

Elderly & Disabled Waiver Services: Development of the Client Satisfaction Survey – Short Forms

Executive Summary

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Overview: This report represents an addendum to an earlier report, *Elderly & Disabled Waiver Services: Results of a Statewide Client Survey* (Glass, Roberto, Teaster, & Brossoie, 2004). Since its distribution, further development and analysis of the Client Satisfaction Survey was conducted, with the goal of creating a short form version to be administered by providers and utilization review analysts of Elderly and Disabled (E&D) Waiver services. In addition, a second version of the short survey is presented for use during home visits as a supplement to questions asked of nursing supervisors and utilization review analysts.

Results: The final version of the Client Satisfaction Survey – Short Form 1 (SF1) is supported by theoretical frameworks presented by Noelker and Harel (2001) and the Centers for Medicare and Medicaid (2004) *HCBS Quality Framework*. The 18-item survey represents five areas represented in the *HCBS Quality Framework*:

- Participant-Centered Planning and Delivery
- Provider Capacity and Capabilities
- Participant Safeguards
- Participant Rights and Responsibilities
- Participant Outcomes and Satisfaction

Analyses indicate acceptable internal consistency of the items within each domain; the items also have good face validity, providing acceptable representations of each of the domains.

The modified Client Satisfaction Survey – Short Form 2 (SF2) is comprised of 8 items that represent key concerns shared by recipients and providers. The items address overall satisfaction with services, the aide's skills, and the characteristics of the aide. The survey is designed to be verbally administered to the client or primary caregiver by the RN supervisor or UR analyst while visiting the client home.

Recommendations: The following recommendations are based on the findings from the statewide survey and discussions with clients and family caregivers during the development phase of the survey.

- All agencies offering Virginia's E&D Waiver services should distribute the Client Satisfaction Survey – Short Form 1 (SF1) annually to their clients or family caregivers.
 - Agencies should submit their findings in a summary report to DMAS on June 30th of each year.
- RN Supervisors and UR analysts should administer the modified version of the satisfaction survey short form (SF2) in conjunction with their own questions during home visits.
 - Responses to SF2 are kept in the client's file and are reviewed during the UR visit