

## Aging Waiver Satisfaction Questions from the November 2011 Survey

The Quality Management, Metrics, and Analytics Office (QMMA) within the Office of Long Term Living (OLTL), with the assistance of Penn State University, has developed two Participant Satisfaction Surveys for use with our Home and Community Based Services (HCBS). These surveys have been mailed to enrolled waiver participants beginning in November 2009. The surveys cover the Aging, Attendant Care, Independence, OBRA, COMMCARE, and 0192 (AIDS) Waivers.

The 'New Enrollment Survey' is mailed out every four months to participants who are within their initial 120 days of enrollment in a program (March, July, and November). The 'Annual Participant Satisfaction Survey' is sent to a valid statistical sampling of those individuals who have been receiving program services for over one year. This mailing occurs in November.

The following two charts show the principle satisfaction questions from the Aging Waiver Survey. These results are taken from our November 2011 mailings, which are the most recent results. The survey is one part of the QMMA Quality Improvement Strategy as the replies are opinion and therefore subjective.

### Aging Annual Participant Survey (MA 543)

Survey Question	Satisfaction Rate
Q. 7. Overall, I am satisfied with the amount of services that I get.	92.6%
Q. 13. Overall, I am satisfied with my ability to direct my own services.	89.5%
Q. 15. Overall, I am satisfied with the quality of service(s) I get.	96.2%
Q. 18. Overall, I am satisfied with my Service Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)	94.7%
Q. 22. Overall, I am satisfied with the type(s) of services I get.	95.5%
Average Satisfaction Rate:	93.7%
<b>Total Mailed / Received / Reply Rate</b>	1974 / 544 / 28%

**Aging New Participant Survey (MA 544)**

Survey Question	Satisfaction Rate
Q. 4. I am satisfied with how long it took to begin getting services.	79.9%
Q. 23. Overall, I am satisfied with the amount of services that I get.	90.6%
Q. 24. . Overall, I am satisfied with the agency which provides my services.	94.0%
Q. 25. Overall, I am satisfied with the types of services that I get.	92.6%
Q. 26. Overall, I am satisfied with the ability to direct the services that I use.	90.8%
Q. 27. Overall, I am satisfied with who coordinates my services.	94.0%
Q. 28. Overall, I am satisfied that my individual service plan meets my needs.	90.1%
Q. 29. Overall, I am satisfied with the persons who provide my hands on assistance.	92.5%
Q. 31. Overall, I am satisfied with my Service Coordinator.	94.5%
Average Satisfaction Rate:	91.0%
<b>Total Mailed / Received / Reply Rate</b>	1982 / 616 / 31%

Note: 'New Survey' data covers enrollees from period May 1 – August 31, 2011.

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APPRISE  
2011 Medicare  
Annual Enrollment  
Period (AEP)  
Quick Survey

Pennsylvania Department  
of Aging

January 21,  
2011

# APPRISE

## 2011 AEP Quick Survey

### Survey Methodology & Distribution

The 2011 APPRISE Medicare Annual Enrollment Period (AEP) Survey was administered during the 2011 Medicare Annual Enrollment Period (AEP), from October 1 through December 31, 2011. Clients were asked to complete a short survey at the close of an APPRISE presentation or enrollment event, or after they received APPRISE counseling services. The short survey asked them to predict key outcomes and provide their open-ended feedback.

Surveys were printed on a small business card-size, bi-fold brochure and billed as a “30-second survey.” Volunteers and staff encouraged beneficiaries asking them to complete and deposit in the comment box or “tip jar.” Comment boxes and survey cards were distributed to every local program across the state. These hard copy surveys were then entered into an online survey by county APPRISE coordinators or volunteers, using [www.surveymonkey.com](http://www.surveymonkey.com).

Surveys from 55 (82%) of Pennsylvania’s 67 counties were collected, representing clients from urban, suburban, and rural communities. Of the over 37,000 people who received enrollment assistance, and over 5,500 people who attended enrollment events, 3,661 (8.6%) participated in the survey, resulting in a 95% confidence level with a +/-2% margin of error.

