



**Ted Strickland, Governor | Barbara E. Riley, Director**

**Choices Participant Satisfaction Survey Results  
FY 2007**

March 2008

## Choices Participant Satisfaction Survey – FY 2007

**Introduction:** Ohio's Choices Waiver program currently serves more than 300 older adults by providing services in home and community settings to delay or prevent nursing facility placement. Services help preserve the independence of the individual and maintain ties to family and friends. The program enables participants to be employers and hire service providers (including friends, neighbors and some relatives) to provide community-based care.

In October 2007, the first Choices Participant Satisfaction Survey was sent to 220 Choices participants. It measured overall participant satisfaction with the program, as well as their satisfaction with the work of their case managers.

**Sampling:** Choices participants who had received at least two Choices services and were on the Choices program for at least six months as of August 2007 were used as the base for the sample. Because the Choices program's census was small enough, all eligible participants received a survey.

**Return:** The survey requested that participants complete and return it by November 30, 2007. The deadline was extended to December 14, 2007 to ensure all survey results were included in the data analysis. By December 14, 2007, 151 surveys (69

percent) were returned (page 8). Forty percent of the surveys were completed by the participant alone (page 9). Family members helped to complete another 55 percent of the surveys (including those who helped participants fill out the survey and family members who filled out the survey alone).

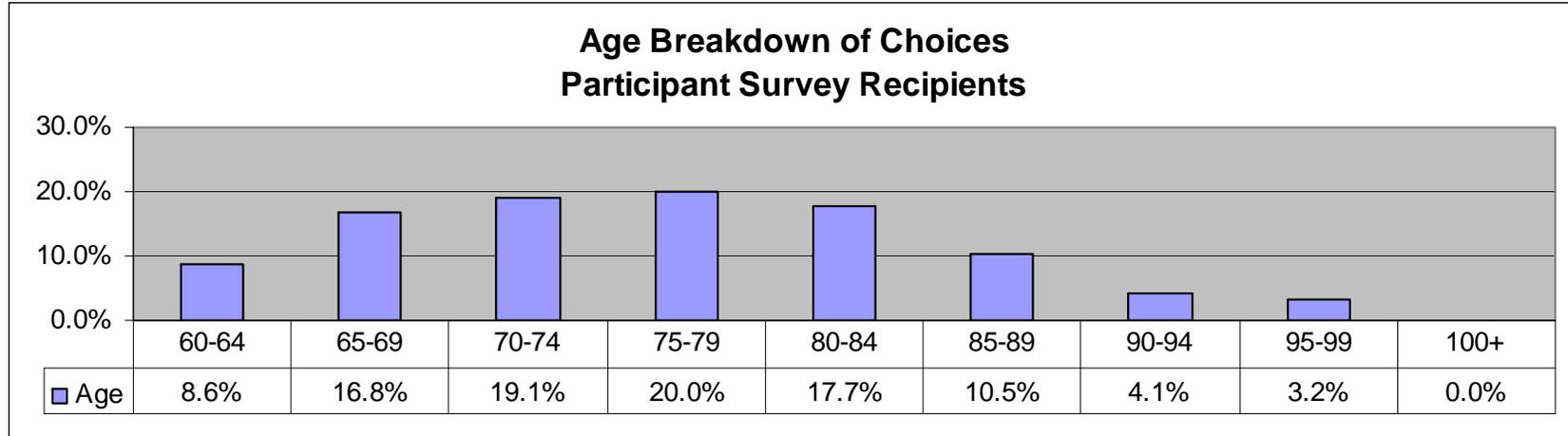
**Results:** Overall, Choices participants are very pleased with the services they are receiving (page 11). Statewide, 94.5 percent of surveyed participants were "very satisfied" or "extremely satisfied." The percentage of participants who would "definitely" or "likely" recommend the Choices Waiver program to a friend is 97 percent. Only 1 percent reported that they would "probably not" recommend the program (page 19).

### Survey notes:

- Grand totals for each question may add up to a little under or a little over 100 percent due to rounding.
- The Choices program is currently available in PAA 6 (Columbus), PAA 7 (Rio Grande) and PAA 8 (Marietta) only.

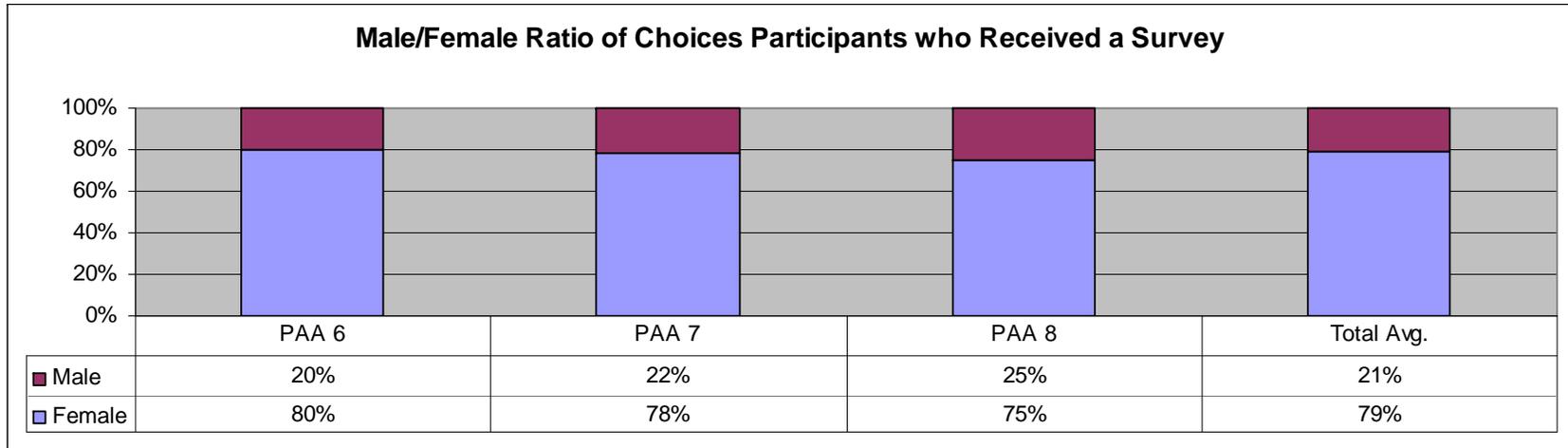
**Demographic Profile of Survey Recipients**

