

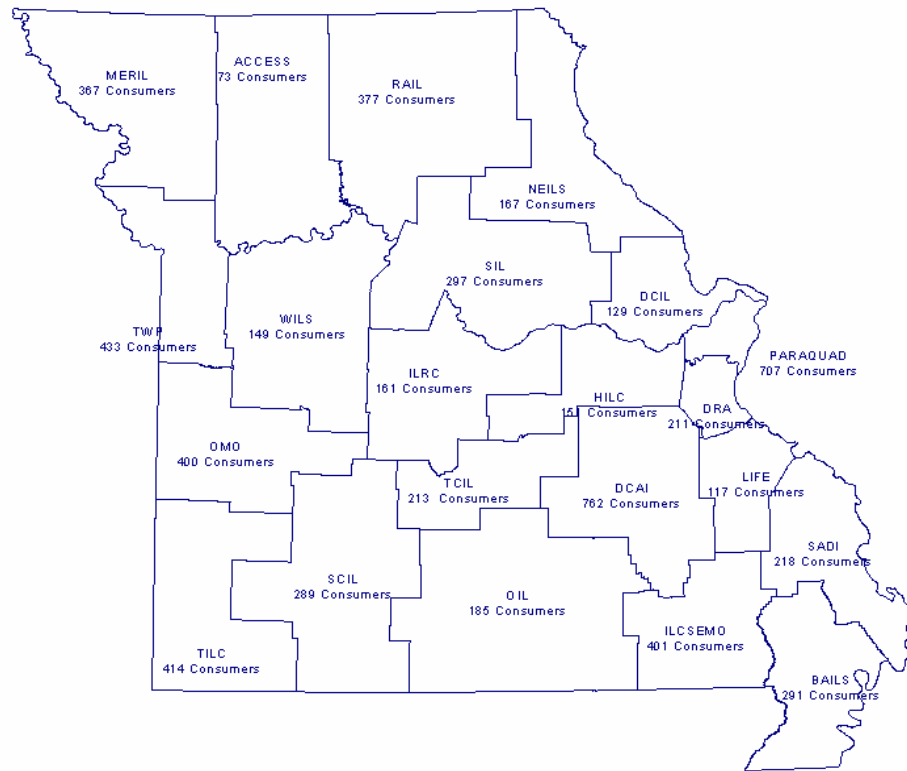
PAS Program
@ the Independent Living Centers



Consumer Satisfaction Survey
FFY2002-2004

PCA Program Statistics

July 2005
6,521 Consumers



PAS Consumer Satisfaction Survey 2002-2004

- **Research Objective:** To assess the satisfaction of consumers in the PAS program, a telephone survey was conducted each year for 2002 through 2004 covering the areas of: PAS Attendants, Health and Hygiene, Mental Health, Household/Relationships, Community Involvement, Safety and Center for Independent Living (CIL) Staff.
- **Research Design:** The population consisted of consumers of the PAS program, the sample was randomly selected by Central VR computer system.

2002- 1,113 consumers from 15 centers participated as follows: (Number of Consumers): ACCESS (40), BAILS (114), DCIL (65), DRA (57), ILCSEMO (91), ILRC (46), LIFE (66), MERIL (54), OIL (95), OMO (119), PQ (80), RAIL (116), SADI (55), SCIL (61), and SIL (54).

2003- 641 consumers from 13 centers participated as follows: BAILS (44), DCIL (45), DRA (50), ILCSEMO (48), LIFE (26), MERIL (10), NEILS (50), OIL (58), OMO (43), SCIL (53), SIL (64), TCIL (121) and WIL (29).

2004- 1,276 consumers from 21 of the 22 PAS programs participated as follows: ACCESS (32), BAILS (97), DCAI (168), DCIL (50), DRA (70), HILC (24), ILCSEMO (80), ILRC (25), LIFE (27), MERIL (61), NEILS (41), OIL (47), OMO (62), PQ (102), RAIL (68), SADI (55), SCIL (44), SIL (54), TCIL (38), TILC (90), and WILS (41).

- **Data Analysis:** Consumer responses were tabulated by year and are displayed as percentages in bar graphs to allow comparison by year. Some questions did not apply to all consumers; therefore, 'NA' responses were subtracted from the total before calculating the percentage in agreement. Changes in the development of the PAS program can be viewed on the graphs. In many of the graphs there are significant changes from year to year. Some consumers did not answer all questions, as a result percentages on some graphs do not equal 100 percent.

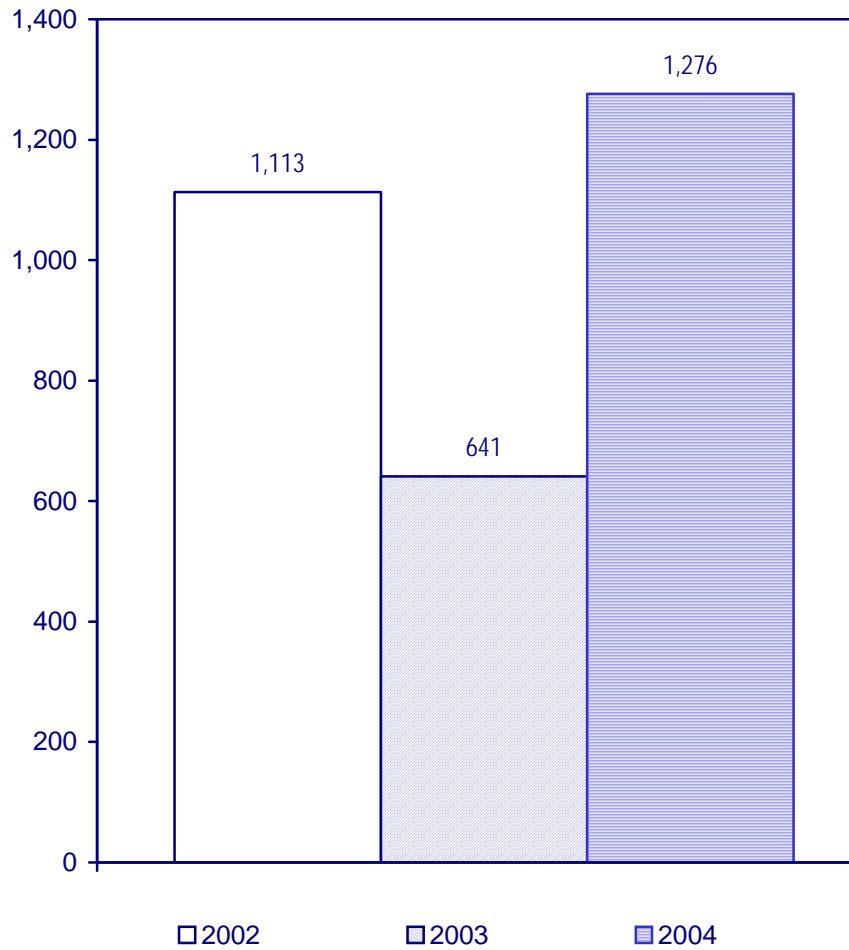
PAS Consumer Satisfaction Survey 2002-2004

