



WAIVER CONSUMER SATISFACTION SURVEY INFORMATION 2013

Focus:

The focus of the Consumer Satisfaction Survey is to review the level of satisfaction of the people receiving services through Bethesda Lutheran Communities. The goal is to review the data and end results in order to understand our strengths and areas for improvement within our provision of services.

Methodology:

The Consumer Satisfaction Survey included a total of 87 participants throughout the Waiver survey programs including Group Homes, Host Homes, Apartments, Day Programs and Supported Living Services/Children's Extensive Supports (SLS/CES) in the year 2013. This is an increase of 20 people receiving services from the prior year. The survey was conducted using the Personal Outcome Measures (POM) assessment created by the Council on Quality and Leadership (CQL). This assessment includes 3 "Factors" and 22 "Indicators" as shown on the attached Addendum A, which review if the persons being interviewed have the Outcome of practicing key quality of life areas and also if they have the Support necessary in those key areas.

Limitations:

Although Bethesda Lutheran Communities feels that the Consumer Satisfaction Survey conducted is accurate, it does have its limitations. These limitations include people receiving services choosing not to take part in the survey, insufficient response by those interviewed (i.e. people receiving services unable or unwilling to respond, or other persons needing to respond for the person receiving services).

Findings:

The findings of the Consumer Satisfaction Survey shall be compiled based on percentage of the 22 Outcomes present and percentage of the 22 Supports present. Through this identification, these results will be broken into several categories including by Program, by Support Model, and by Area. It should be known that GRSS represents all group homes; IRSS represents all Host Homes and Apartment settings; DHSS represents all day programs, and SLS/CES represents all Supported Living Services/Children's Extensive Supports.

Program	Percentage of Outcomes Present	Percentage of Supports Present
Ridge Road Group Home	61%	68%
Southglenn Group Home	58%	64%
Gallup Group Home	75%	84%
Host Homes	73%	85%
SLS/CES	96%	26%
Apartments	87%	99%
High Street Group Home	64%	70%
Powers Group Home	30%	57%
West 13 th Group Home	46%	53%
Melick-Mayhew Day Program	30%	32%
Stark Day Program	44%	60%
Support Model	Percentage of Outcomes Present	Percentage of Supports Present
GRSS (Group Residential Services and Supports)	57%	66%
IRSS (Individual Residential Services and Supports)	76%	88%
DHSS (Day Habilitation Services and Supports)	38%	49%
SLS/CES (Supported Living Services/Children's Extensive Supports)	96%	26%
Area	Percentage of Outcomes Present	Percentage of Supports Present
Waiver (All Programs)	70%	59%

Cross Tabulations:

From this data, we have recognized that both IRSS and SLS/CES Support Models have higher indications of Outcomes and Supports present than do the GRSS and DHSS Support Models; in addition, GRSS and IRSS Support Models have higher indications of Outcomes and Supports than do the DHSS and SLS/CES Support Models. We also show that the SLS/CES Support Model has the highest indication of Outcomes present and the IRSS Support Model has the highest indication of Supports present.

Interpretation of Data:

The data above shows us the following in comparison to the previous year: GRSS Outcomes and Supports have decreased; IRSS Outcomes and Supports have increased; DHSS Outcomes and Supports have decreased; SLS/CES Outcomes have increased and Supports have decreased. Overall, the entire Waiver program showed an increase in Outcomes present, yet Supports have decreased overall. Much of the increase and decrease in specific areas can be attributed to an increase in people supported, people moving from one type of placement to another, and many other factors. The goals of both CQL and Bethesda Lutheran Communities are to meet the basic standards as set by the State of Colorado at a minimum and subsequently increase our services and supports to a higher level. It is important to understand that whether percentages of satisfaction are either high or low, there is not necessarily a direct correlation between satisfaction and quality of services.

Areas of Strength:

When the 22 indicators are broken down and data reviewed, we have found that there were 3 main areas which consistently ranked higher in both Outcomes and Supports being present; these areas are: People are safe, People have the best possible health, and People use their environments. It is a great pleasure to have data available which indicates these 3 important areas are realized by the people supported by Bethesda Lutheran Communities.

Areas for Improvement:

When the 22 indicators are broken down and data reviewed, we have found that there were 3 main areas which consistently ranked lower in both Outcomes and Supports being present; these areas are: People choose where and with whom they live, People realize goals, and People live in integrated environments. When reviewing this data, it is always important to understand where we can improve our provision of services, and these 3 key areas fall within the Factors of “My World” and “My Dreams”. Since these Factors have to do with people being connected to life in the community and the realization of personal goals, this data is a reminder that we must continue to work on improving in these 3 areas.

Conclusions:

There can be many varying conclusions drawn from the compilation of this data; however, the most important conclusion we have realized is that we must increase our awareness of the level of services and supports which we provide to those in our care. It is clear from this data that the CQL and POM process has continued to be a focus for Bethesda Lutheran Communities and there have been some improvements made; this being said, the goal is to strive to increase the quality of our service provision throughout all Support Models.

Recommendations:

It is recommended to have ongoing POM training available to persons conducting these interviews, people receiving services and their parents, guardians, and friends. It is further recommended that these interviews are conducted prior to but close to the dates of the annual Service Plan meetings. In addition, the data collected during these interviews should be used to create goals for the upcoming year and for the Interdisciplinary Team (IDT) to understand where service provision needs to increase and what areas to focus on. This is largely to help the IDT realize that these are goals are important to the person supported and therefore should be pursued to ensure higher outcomes and quality of life. Lastly, it is recommended that the results of the Consumer Satisfaction Survey are used in the formulation of the Quality Enhancement Plan (QEP).

Dissemination of Information:

Results of the Consumer Satisfaction Survey shall be made available as follows:

- To the public, people receiving services, their families, and CCBs via posting at the Regional Administrative Office at 5630 S. Curtice St. Littleton, CO 80120;
- To the public, people receiving services, their families, and CCBs via posting at the Castle Rock Office at 680 Atchison Way #500 Castle Rock, CO 80109;
- To the public, people receiving services, their families, and CCBs via the website <http://www.fobethesda.com/>;
- To the CCBs via conventional and/or electronic mail, to include a copy of the tool utilized and specific percentage breakdown data;
- To the public, people receiving services and their families (by request and with their payment of the cost of supplies not to exceed \$10.00), to include a copy of the tool utilized and specific percentage breakdown data.

Respectfully Submitted,

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Personal Outcome Measures

My Self

People are connected to natural support networks.
People have intimate relationships.
People are safe.
People have the best possible health.
People exercise rights.
People are treated fairly.
People are free from abuse and neglect.
People experience continuity and security.
People decide when to share personal information.

My World

People choose where and with whom they live.
People choose where they work.
People use their environments.
People live in integrated environments.
People interact with other members of the community.
People perform different social roles.

People choose services.
People choose and express spiritual beliefs.

My Dreams

People choose personal goals.
People realize personal goals.
People participate in the life of the community.
People have friends.
People are respected.

The Council on Quality and Leadership (CQL)
www.thecouncil.org