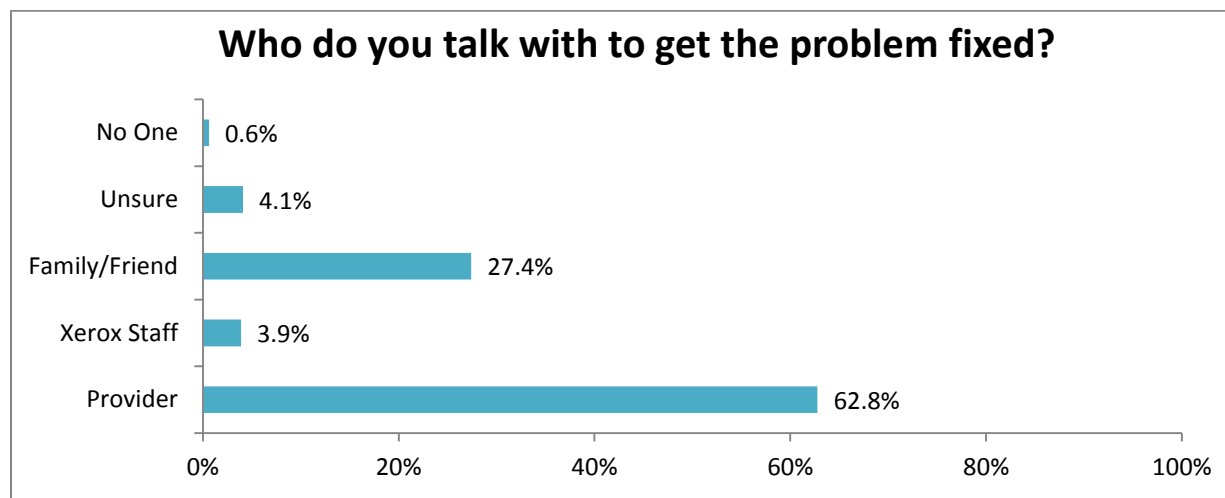


Figure 26: Data from Survey question #32

Survey Question #32: If there is something wrong with the help you are getting, who do you talk with to get the problem fixed?

	Percentage	Count
Provider	62.78%	307
Xerox Staff	3.89%	19
Family/Friend	27.40%	134
Unsure	4.09%	20
No One	0.61%	3
Other	1.23%	6
TOTAL	100.00%	489

Survey Question #33: Do you know who to call when you want to make a formal complaint?

	Percentage	Count
Yes	42.31%	176
No	49.04%	204
Unsure	8.65%	36
TOTAL	100.00%	416

If yes, who? Participants often responded with the agency or director. Some simply named a family member or their provider.

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 improvement.

The survey results showed that 98.1% reported the services they receive include things that are important to them. Ninety-eight percent (97.6%) reported that their LTPCS worker does things the way they want them done and over 99% report that their worker both treats them respectfully and is attentive to their needs. Furthermore, only 3.4% of participants reported they were unable to complete a personal care task within the last 60 days due to unavailability of a caregiver (informal or formal). This represents a 64% decrease from 2012 and 83% decrease from 2009 (9.5% and 19.7% respectively).

Some areas for improvement are visible as well. Only 6.1% of participants report that someone has discussed special equipment or home modifications with them. Although LTPCS does not provide funding for home modifications, some equipment might be available through the Medicaid State Plan (durable medical equipment) or other community resources. This is an area for improvement on the part of OAAS to make referrals to community resources when appropriate. When examining health and medical care, only 21.6% of those interviewed reported that they have seen a dentist in the past year as opposed to 97.4% who received a routine checkup with their doctor. This more than likely reflects an access issue since Medicaid does not cover most dental care but is worthy of highlighting nonetheless. Less than half (49%) of male participants 40 years of age and older reported ever having a PSA test to screen for prostate cancer. This is considerably lower than responses received in our 2009 and 2012 surveys (67% and 71.6% respectively). Finally, only 42.3% 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 LTPCS program. This is the third consumer survey for this program and has provided a wealth of information to the OAAS.