Indications:

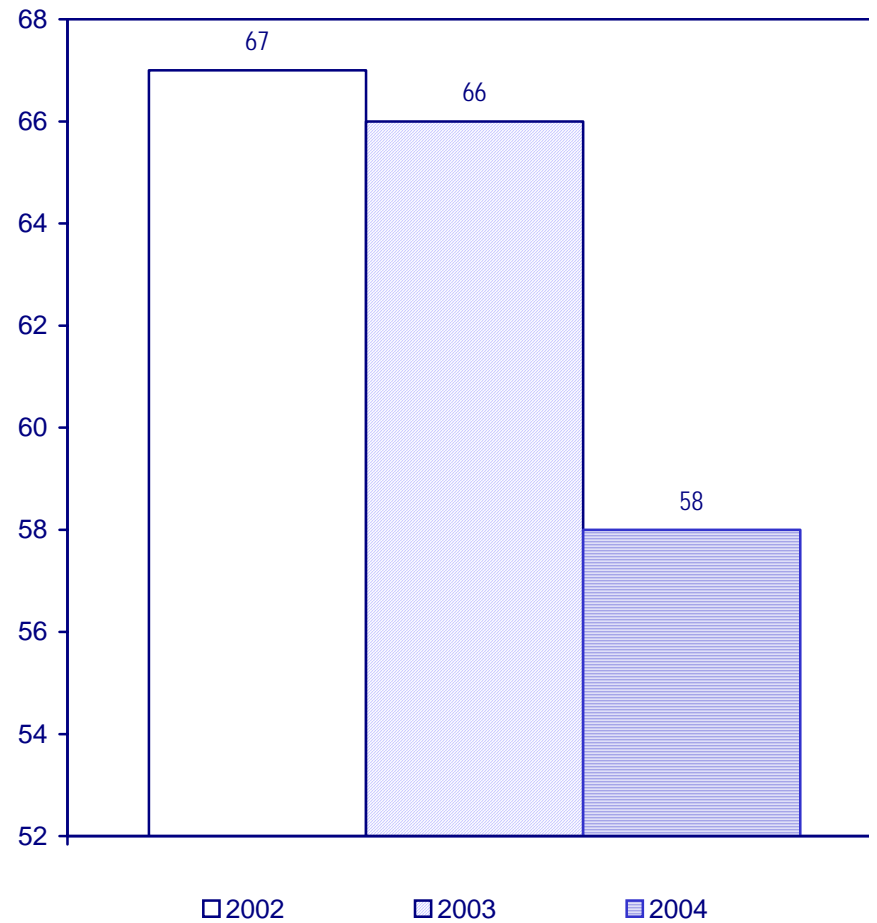
- Attendants: The survey indicates consumers were 90 percent satisfied with their PAS attendant's service and availability. The level of satisfaction with the PAS attendants appeared to increase over time.
- Health and Hygiene: Over 90 percent of consumers surveyed indicated improved health conditions and ability to care for themselves with a PAS attendant. Being able to meet with their health professionals and have regular meals might account for the improvement in health conditions.
- Mental Health: Over 85 percent of respondents indicated that they felt more independent as a result of having a PAS attendant to help them with their everyday lives. This independence could account for the improved mental health reported by the consumers.
- Household/Relationships: Between 70 and 80 percent of surveyed consumers reported better relationships in their household due to the independence they received from having a PAS Attendant.
- Community Involvement: With the help of a PAS attendant, 85 percent of respondents indicated that they were able to go places in their community, and felt less isolated from their community with a PAS attendant.
- Safety: Respondents indicated an 80 percent positive rating on average with questions regarding safety.
- CIL Staff: Respondents satisfaction with the CIL staff improved as the program became more established.

PAS Consumer Surveys Totals 2002 - 2004

Number Of Consumers



Geographic Location Of Consumers by Percent

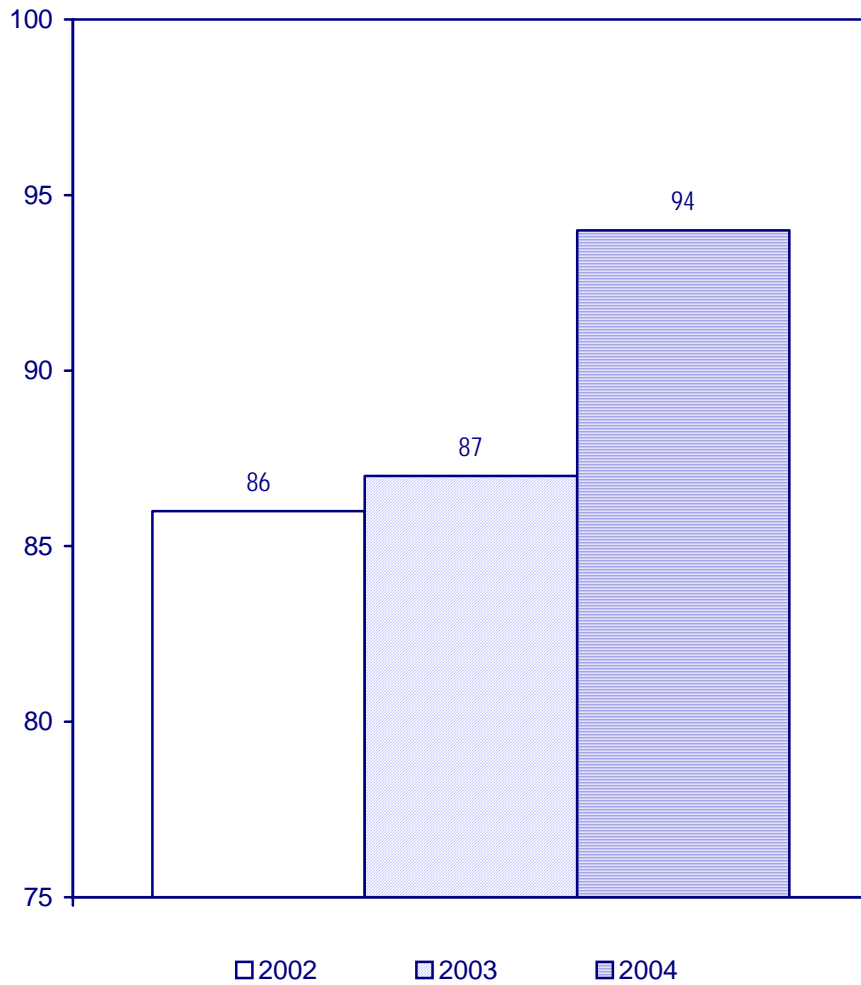


This graph displays the percentage of consumers living in a city or town versus a rural setting. One large rural center participated only in the 2004 survey. This lowered the percentage of consumers reporting they lived in a city or town for 2004.