# APPRISE

## 2011 AEP Quick Survey

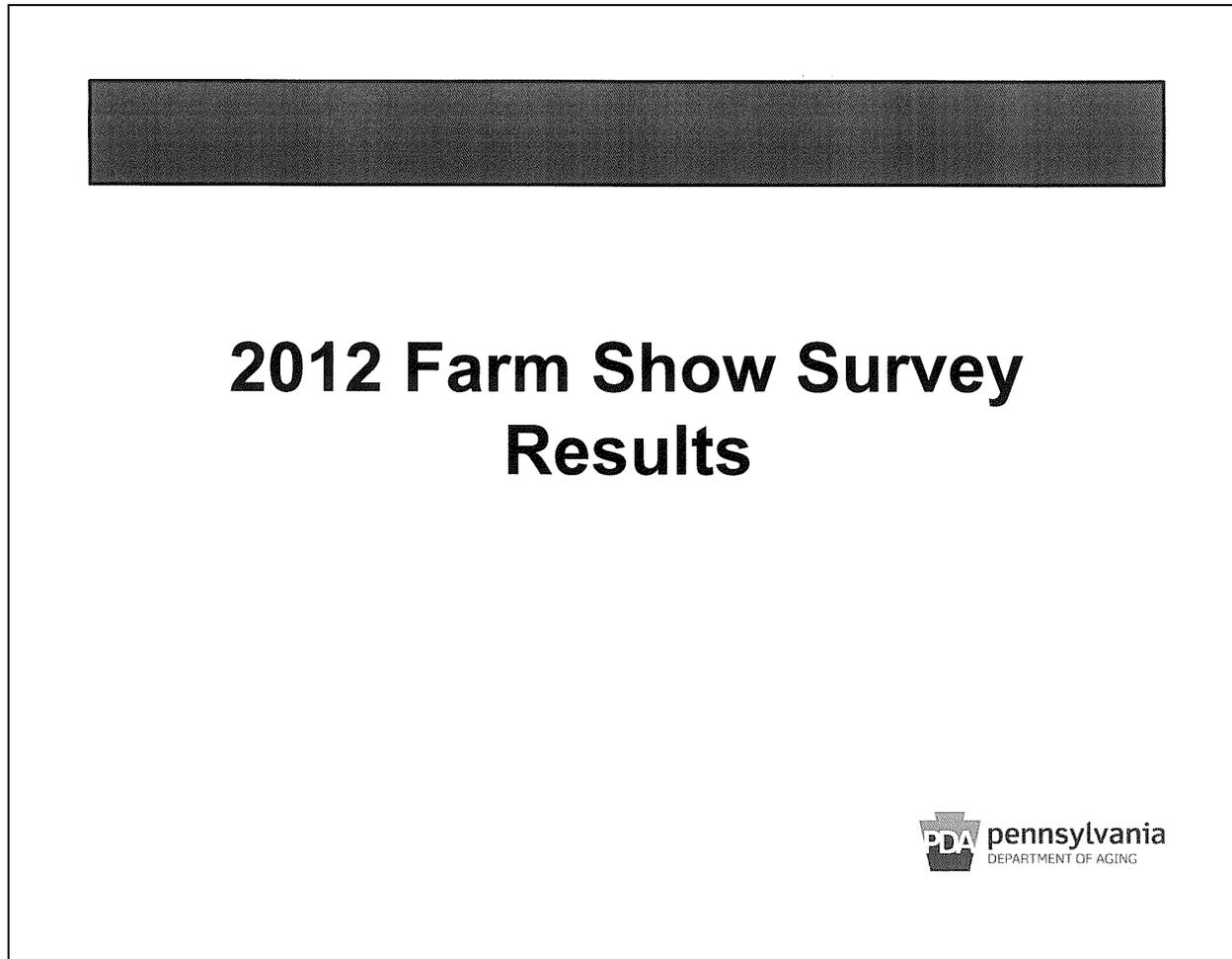
### Key Discoveries

The focus of this short survey questionnaire was to determine whether APPRISE clients gain perceived value from counseling services, either by achieving access to better medical care or by realizing cost savings on health care or prescription drugs. The survey also assessed the willingness of clients to recommend APPRISE to others. Below are some key discoveries:

- An overwhelming majority (85.7%) of those receiving APPRISE services strongly agree that they would recommend APPRISE to friends and family, indicating strong customer loyalty.
- Most strongly agreed they would both get access to better health care (72.9%) and would save money on health care and/or prescription drugs (73.7%) as a result of help from APPRISE. And, most that experienced this perceived value also agreed they would refer others for assistance.
- Open-ended comments fell into one or more of the following five categories:
  - General appreciation
  - Kudos to specific counselors by name
  - Positive feedback about service specifics
  - Complaints
  - Other miscellaneous feedback and suggestions
- Open-ended comments contained very few complaints (1%).

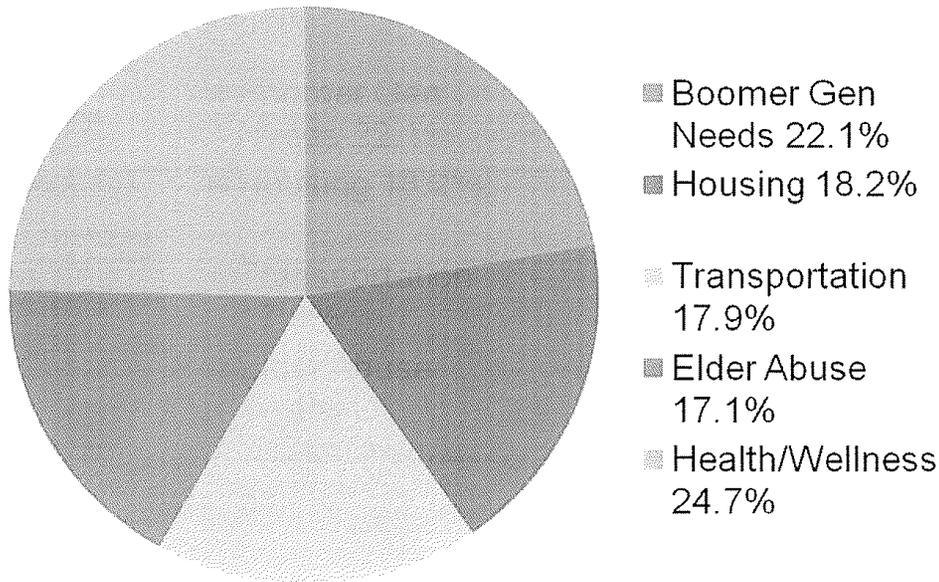
At the annual Pennsylvania Farm Show, the Department surveys individuals regarding issues of importance to older Pennsylvanians and about their awareness of what services are available. Overall, the survey results were generally positive and have helped to inform the Department on the appropriateness and effectiveness of program and services delivery.