## Demographic Profile of Survey Recipients

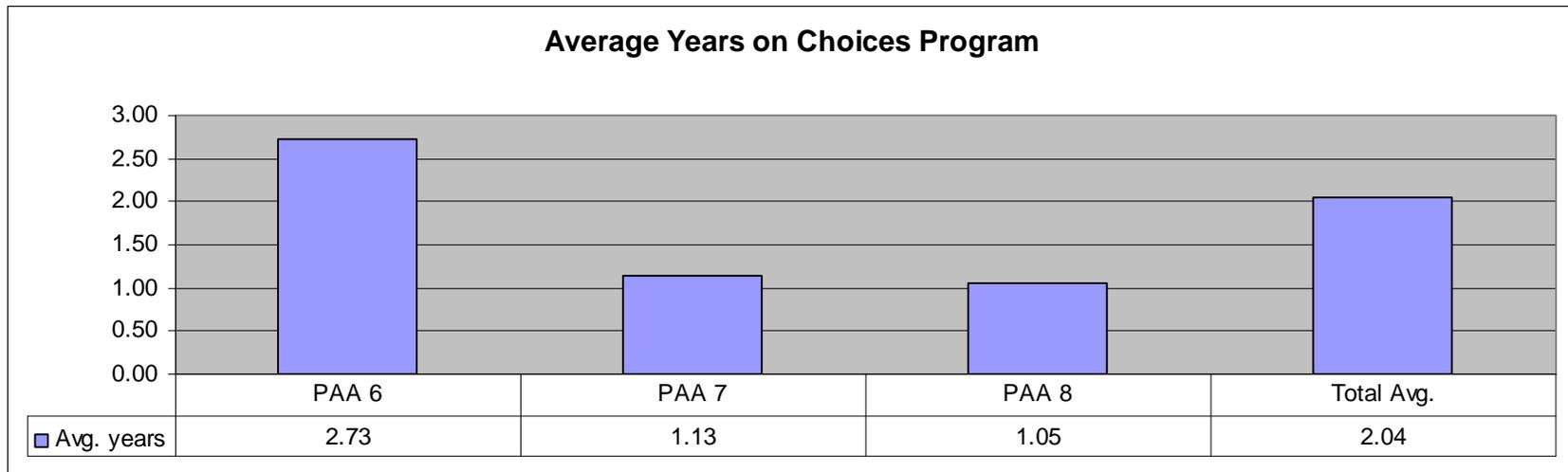
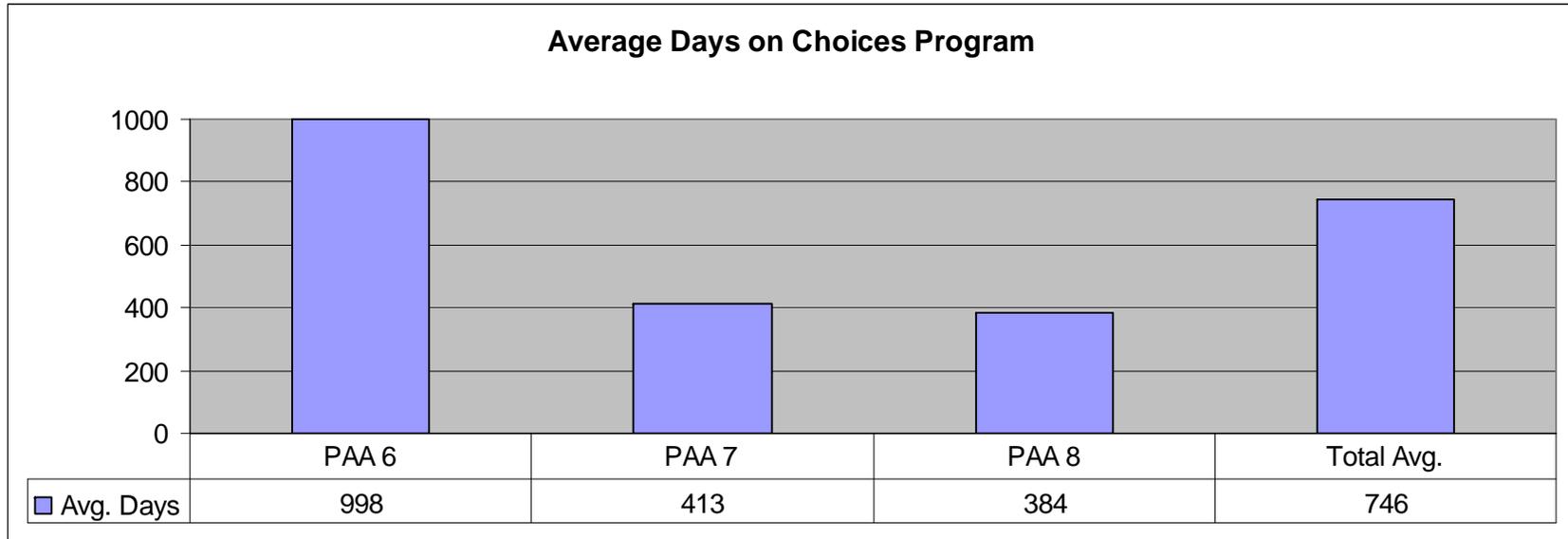


<b>PAA</b>	<b>PAA 6</b>	<b>PAA 7</b>	<b>PAA 8</b>	<b>Total</b>
<b>60-64</b>	6	12	1	19
<b>65-69</b>	17	18	2	37
<b>70-74</b>	25	11	6	42
<b>75-79</b>	24	17	3	44
<b>80-84</b>	27	10	2	39
<b>85-89</b>	14	7	2	23
<b>90-94</b>	7	2	0	9
<b>95-99</b>	6	1	0	7
<b>100+</b>	0	0	0	0
<b>Total</b>	126	78	16	220

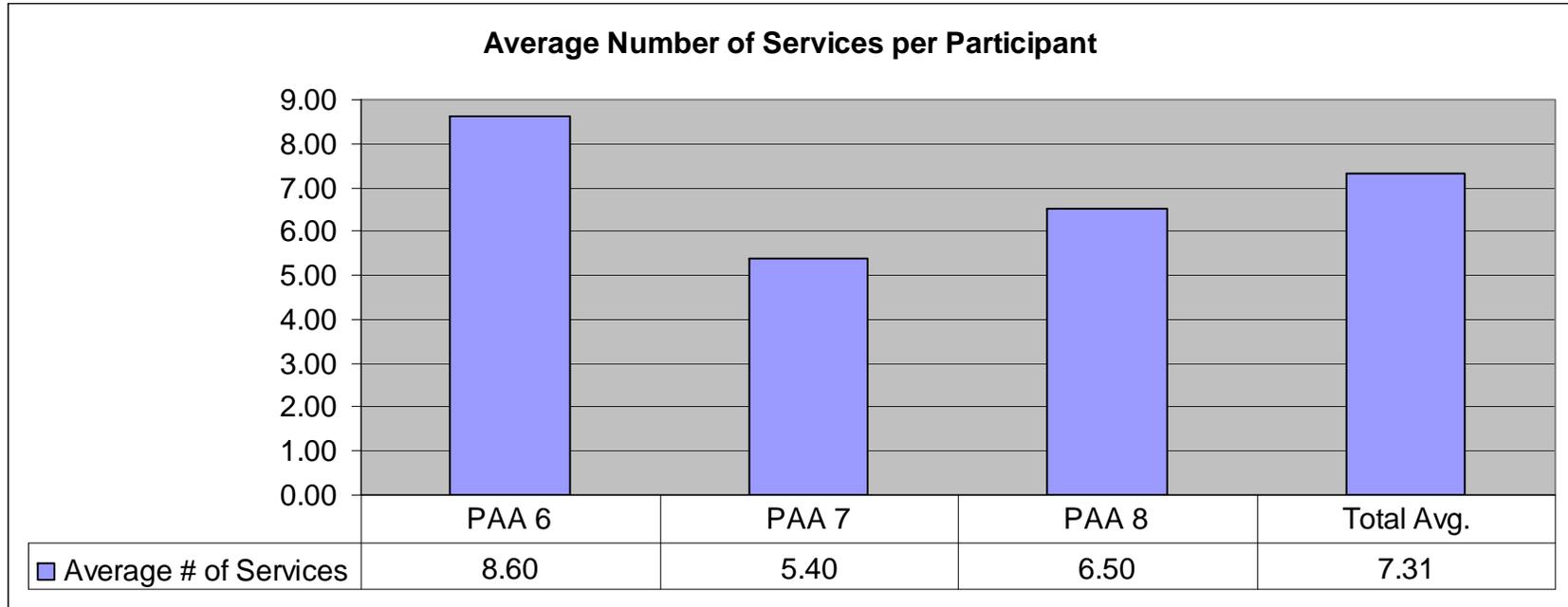
## Demographic Profile of Survey Recipients