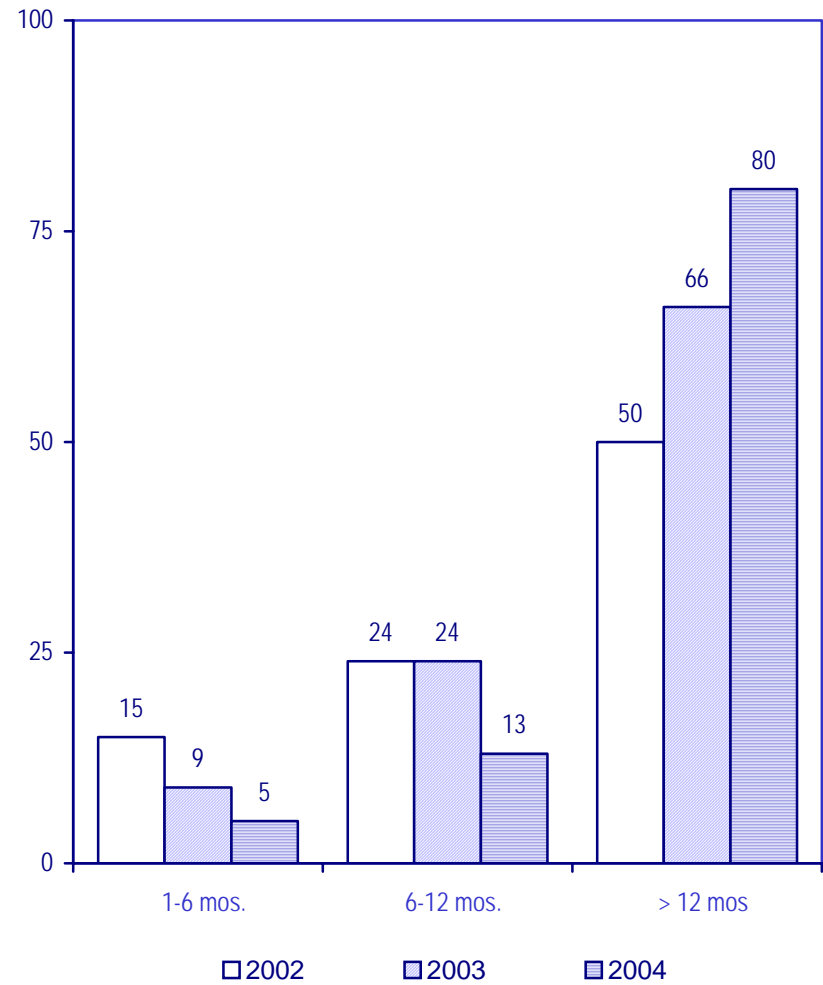
PAS Consumer Surveys Totals 2002 - 2004

PAS Consumer Surveys Totals 2002 - 2004

Percentage Of Consumers In The MSP Program



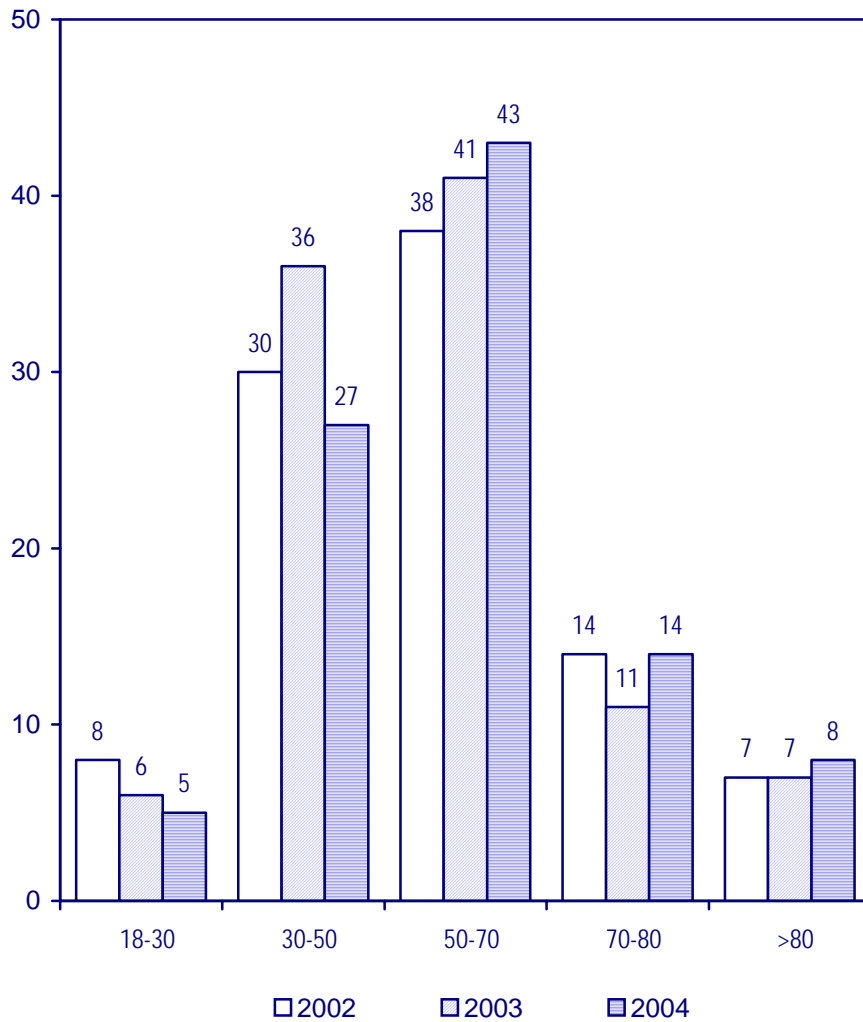
Length Of Time In A PAS Program by Percent