Key findings from select questions of the survey are presented on the following pages.



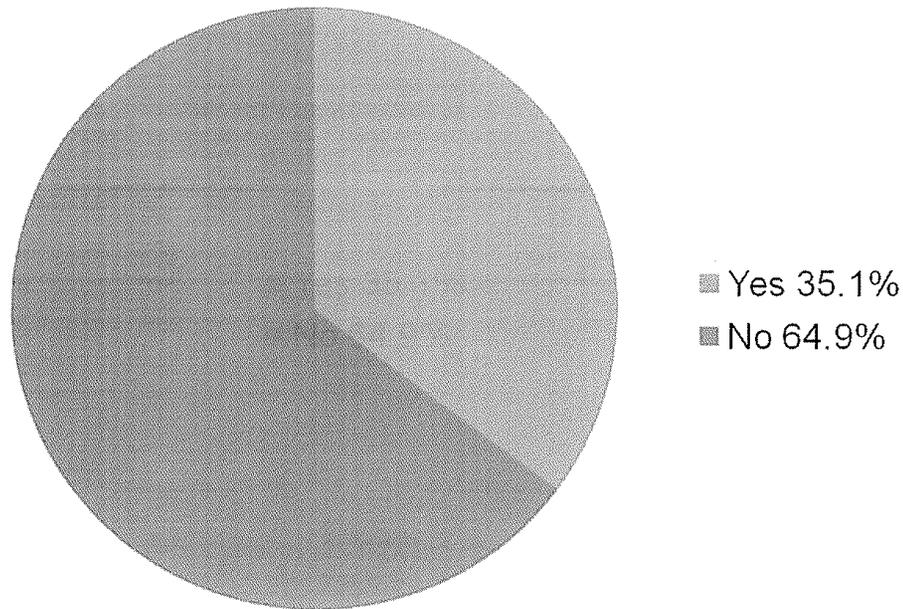
# Cumulative Results

**What is the biggest challenge in the future  
for the Pennsylvania Department of Aging?**  
Affirmative Response Percentage