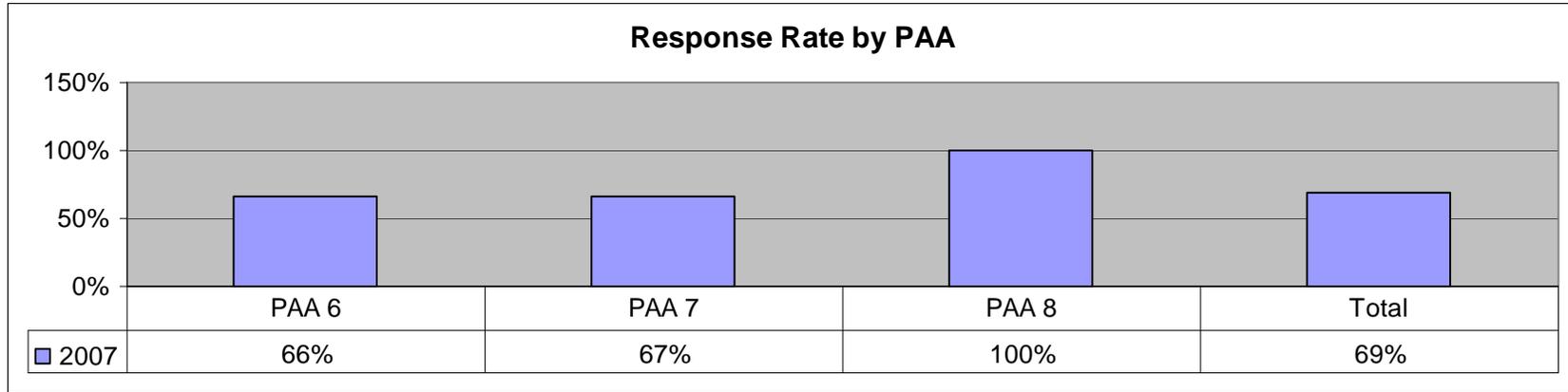
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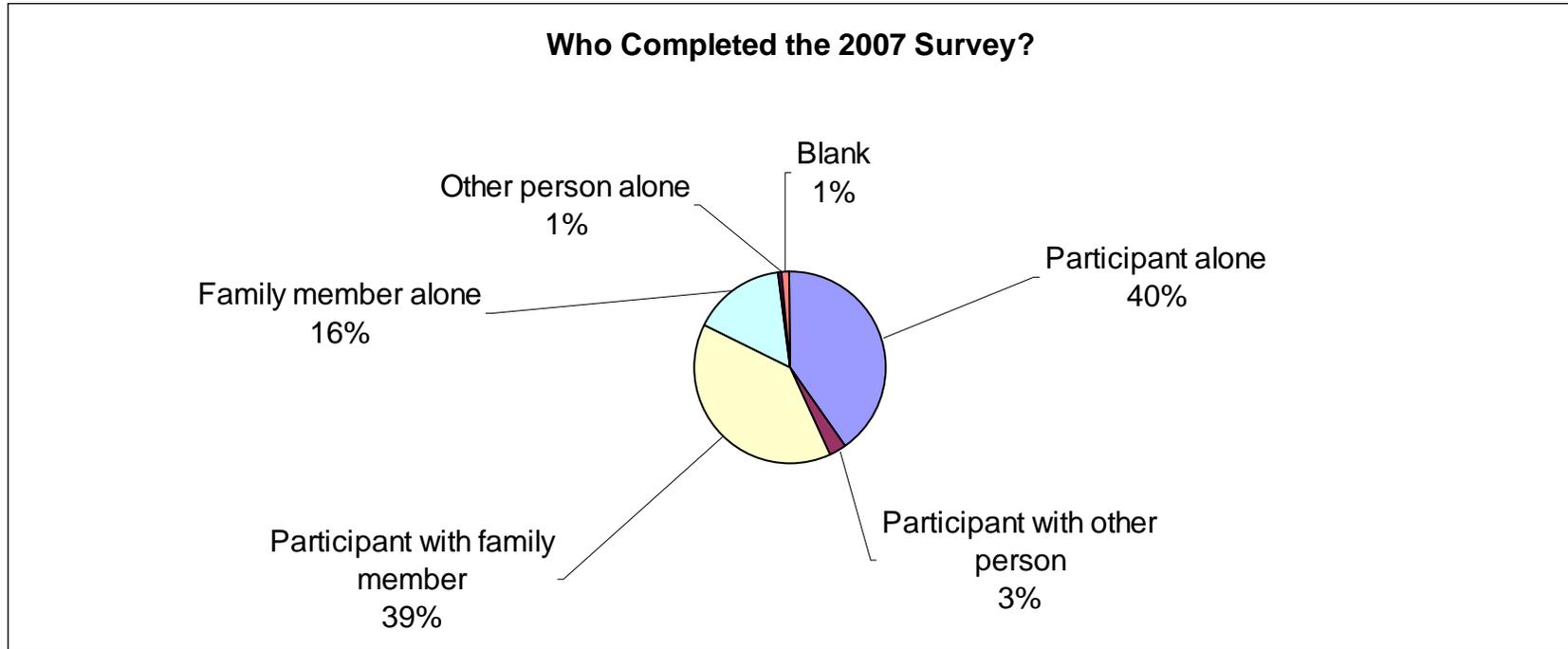


<b>Response Rate for 2007: Number of Surveys Returned per PAA</b>				
<b>PAA</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>Total</b>
Sample	126	78	16	220
Surveys Returned	83	52	16	151

**Notes:**

1. Sample: Number of surveys sent to Assisted Living participants in each PAA.
2. Surveys Returned: Number of surveys that were completed by Assisted Living Participants and were returned to ODA.