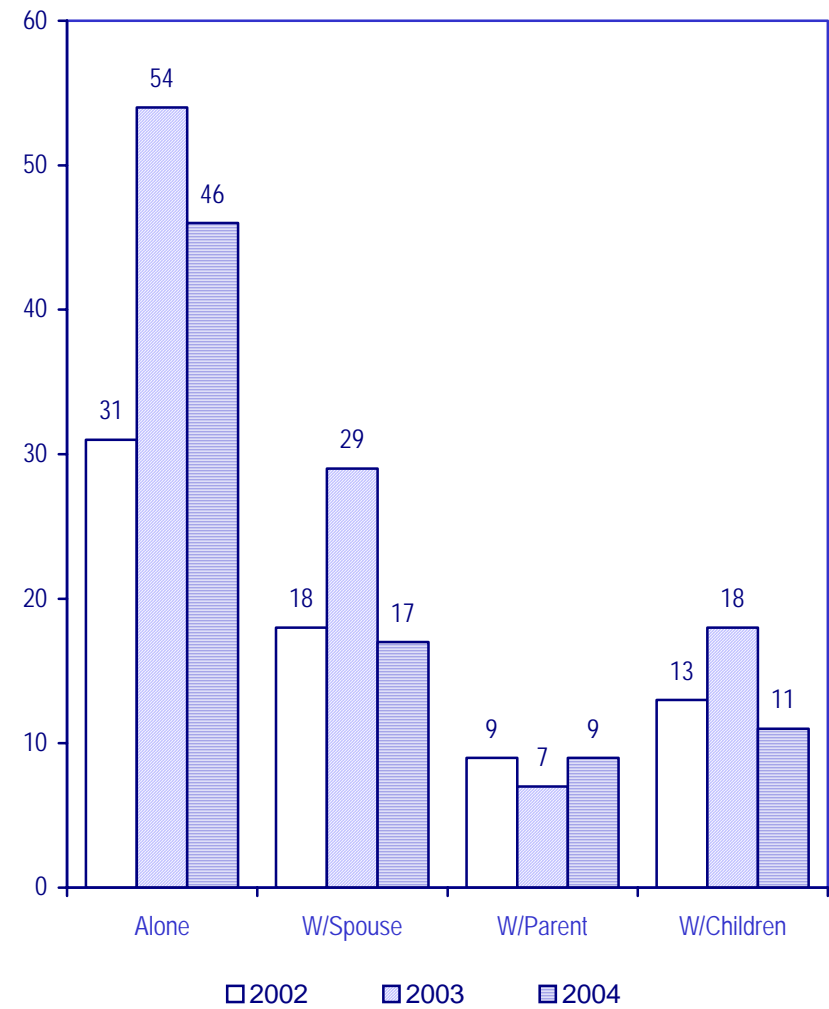
Percentages on the graph do not total to 100 because some consumers did not answer this question.

PAS Consumer Surveys Totals 2002 - 2004

Consumer's Age by Percent

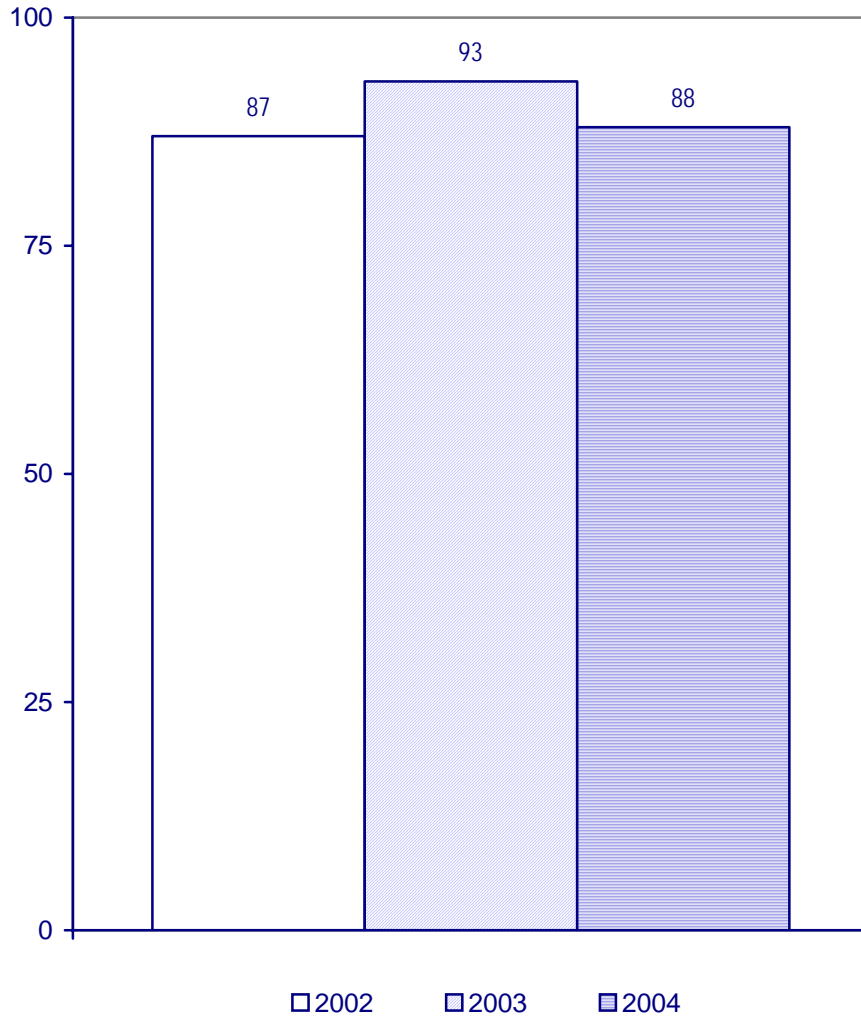


Consumer's Living Arrangement by Percent

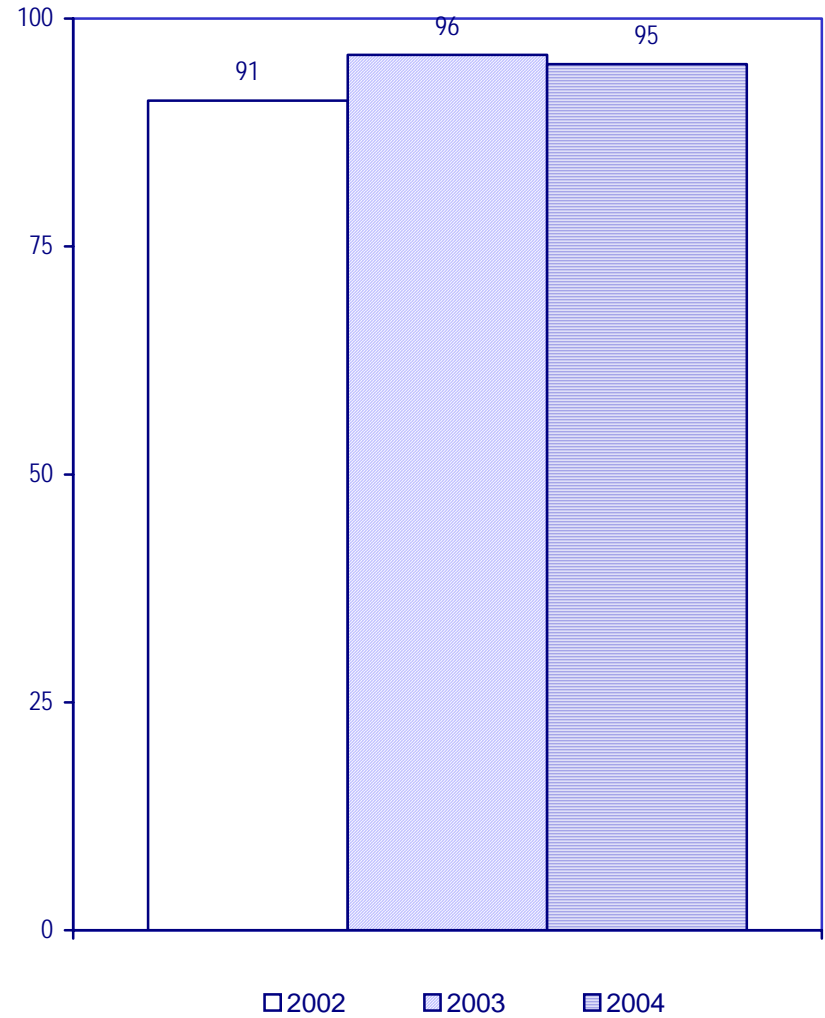


PAS Consumer Surveys Totals 2002 - 2004

Percentage of Consumers Receiving Training In How To Recruit, Hire And Supervise An Attendant