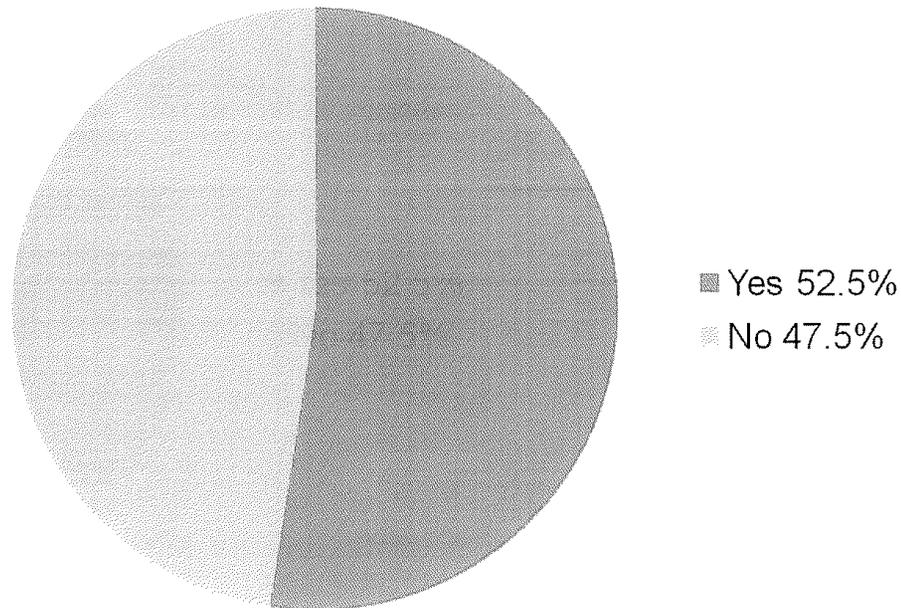
## Question 2 Cumulative Results

**Have you ever contacted your local Area Agency on Aging?**



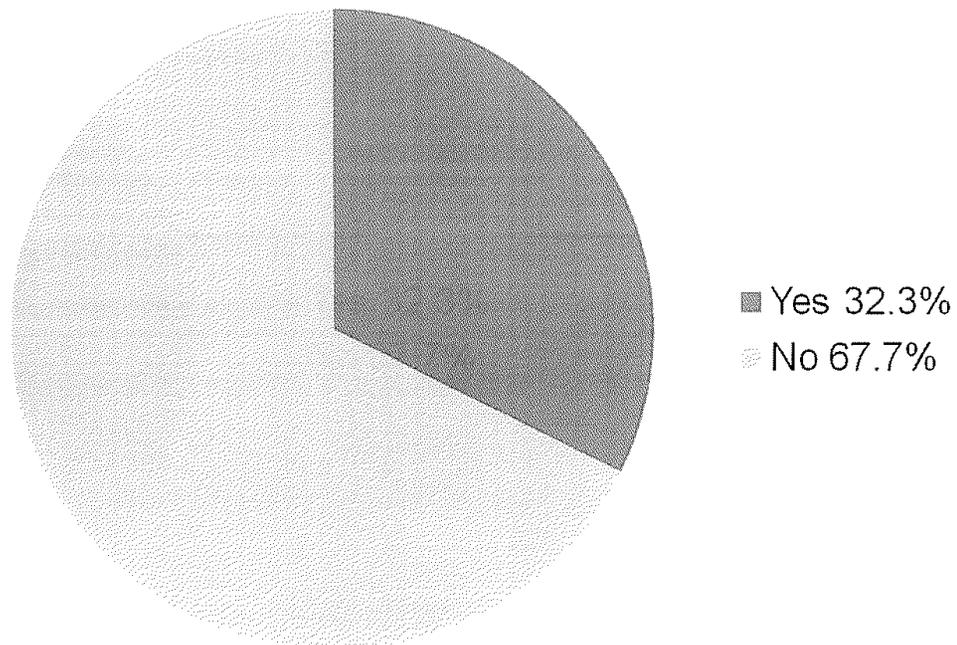
## Question 3A Cumulative Results

**Do you provide Transportation support or assistance to an older person?**



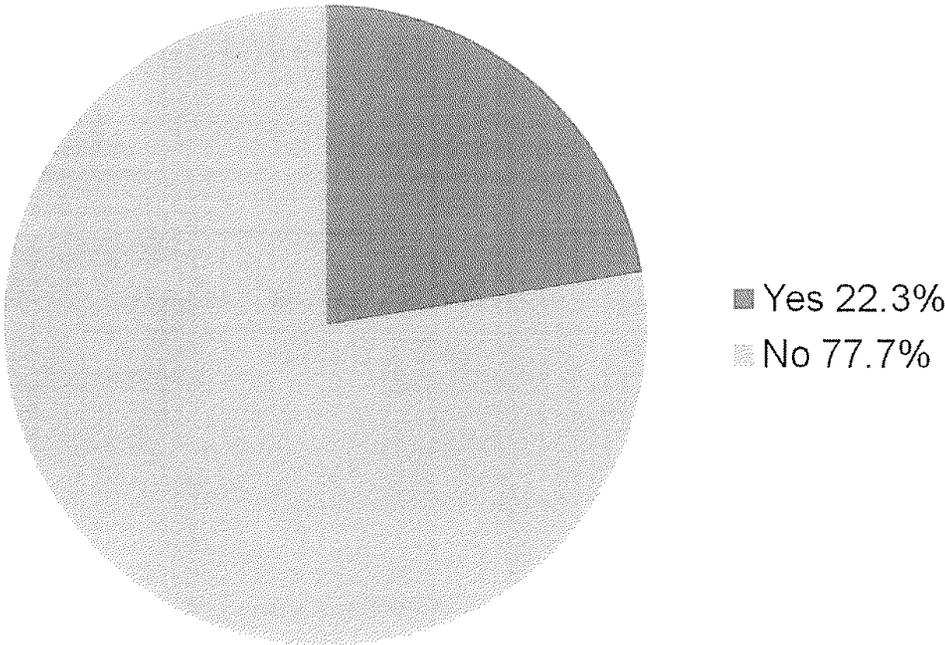
## Question 3C Cumulative Results

**Do you provide Meal Preparation support or assistance to an older person?**



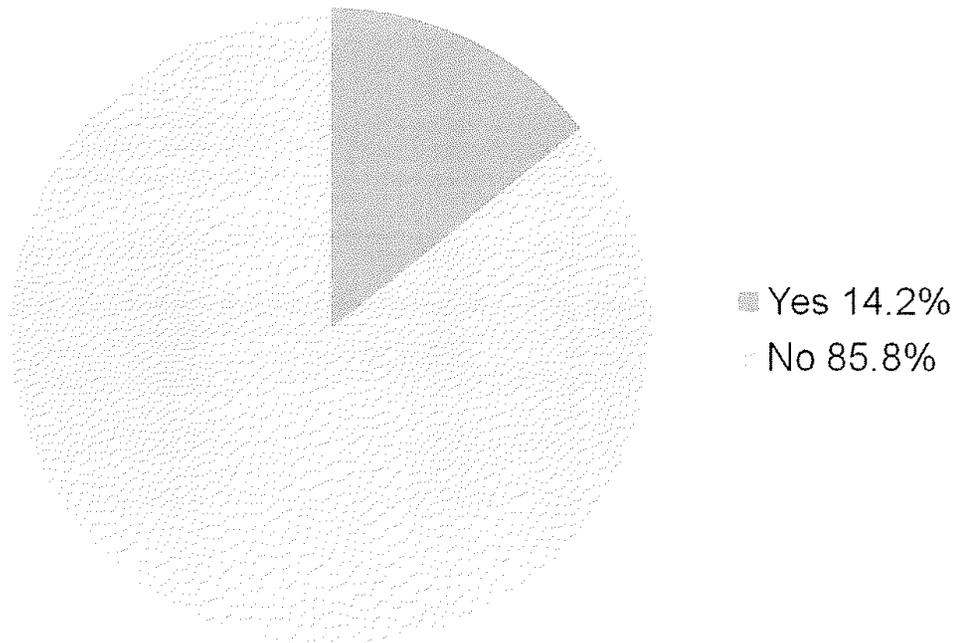