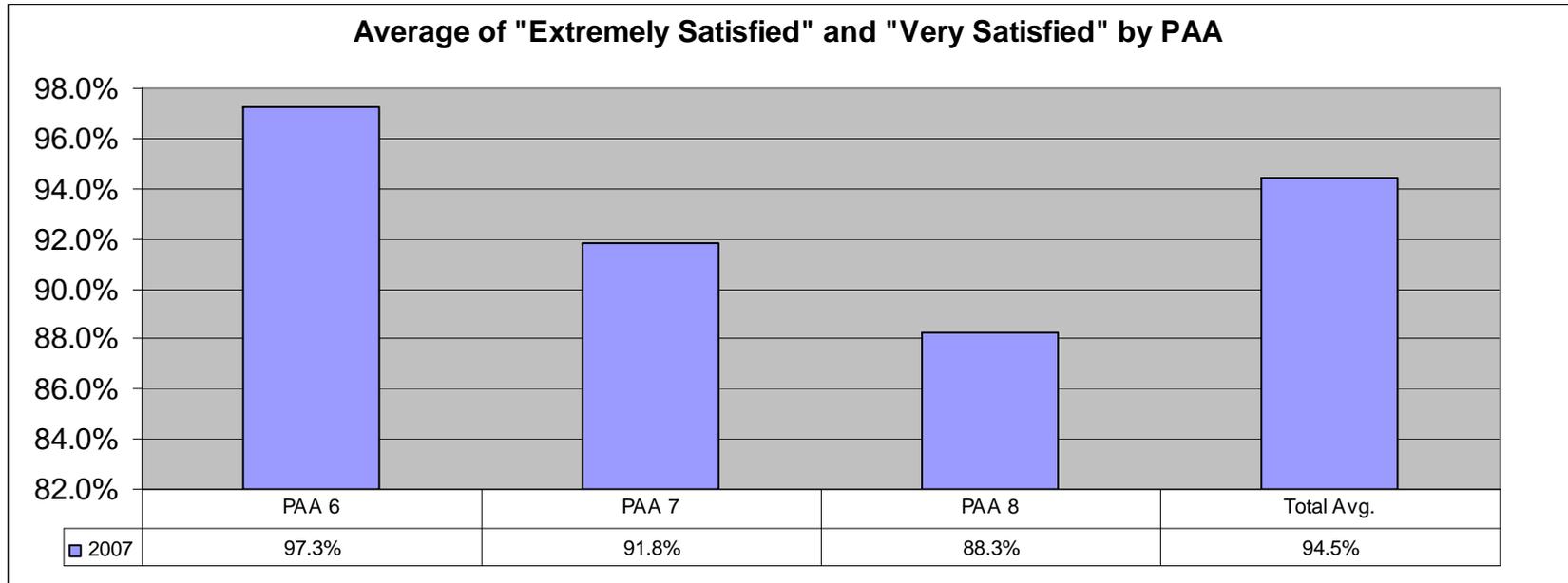
## Demographic Profile of Survey Recipients



Who Completed the 2007 Survey?				
	PAA 6	PAA 7	PAA 8	Total
Participant alone	36%	42%	56%	40%
Participant with other person	0%	8%	0%	3%
Participant with family member	46%	37%	13%	39%
Family member alone	17%	12%	25%	16%
Other person alone	0%	0%	6%	1%
Blank	1%	2%	0%	1%

**Participant Satisfaction Level by PAA:  
Results of Participant Satisfaction Survey Questions**

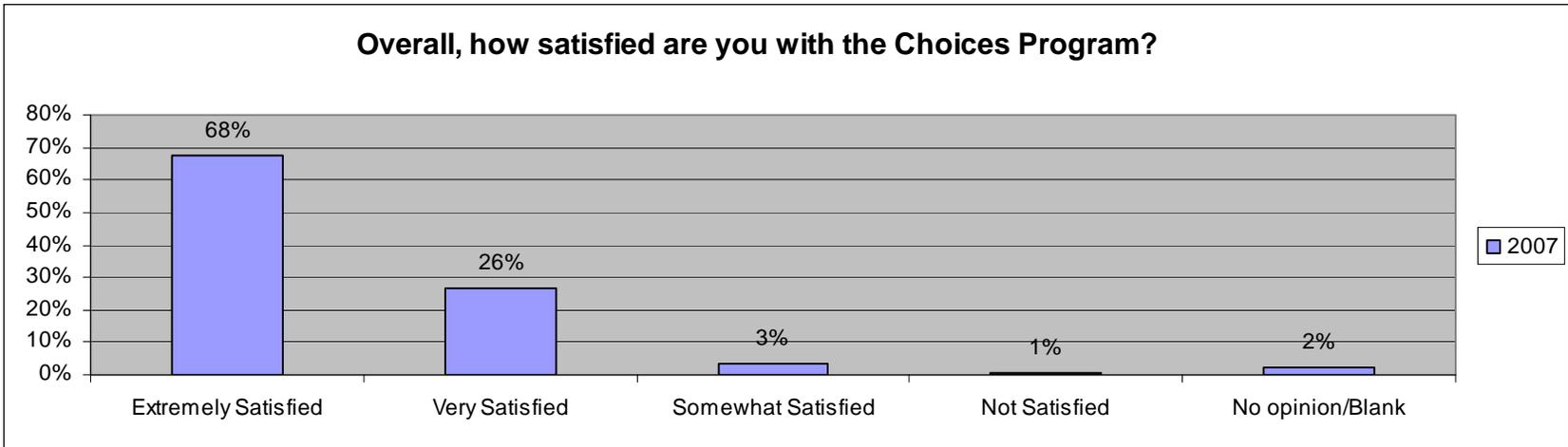
## Participant Satisfaction Level by PAA



**Notes:**

1. This chart represents the combination of "extremely satisfied" and "very satisfied" replies averaged across all questions.
2. Percentages may add up to a little under or over 100 percent due to rounding.

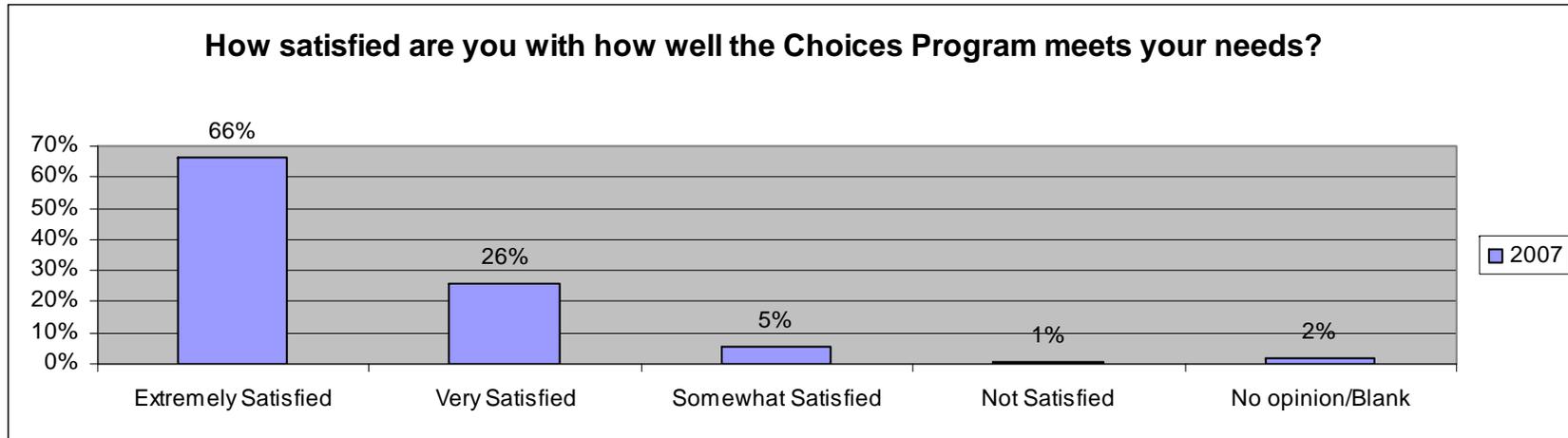
## Participant Satisfaction Level by PAA



Overall, how satisfied are you with the Choices Program?				
	PAA 6	PAA 7	PAA 8	Total Avg.
Extremely Satisfied	69%	67%	63%	68%
Very Satisfied	29%	25%	19%	26%
Somewhat Satisfied	1%	6%	6%	3%
Not Satisfied	1%	0%	0%	1%
No Opinion/Blank	0%	2%	13%	2%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