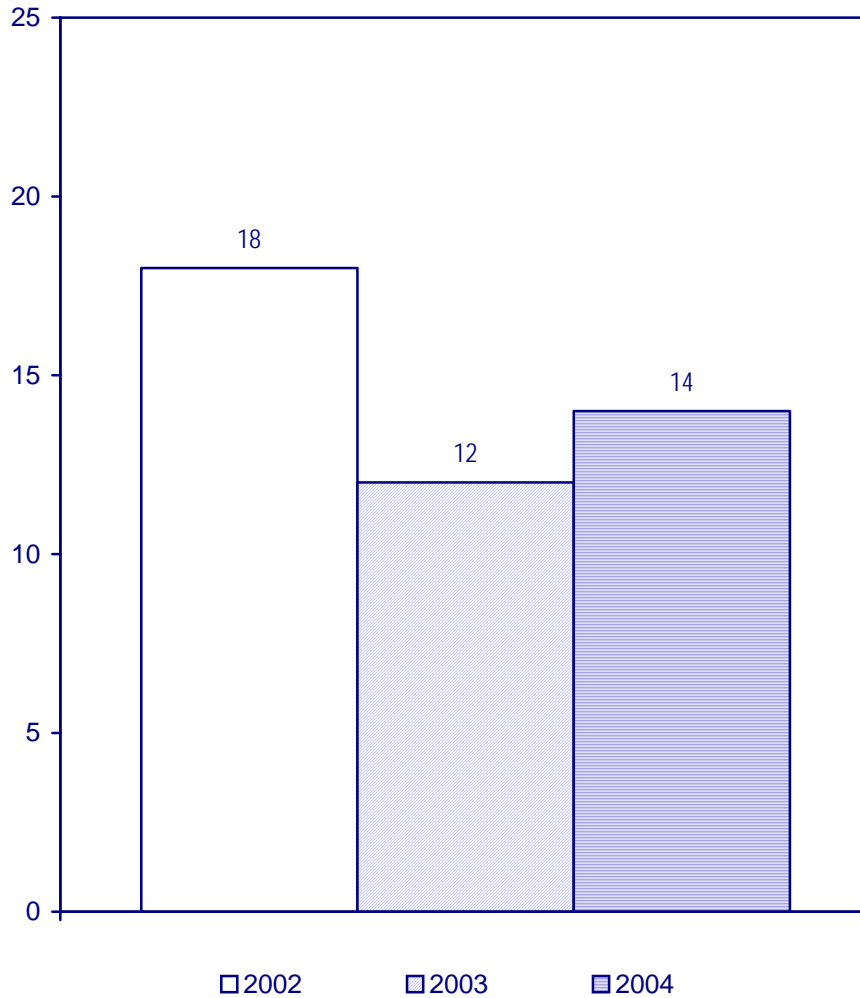
Percentage of Consumers Trained To Keep Accurate Records And Time Sheets



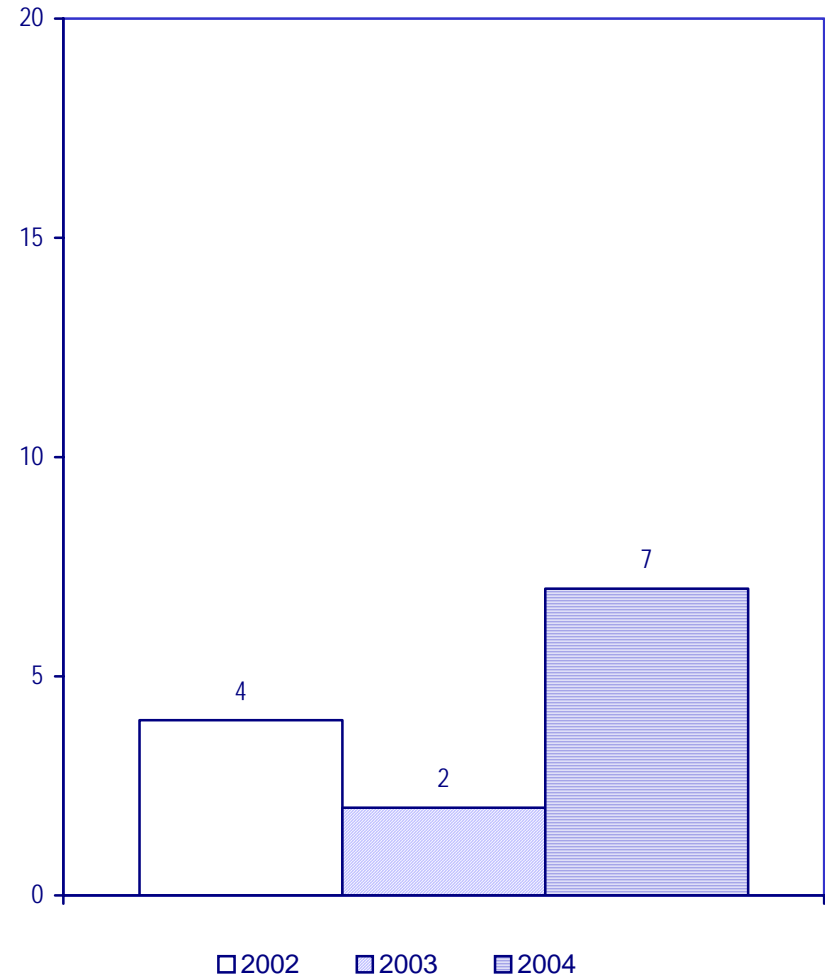
Almost ninety percent of consumers indicated that they had received employer training.