# Question 3E Cumulative Results

**Do you support or assist an older person with Laundry or Bathing?**



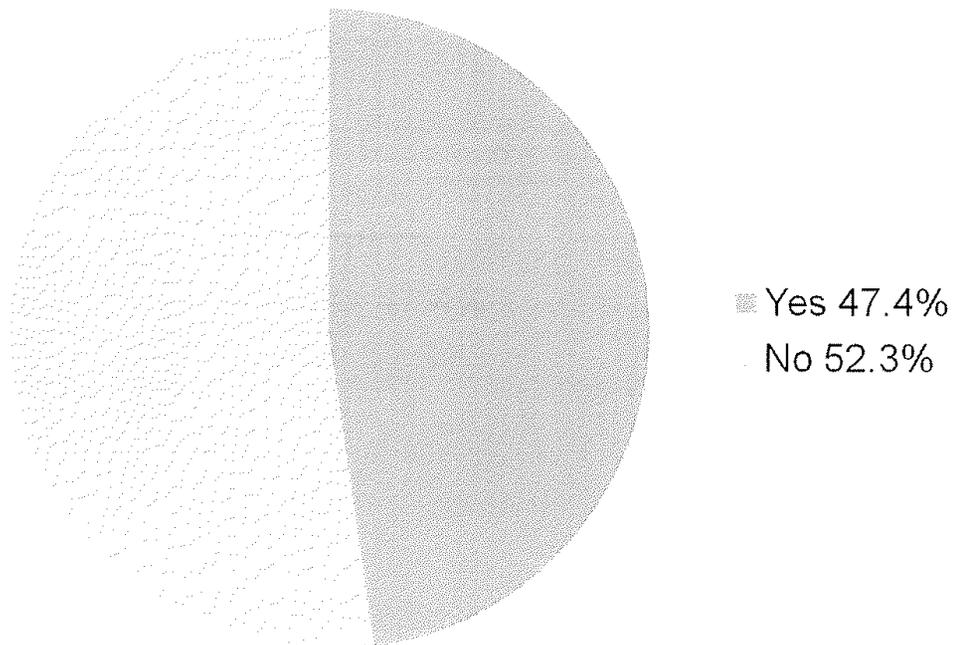
## Question 3G Cumulative Results

**Do you support or assist an older person  
with Getting in or out of Bed?**



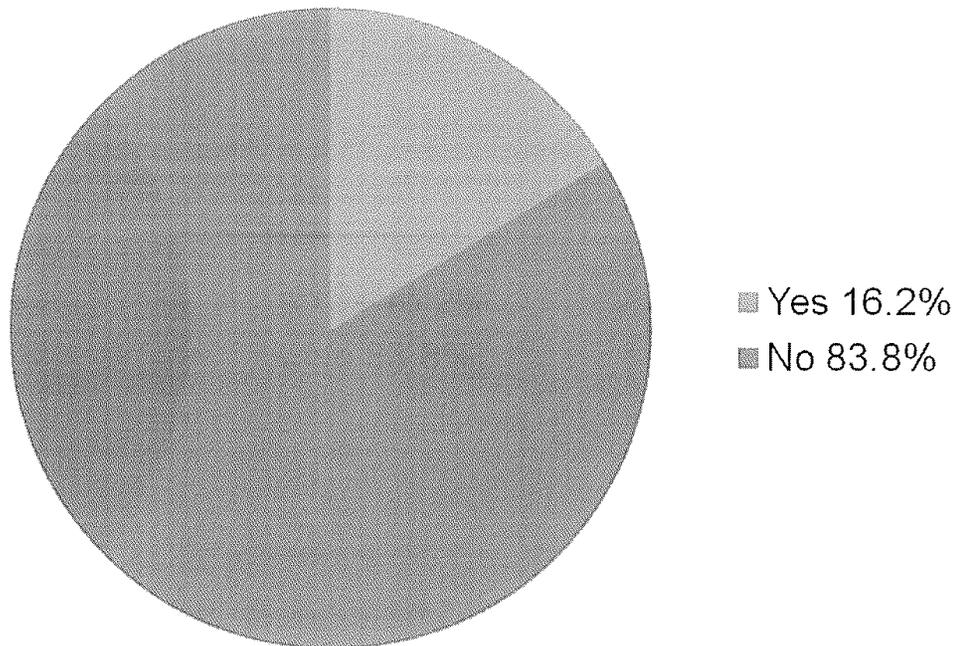
## Question 3H Cumulative Results

**Do you support or assist an older person  
with Their Healthcare Needs?**