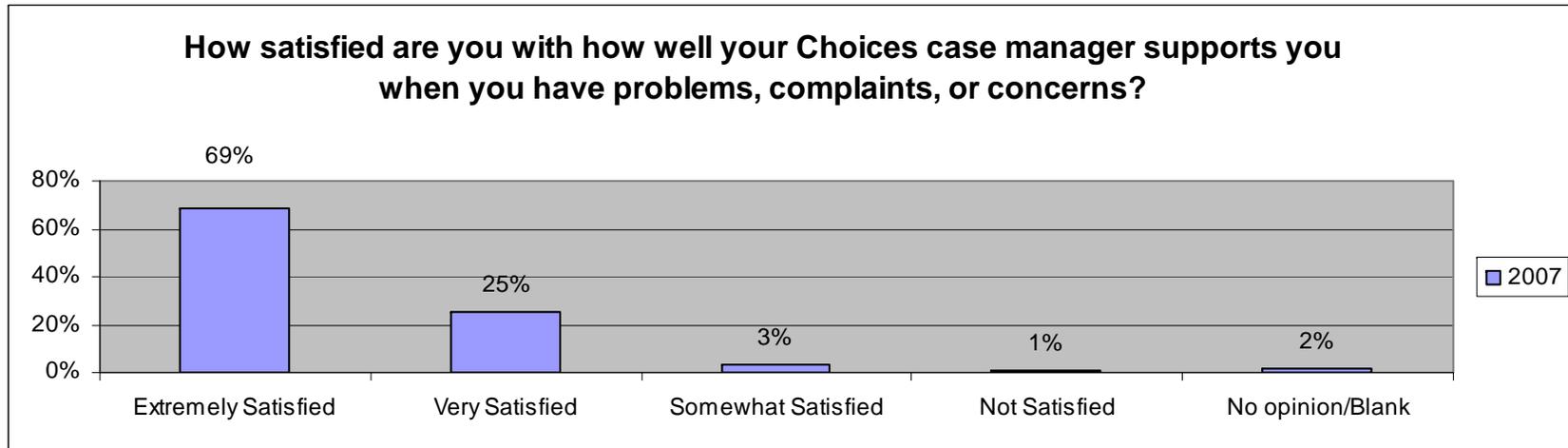
## Participant Satisfaction Level by PAA



How satisfied are you with how well the Choices program meets your needs?				
	PAA 6	PAA 7	PAA 8	Total Avg.
Extremely Satisfied	67%	67%	56%	66%
Very Satisfied	29%	23%	19%	26%
Somewhat Satisfied	2%	8%	13%	5%
Not Satisfied	1%	0%	0%	1%
No Opinion/Blank	0%	2%	13%	2%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

## Participant Satisfaction Level by PAA

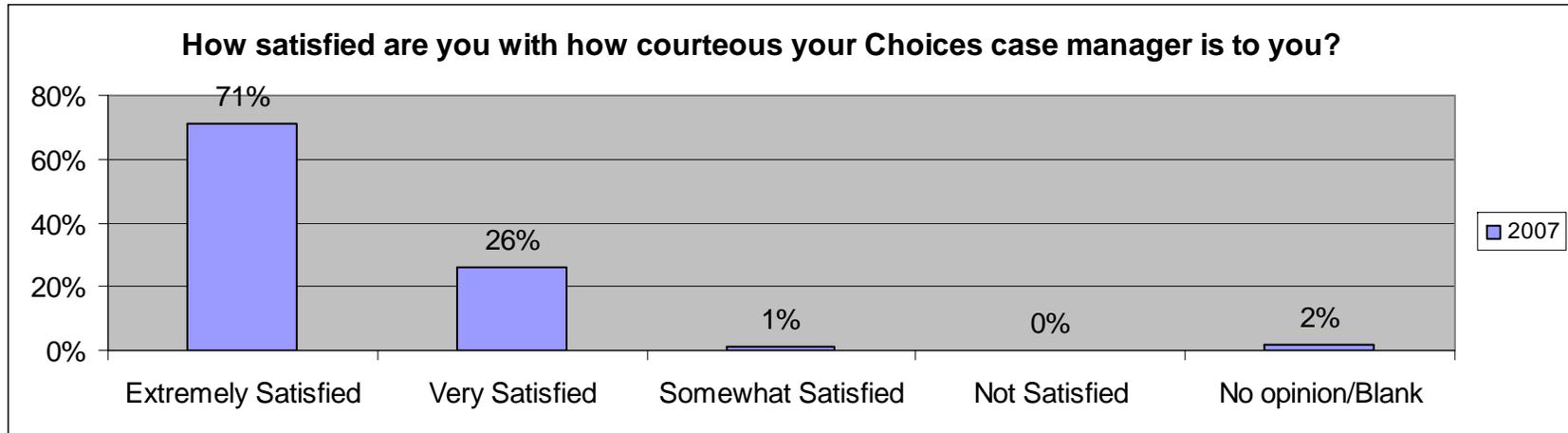


**How satisfied are you with how well your Choices case manager supports you when you have problems, complaints, or concerns?**

	PAA 6	PAA 7	PAA 8	Total Avg.
Extremely Satisfied	72%	65%	63%	69%
Very Satisfied	25%	25%	25%	25%
Somewhat Satisfied	2%	6%	0%	3%
Not Satisfied	0%	2%	0%	1%
No Opinion/Blank	0%	2%	13%	2%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

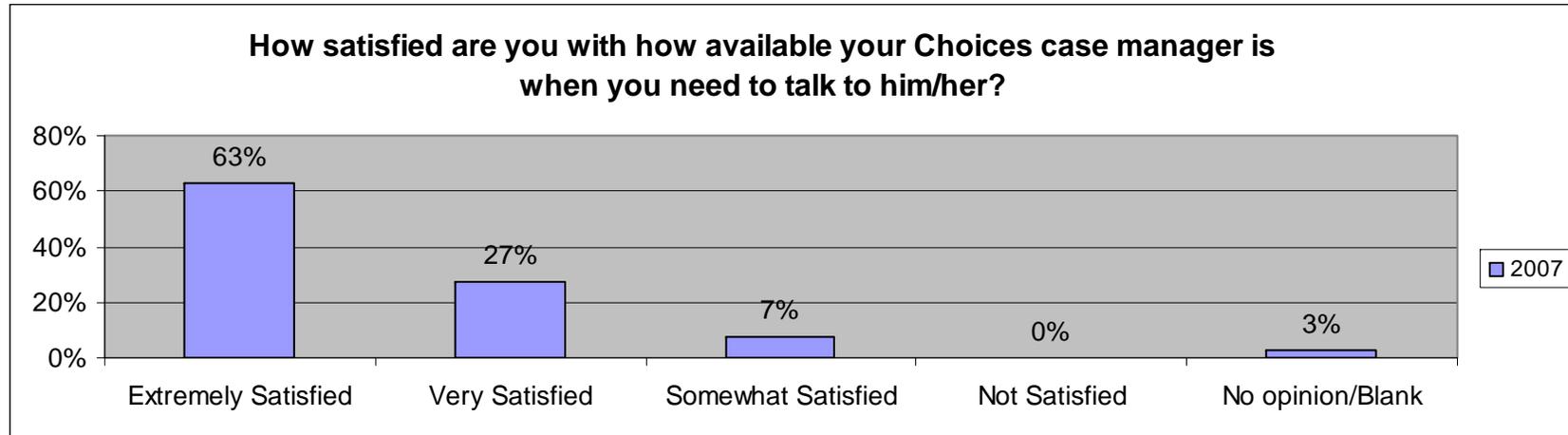
## Participant Satisfaction Level by PAA