PAS Consumer Surveys Totals 2002 - 2004

Percentage of Consumers With A Quarterly Medicaid Spend-Down Requirement



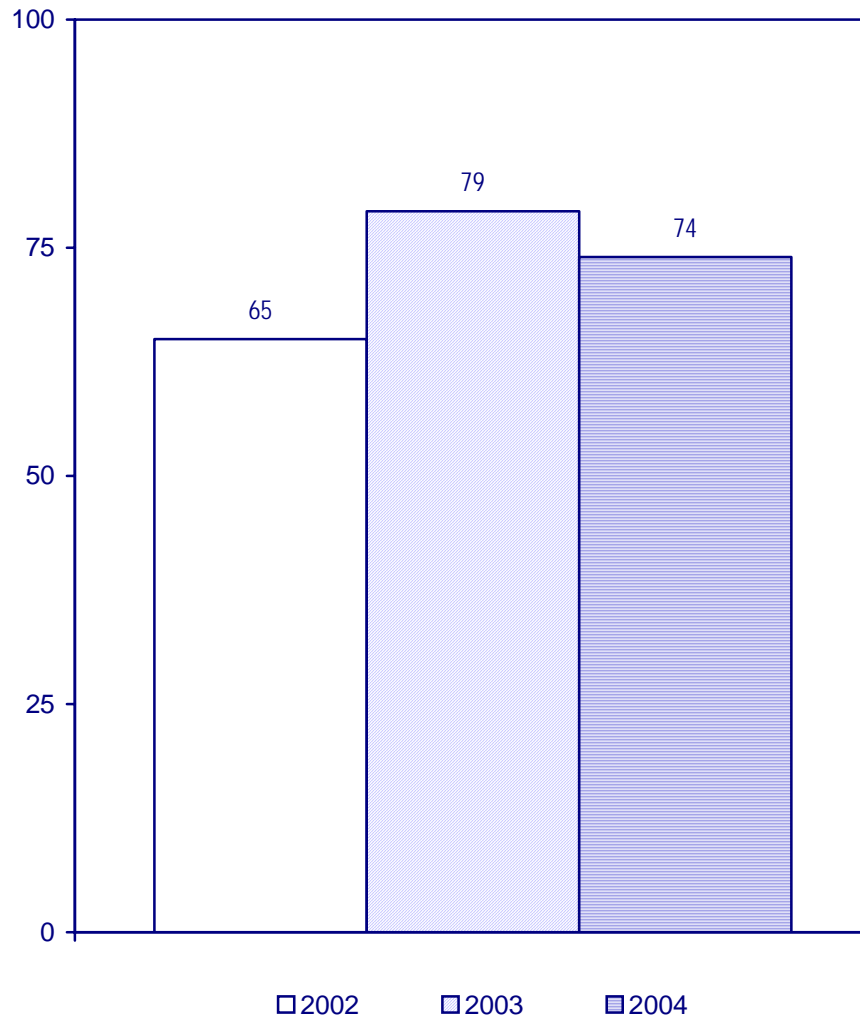
Percentage of Consumers That Went Without Attendant Services To Meet A Spend-Down Requirement



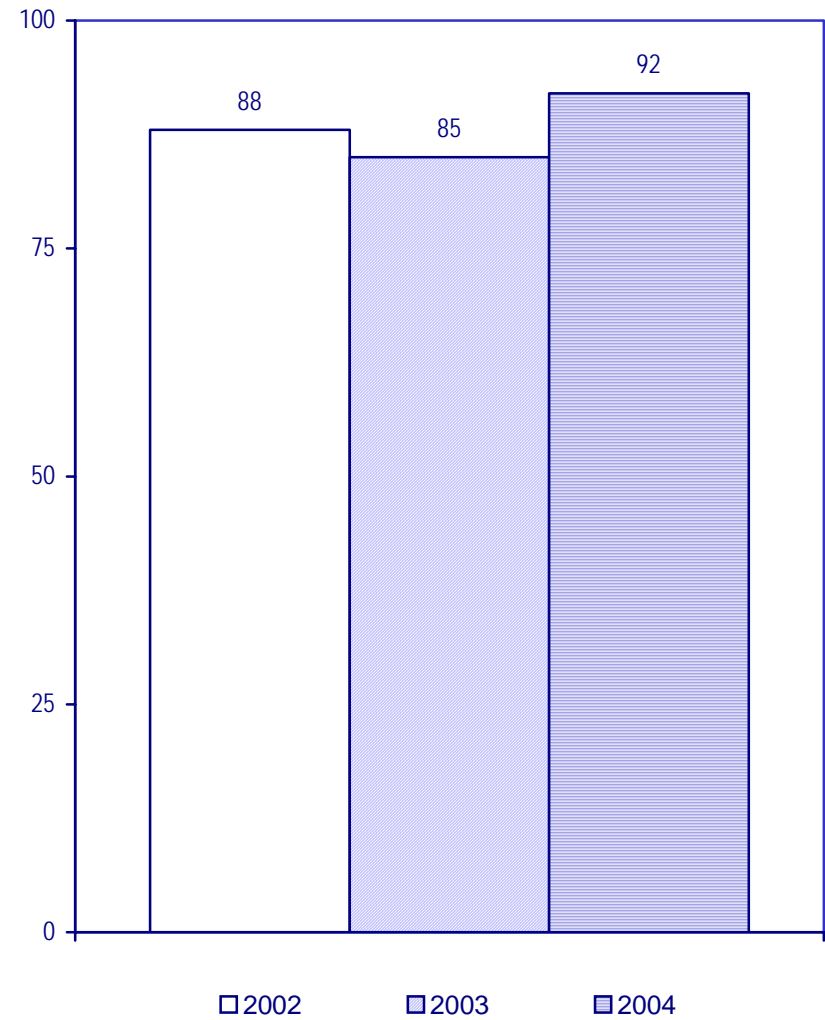
About one in six consumers had a spend-down requirement, but less than 10 percent reported going without attendant services to meet that spend-down.

