

Memo

To: Barbara Bedix, Executive Director, County A Home Health Agency;
Charles Chambers, Director, County B Department of Social Services;
Horace Humperdink, Director, County C Department of Social Services,
Inez Ingalls, Administrator, County D Senior Services;
Jessica Jones, Director, County E Council on Aging

From: Claudia Concerned, Director, Area Agency on Aging T

Date: October 1, 2004

Re: POMP survey findings on in-home aides providing homemaker services

Our next regional in-home aide provider meeting will be held on November 17, 1:00 to 3:00 PM, in the AAA Conference Room.

I am happy to share with you that the providers in our region appear to be well regarded by the people we serve and that our overall scores are well within the national standard developed from a random, nationwide survey of clients conducted by a research organization for the U.S. Administration on Aging. (We had an overall score of 78.5, which is easily within the national range of 74.19 to 84.85.)

Despite this generally very good finding, there appear to be some areas in which we can improve. To help us put the survey information in perspective, we will discuss data from both the national survey and similar information gathered by another planning and service area in our state.

Below are some examples of survey information that will be discussed at the November meeting – some that definitely suggest a course of action and others that are puzzling and require brainstorming to help us figure out what to do with the information.

- *Clients in our region were significantly more likely than national survey clients and clients served by another AAA in our state to say “Yes, Definitely” that “I wish my homemaker could do more things that I need to have done.”* This is the only area in which our region was doing significantly less well than the national average. There is another question about needing more hours, but this appears to be separate from simply needing more hours, in which we did not differ from the national average. We need to discuss what may be causing this result. Is it related to our policies that limit the number of hours of service per client? Is related to training needs? Do we know and understand our consumers’ wishes as well as we think we do?
- *When compared to the clients surveyed in the other NC region, our clients were more likely to say that their aides came late or left early. A very large majority said that their aides did **not** come late (80.7%) or leave too early (84.9%), but I think we should be concerned that even 15% of our clients perceive this to be a problem. There was not a significant difference among our providers in the number reported leaving too early, though County D Senior Services and County E Council on Aging clients had somewhat fewer complaints than those from other*

agencies in our region. County D Senior Services also is the provider with the fewest complaints about aides arriving late, followed by County E Council on Aging. This difference in leaving late falls very slightly short of statistical significance – indicating that it is unlikely, *but possible*, that these differences come just from the “luck of the draw” on whom we randomly selected to call.

- *County D Senior Services showed significantly better performance in three areas.* Their clients were more likely to say “Yes, definitely” or “Yes, I think so” to the statements, “My aide is assigned enough time to do all the jobs I need to have done,” and “In general, my aide takes an interest in me as a person.” In addition, County D clients were more likely to say “No, definitely” or “No, I don’t think so” to the statement, “I need more hours of aide services each week.” Between now and the November meeting, we will be examining our utilization data to see if County D’s clients are actually receiving more hours of service on average. If not, then perhaps the aides that work for this agency are doing a good job of balancing efficiency with empathy.

Since County D’s ratings were above average, I have asked Inez to make a brief presentation at the beginning of the November meeting to talk about how her agency trains and monitors its aides. I hope this will serve as a good starting point for discussing how we might be able to improve training and supervision techniques across the region in order to improve our aide services.

Again, congratulations to you all for ratings that meet national standards and show large majorities of clients to be happy with those aspects of your service that were measured in the POMP surveys. With your help, we will build on this success to document even better results for the people we serve.