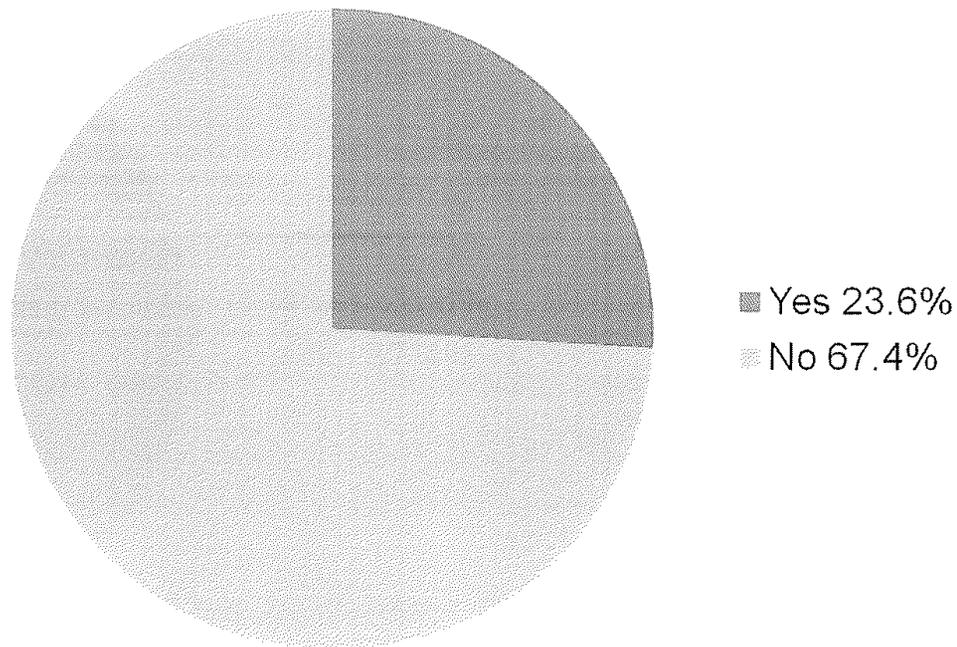
## Question 4A Cumulative Results

**Have you or a member of your family benefitted from a Lottery funded program such as Home Delivered Meals?**



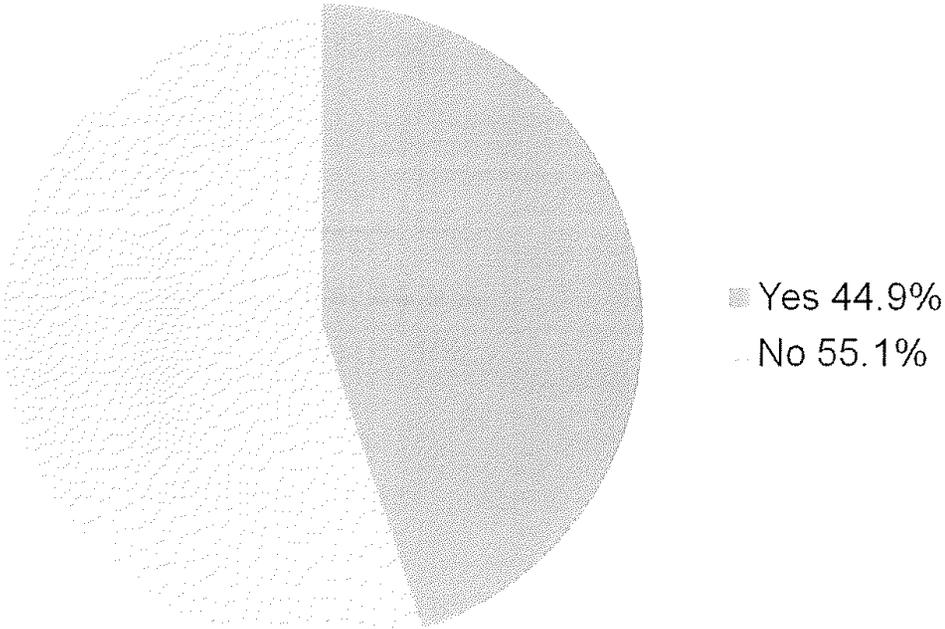
## Question 4B Cumulative Results

**Have you or a member of your family benefitted from a Lottery funded program such as PACE?**



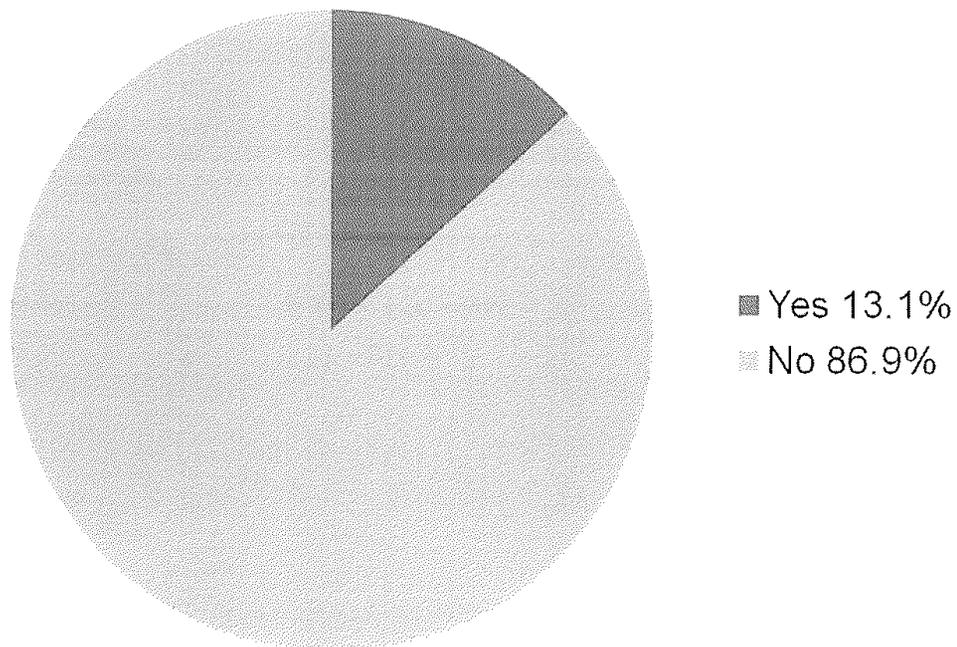