PAS Consumer Surveys Totals 2002 - 2004

Percentage of Consumers Reporting Low Attendant Turnover Rate

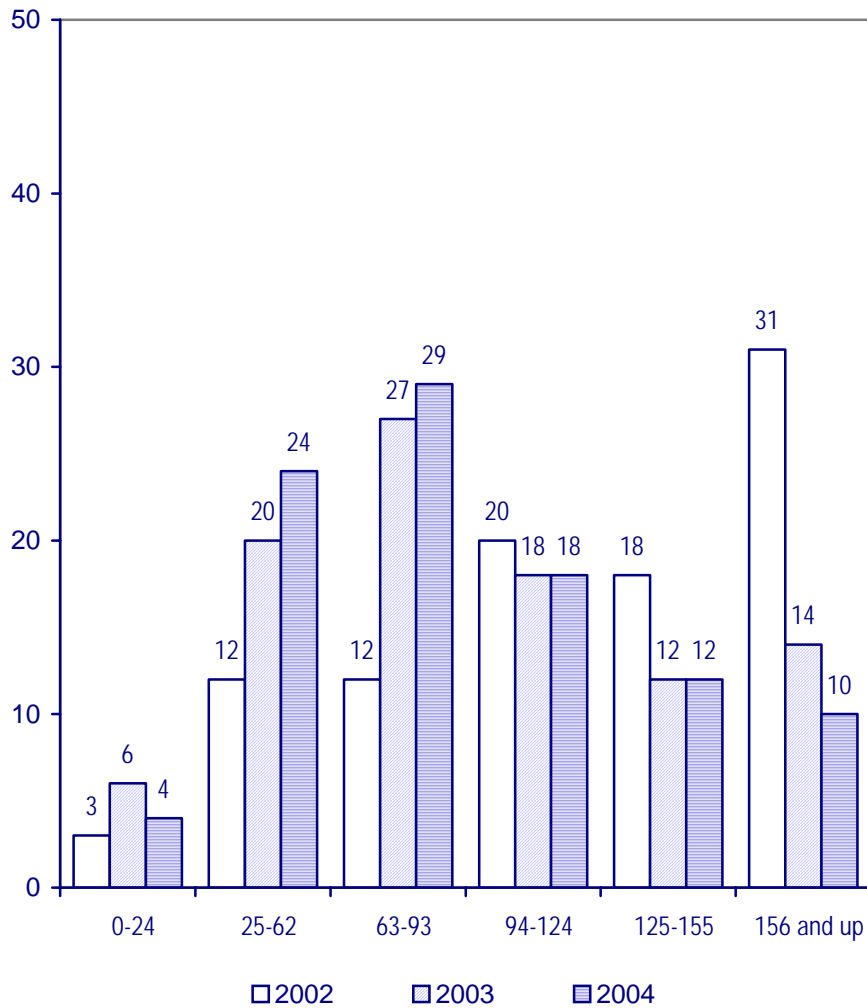


Percentage Reporting PAS Attendant Can Work In The Evening Or On Weekends



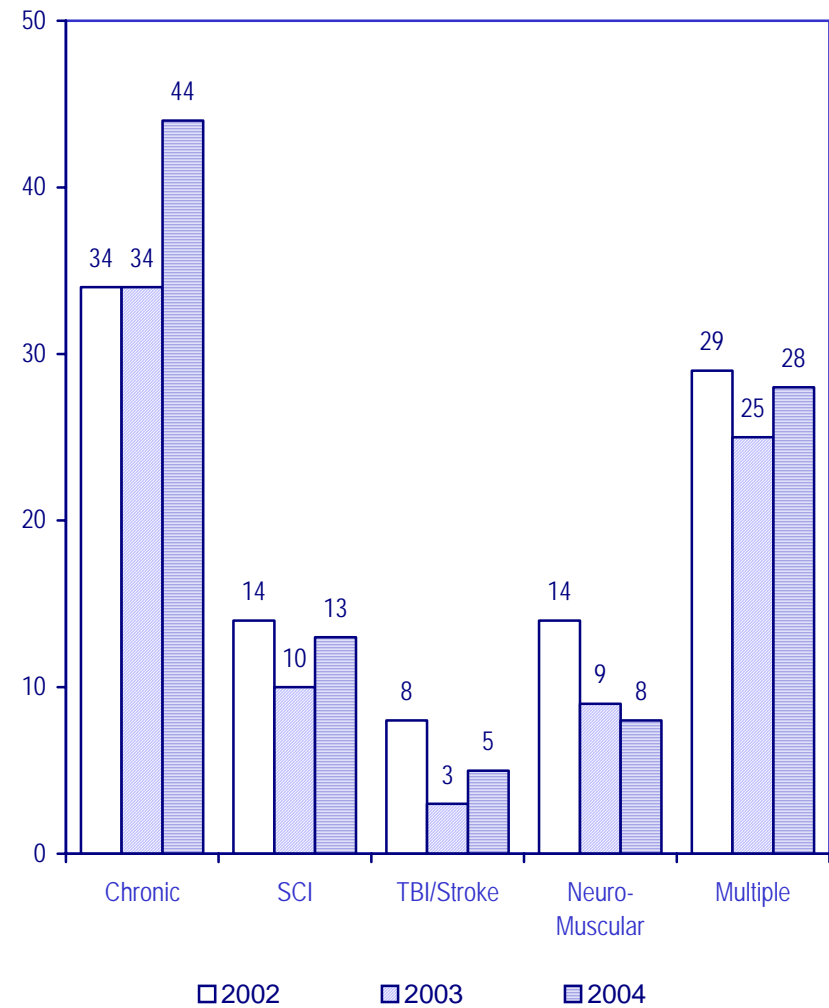
PAS Consumer Surveys Totals 2002 - 2004

PAS Hours Per Month by Percent



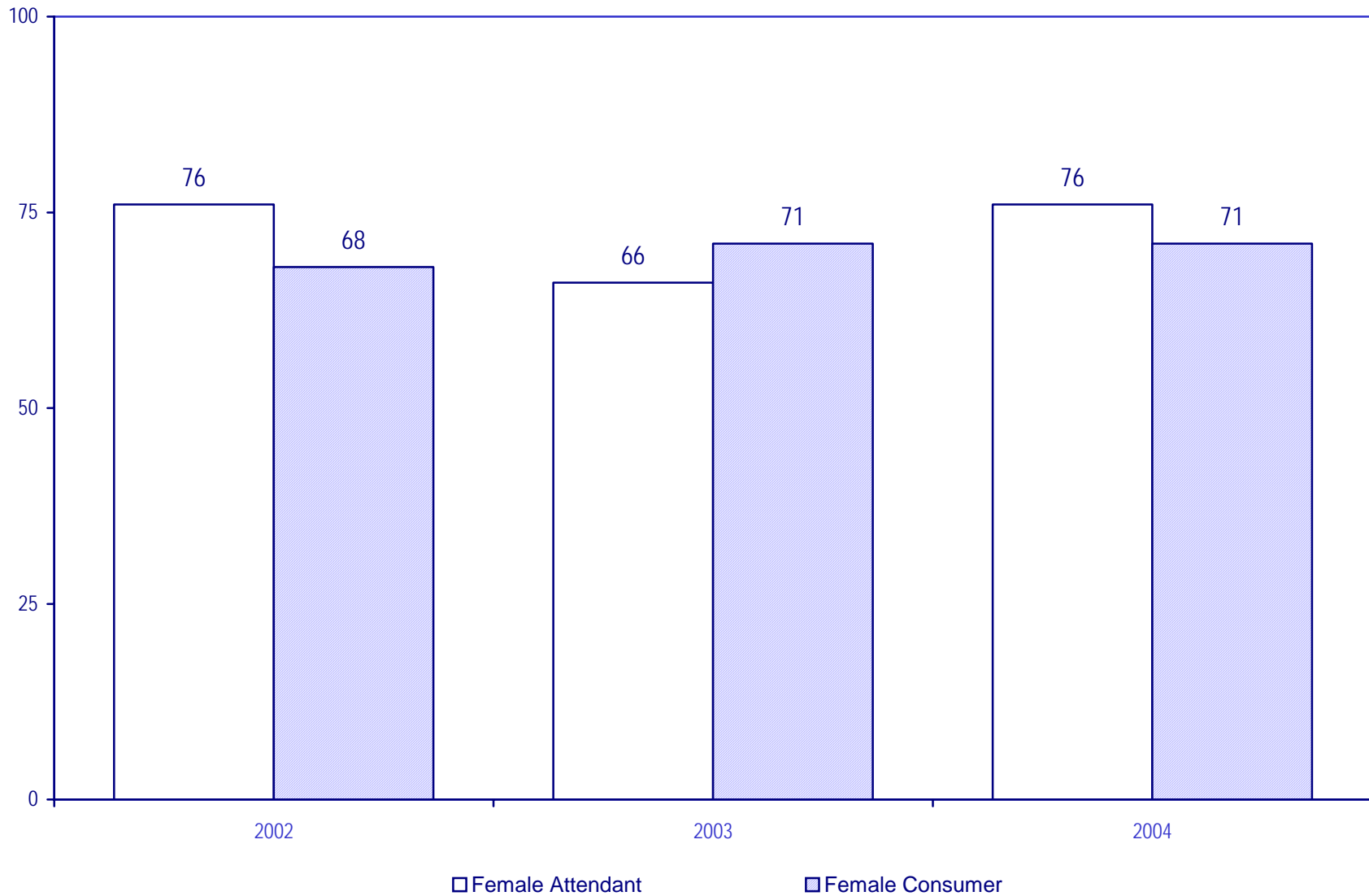
The number of PAS hours per month has been declining over the last three years. This is the result in part to an effort to review met vs unmet needs of consumers when determining services provided through the PAS programs.