<b>How satisfied are you with how courteous your Choices case manager is to you?</b>				
	<b>PAA 6</b>	<b>PAA 7</b>	<b>PAA 8</b>	<b>Total Avg.</b>
Extremely Satisfied	75%	67%	63%	71%
Very Satisfied	24%	29%	25%	26%
Somewhat Satisfied	1%	2%	0%	1%
Not Satisfied	0%	0%	0%	0%
No Opinion/Blank	0%	2%	13%	2%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

## Participant Satisfaction Level by PAA

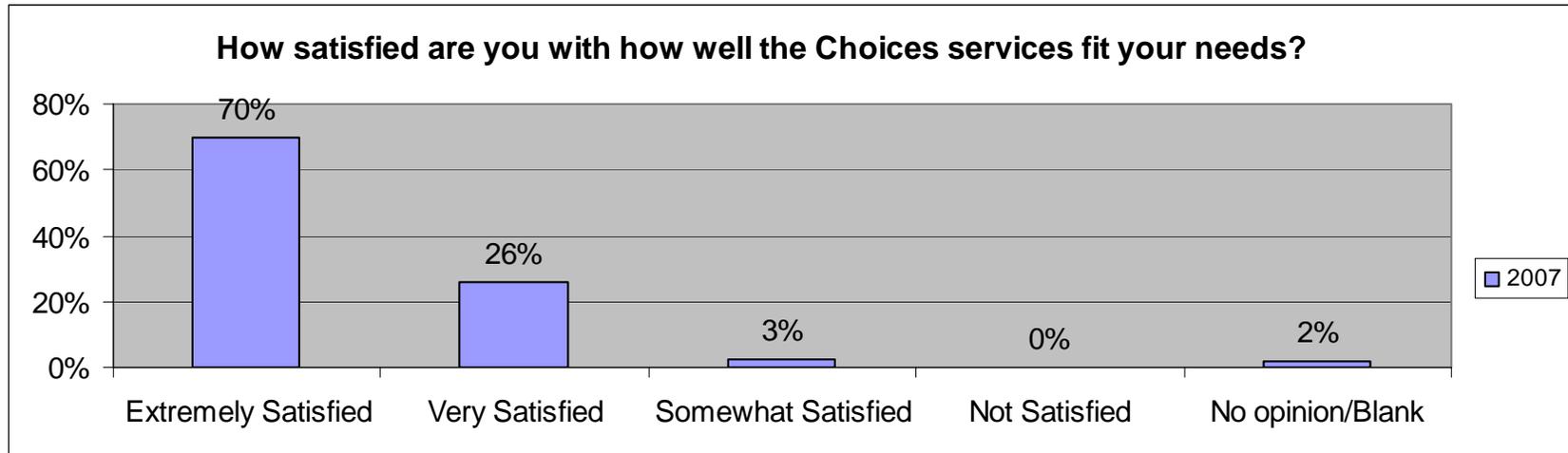


**How satisfied are you with how available your Choices case manager is when you need to talk to him/her?**

	PAA 6	PAA 7	PAA 8	Total Avg.
Extremely Satisfied	64%	56%	81%	63%
Very Satisfied	30%	29%	6%	27%
Somewhat Satisfied	5%	13%	0%	7%
Not Satisfied	0%	0%	0%	0%
No Opinion/Blank	1%	2%	13%	3%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

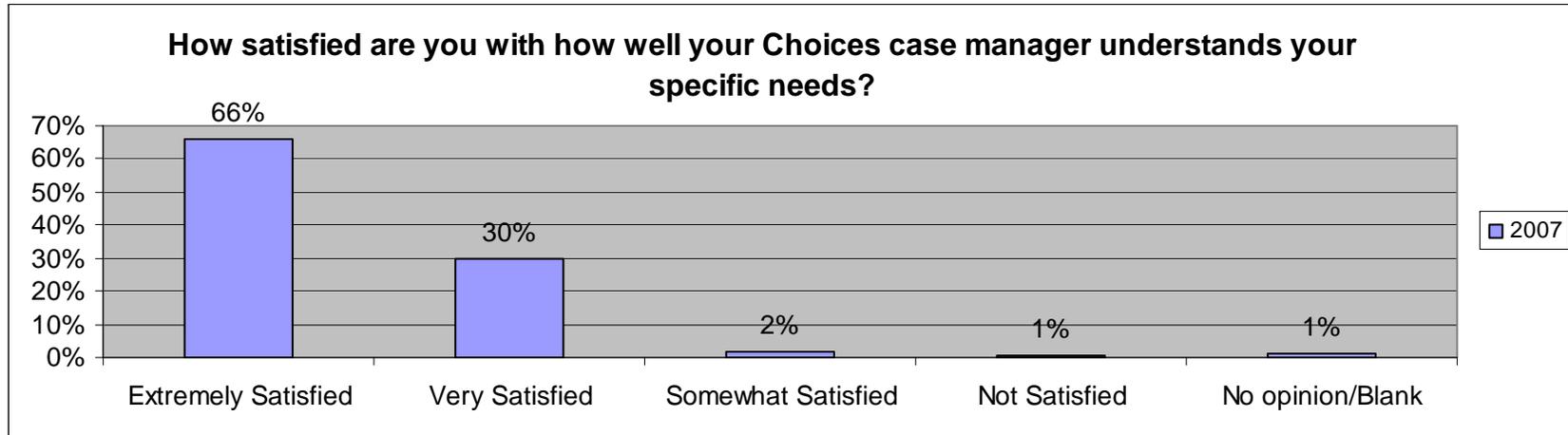
## Participant Satisfaction Level by PAA



How satisfied are you with how well the Choices services fit your needs?				
	PAA 6	PAA 7	PAA 8	Total Avg.
Extremely Satisfied	71%	69%	63%	70%
Very Satisfied	27%	25%	25%	26%
Somewhat Satisfied	2%	4%	0%	3%
Not Satisfied	0%	0%	0%	0%
No Opinion/Blank	0%	2%	13%	2%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

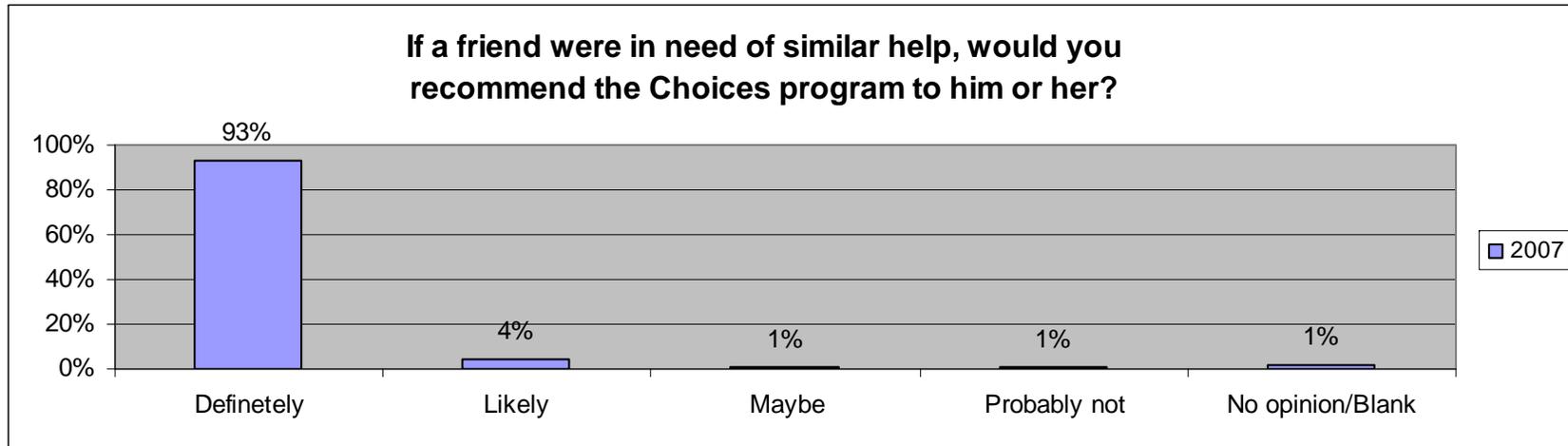
## Participant Satisfaction Level by PAA