# Question 4C Cumulative Results

**Have you or a member of your family benefitted from a Lottery funded program such as Property Tax/Rent Rebate?**



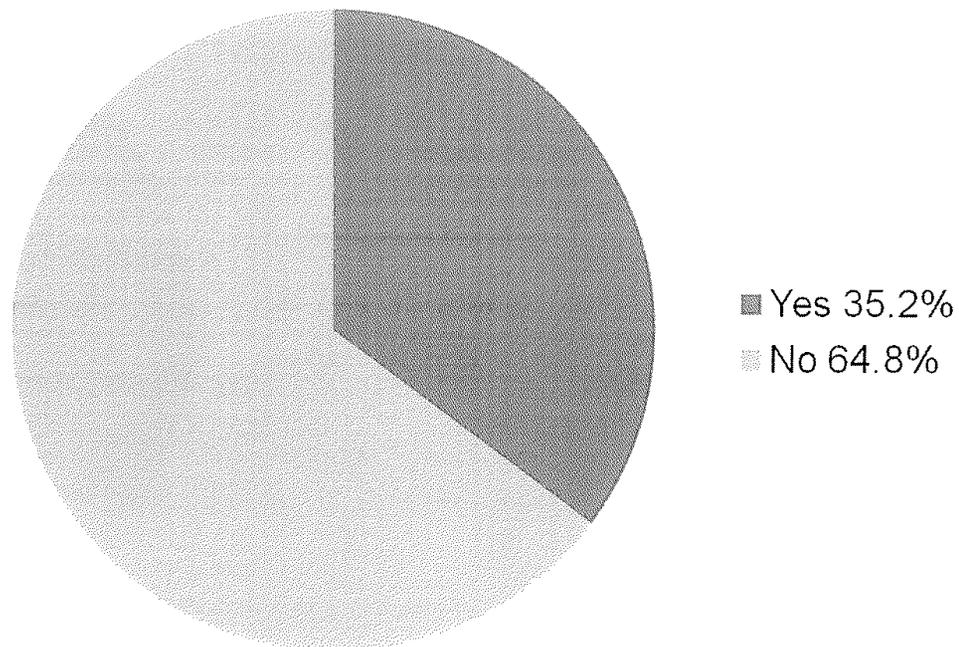
## Question 4D Cumulative Results

Have you or a member of your family benefitted from a Lottery funded program such as Share a Ride Program?



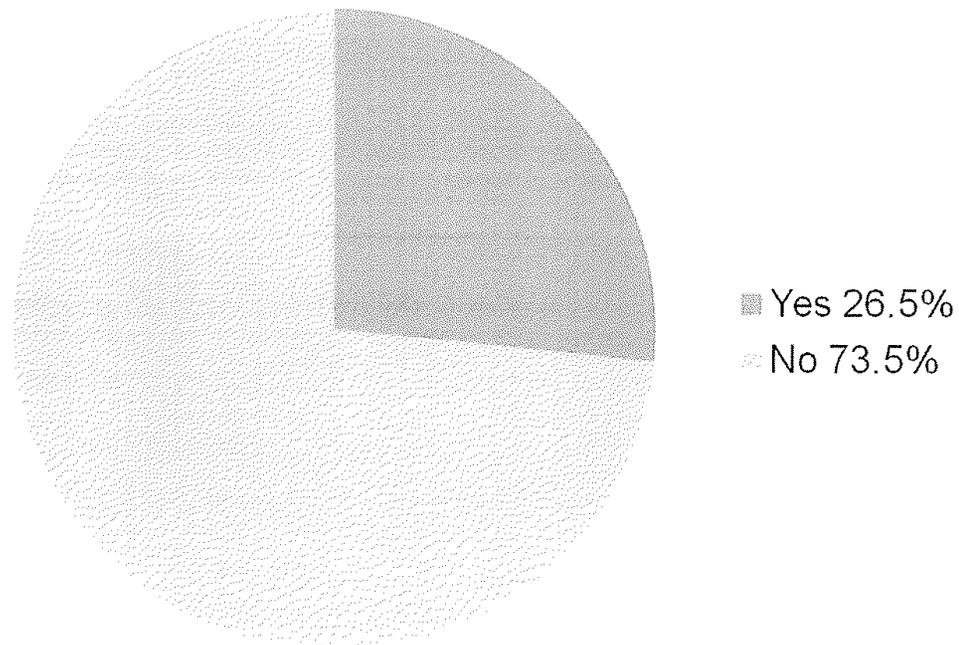
## Question 5A Cumulative Results

Do you know about the APPRISE Program?



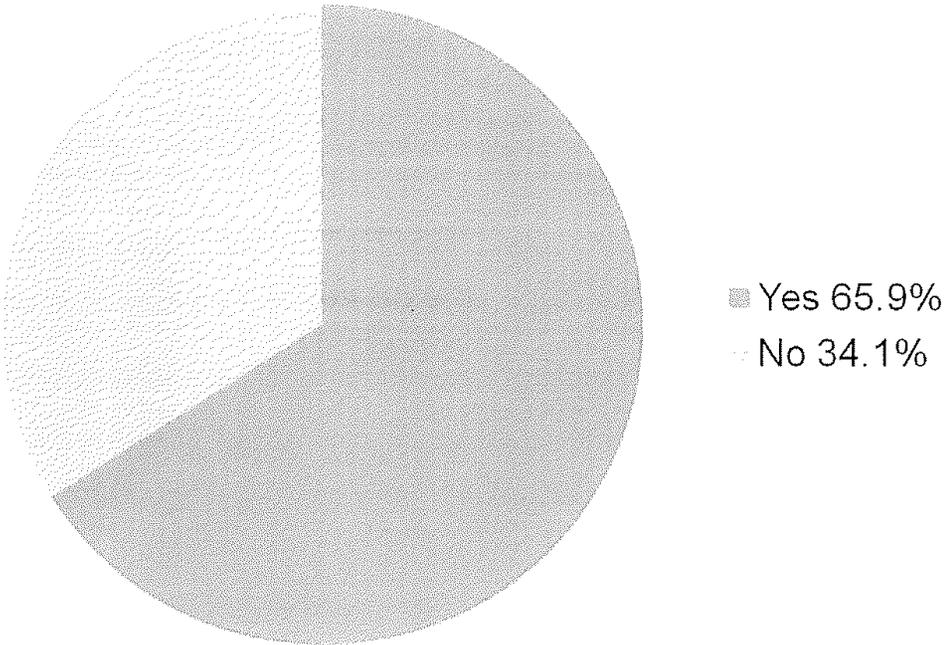
## Question 5B Cumulative Results

**Do you know about the Office of the State Long-Term Ombudsman Program?**



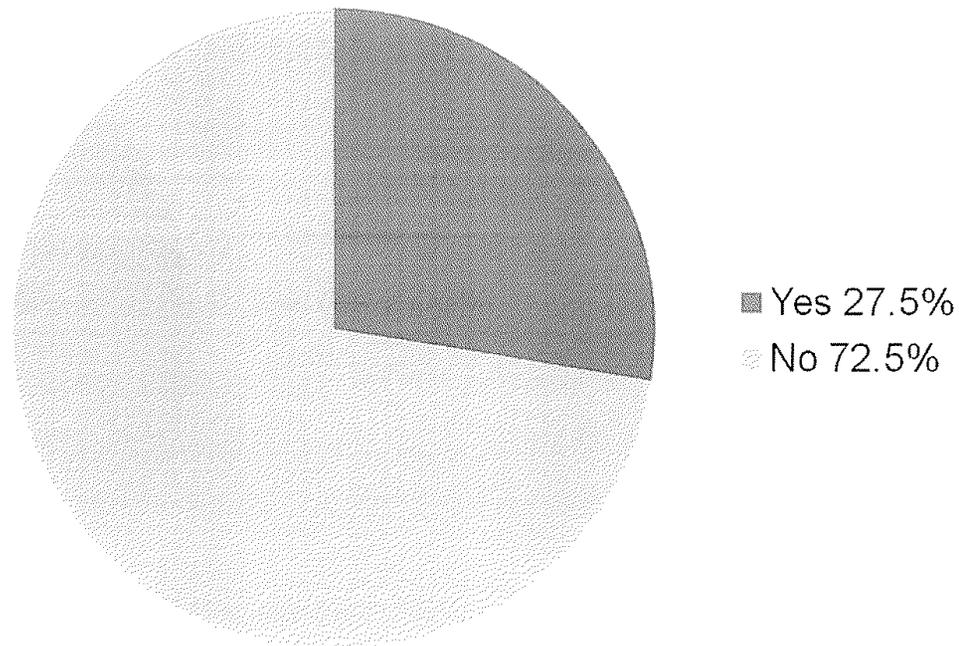
# Question 5C Cumulative Results

Do you know about Home Delivered Meals?



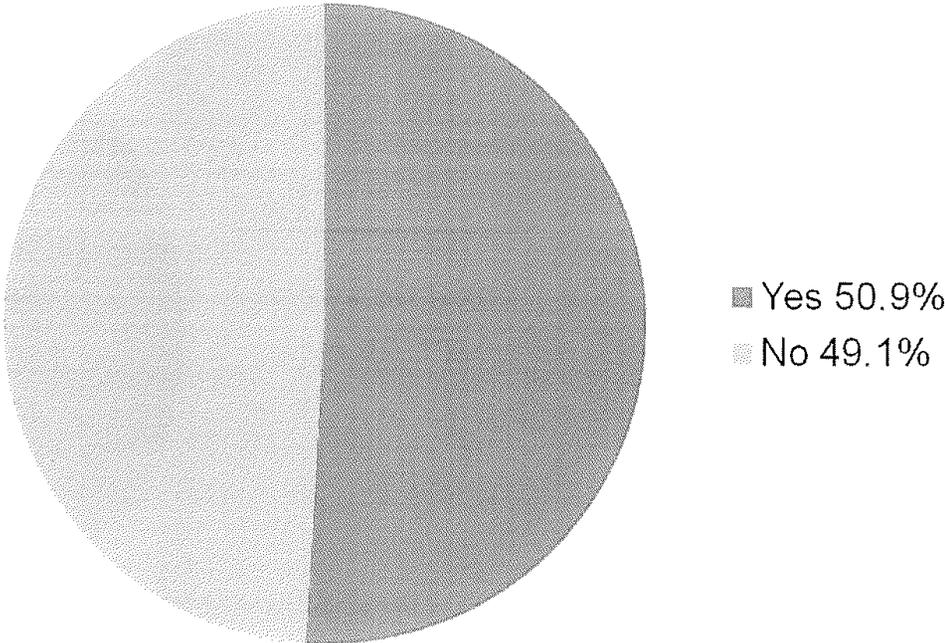
## Question 5D Cumulative Results

Do you know about The Friendly Visitor Program?



# Question 5E Cumulative Results

Do you know about Senior Center Volunteer Programs?



# Question 5F Cumulative Results

Do you know about Medical Appointment Escort Programs?