How satisfied are you with how well your Choices case manager understands your specific needs?				
	PAA 6	PAA 7	PAA 8	Total Avg.
Extremely Satisfied	66%	65%	69%	66%
Very Satisfied	31%	27%	31%	30%
Somewhat Satisfied	1%	4%	0%	2%
Not Satisfied	0%	2%	0%	1%
No Opinion/Blank	1%	2%	0%	1%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

## Participant Satisfaction Level by PAA



If a friend were in need of similar help, would you recommend the Choices program to him or her?				
	PAA 6	PAA 7	PAA 8	Total Avg.
Definetely	93%	94%	94%	93%
Likely	6%	0%	6%	4%
Maybe	0%	2%	0%	1%
Probably Not	0%	2%	0%	1%
No Opinion/Blank	1%	2%	0%	1%

**Note:** Percentages may add up to a little under or over 100 percent due to rounding.

**Summary of Concern Data**

## Summary of Concern Data

The Choices Participant Satisfaction Survey offered survey respondents a chance to provide feedback regarding the program. There were both glowing comments about case managers as well as concerns about the untimely return of phone calls from case managers to participants and the need for better service delivery. We designated negative feedback as “concerns.”

The feedback provided ran the gamut and provided some interesting perspectives that will add some quality improvement initiatives to our work during the next year.

Of the 12 concerns submitted, eight (67 percent) were addressed and resolved. Unresolved concerns occurred in instances where the participant did not provide contact information for follow-up, had expired or had moved out of state.

Other concerns that were expressed but did not lend themselves to resolution on the individual level included requests for provider rate increases for staff and the amount of participant liability for the Medicaid program.

Concerns that could be addressed on an individual level were divided into four types: case management, home medical equipment, service delivery and miscellaneous concerns.

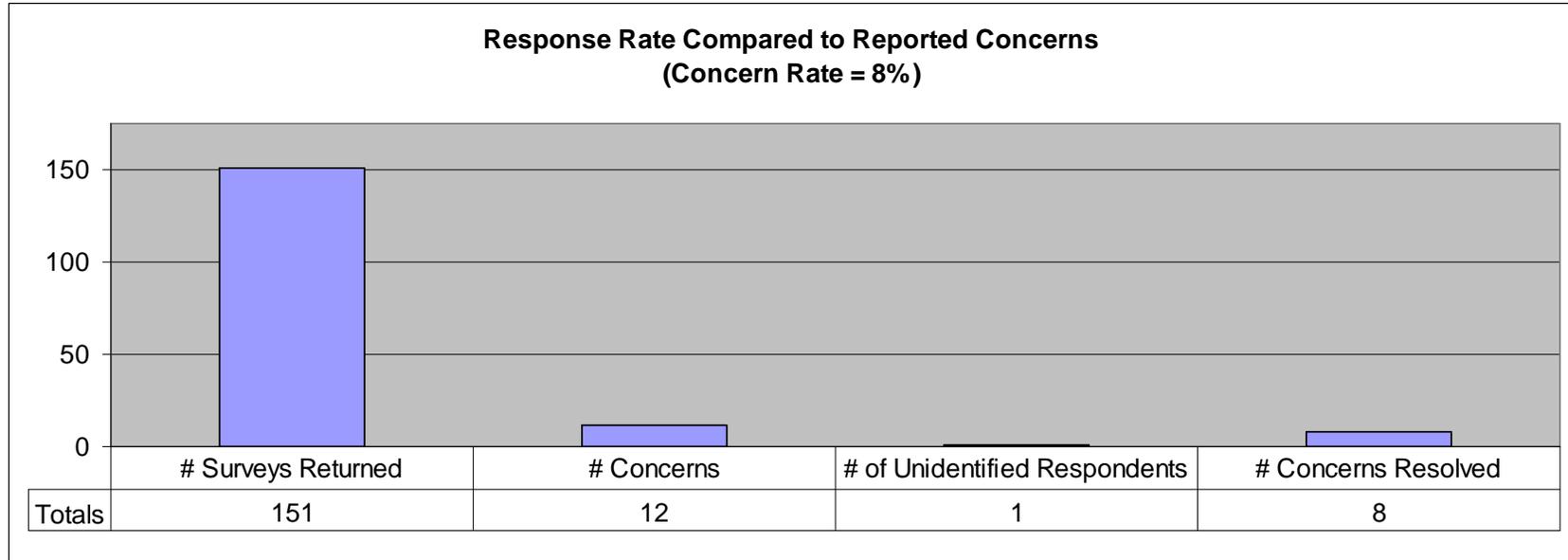
Case management concerns included issues such as participants felt they needed more assistance in getting items or information they needed; the case manager didn't return phone call promptly or visit the consumer often enough and consumers wanted increased hours of help.

Home medical equipment issues focused on the need for timelier follow-up on equipment and related supplies, as well as participants wanting to change providers.

Service delivery issues ranged from assuring that federal criminal background checks are completed to wanting more hours or services, to stating that the program could be more effectively advertised.

Miscellaneous concerns consisted of issues such as medical insurance for workers; the need to reduce the time it takes to certify workers; reduction of paperwork and FMS issues.

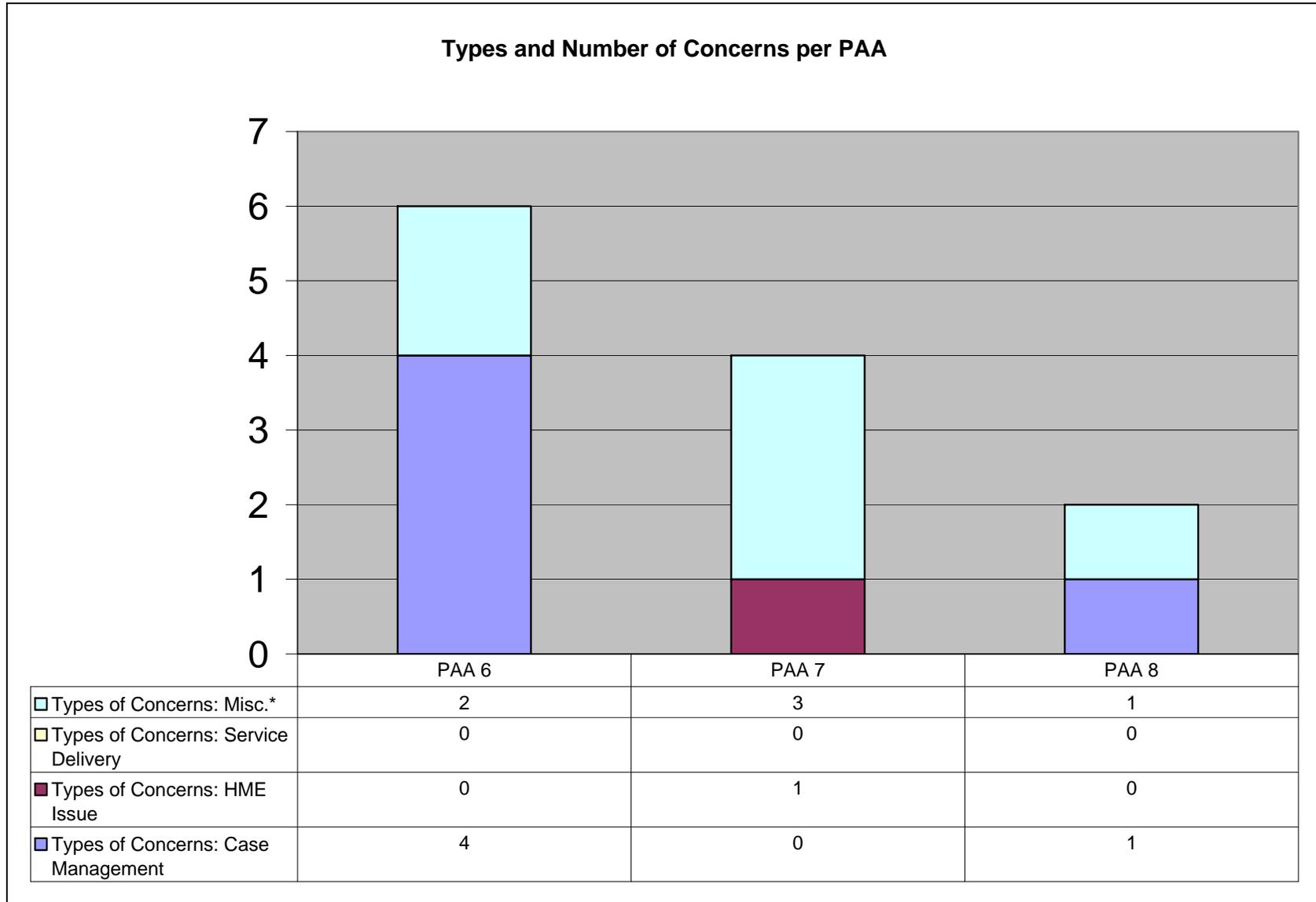
## Summary of Concern Data



PAA	Types of Concerns				Total
	Case Management	HME Issue	Service Delivery	Misc.*	
PAA 6	4	0	0	2	6
PAA 7	0	1	0	3	4
PAA 8	1	0	0	1	2
<b>Total</b>	5	1	0	6	12

**Note:** Miscellaneous includes concerns where the consumer did not specify his or her exact concern or provide his or her name.

## Summary of Concern Data



**Note:** Miscellaneous includes concerns where the consumer did not specify his or her exact concern or provide his or her name.

**Summary of Compliment Data**

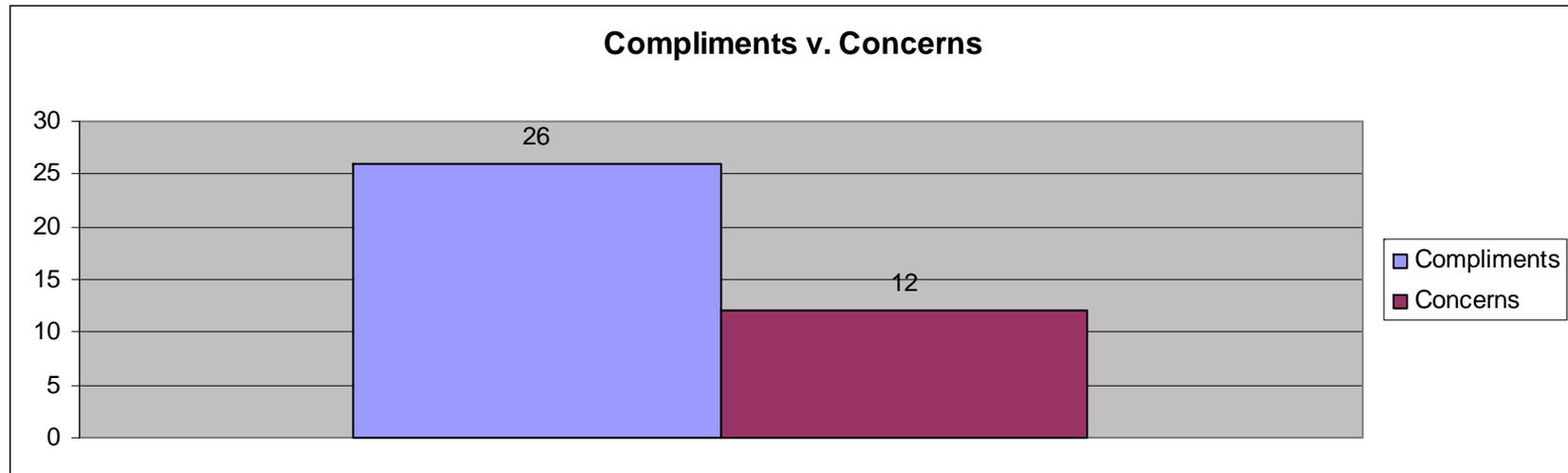
## Summary of Compliment Data

Choices Participant Satisfaction Survey respondents provided compliments regarding the program. The compliments covered all facets of the program, from case managers, to care planning, to quality of service. We have included a section of the survey report dedicated to these positive comments.

Compliments are forwarded to the PAA in which the participant resides. Additionally, any compliment that lists a case manager or other worker by name is forwarded to that individual and his

or her supervisor, if applicable. The Ohio Department of Aging also keeps a log of each compliment recipient

The following is a sampling of the comments by PAA. The compliments provided in this report cover different aspects of the Choices program.



	PAA 6	PAA 7	PAA 8	Total
Compliments	13	11	2	26
Concerns	6	4	2	12

## Summary of Compliment Data

### PAA 6

“Keep doing an outstanding job.” – *Dale C., Columbus*

“We’ve been pleased with the program – being able to choose who will stay with my mother. Also the flexibility with the hours has been a big plus...” – *Celestine C., Columbus*

“This program has enabled my mother to have the kind of care she wanted and our family wished to give her. It has been a lifesaver – this is the type of program the community needs, people want to take care of their older relatives at home. I don’t believe my mother would be alive today if we had put her in a nursing home. So, thank you!” – *R. Blazer, Columbus*

“This service is great for people like me; in keeping me with my family so they don’t have to visit me in a nursing home. The care is great, my case workers are great and I feel well protected. Thank you.” – *George M. Bloomingburg*

### PAA 7

“My mother and I think this is the best program we have ever seen. It not only gives my mother freedom to choose her workers but saves the state considerable amounts of money

because you don’t have to get anything you don’t need. I would recommend this program to any one who needs home care! Thanks so much!” – *Linda H., West Portsmouth*

“I like the Choices Program because it gives me more independence.” – *Patricia E., Gallipolis*

“Just wanted to let you know that we are so very thankful for your program. We are totally satisfied and are not able to find one thing that you have not covered. Again, thank you!” – *Brenda P., Gallipolis*

### PAA 8

“Choices program is a great program. I am very pleased with it. My case manager is a very helpful and pleasant person. If I have any concerns, I can call her and she will help me. Pat is a very nice person. I like the program that Choices has very much. Thank you.” – *Annabell M., Jacksonville*

“We are satisfied. Whenever we need to take longer on some days to do stuff, we can re-arrange the hours to match. If we would rather do afternoon or morning, it’s our choice.” – *Pearl S., Graysville*

**Ohio** | Department of  
Aging

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