Disease Category by Percent



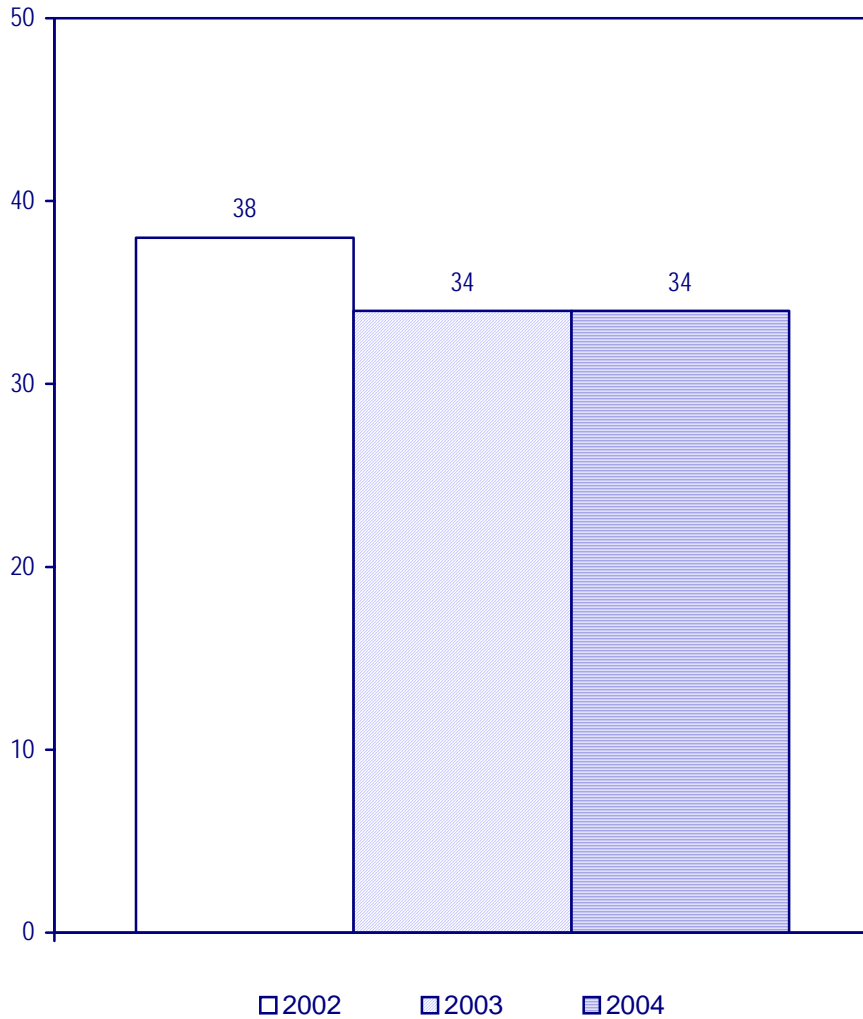
Most of the PAS consumers surveyed reported chronic or multiple diseases.

Percentage Of Female Consumers And Attendants



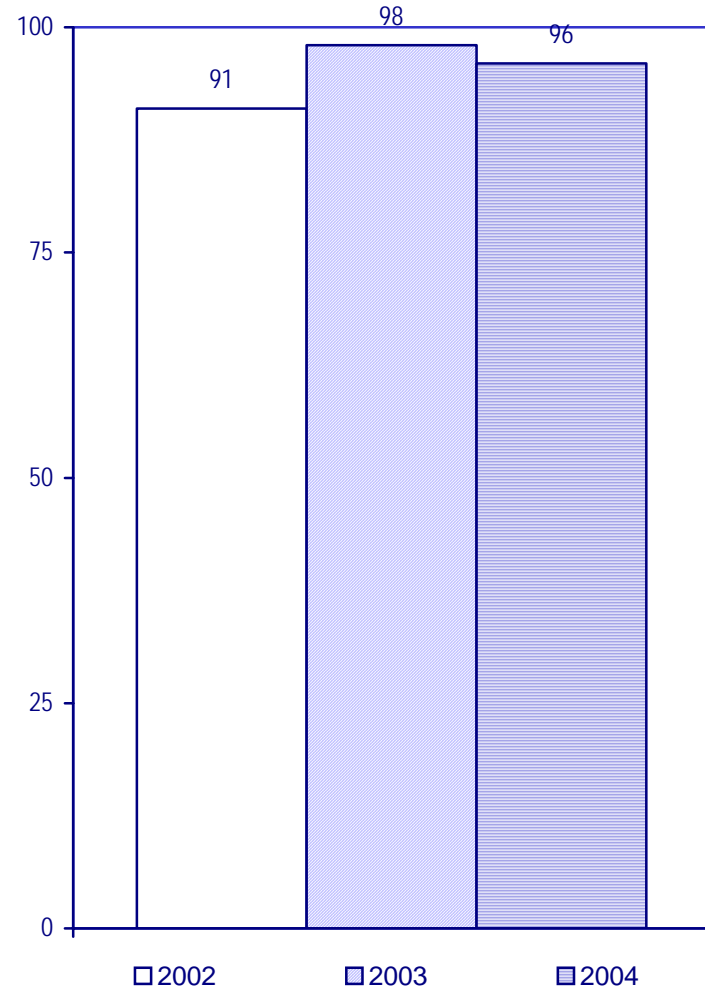
Almost seventy percent of consumers are women and approximately seventy-five percent of attendants are women.

Percentage That Relied On An Agency To Send An Attendant



Over a third of consumers have at one time relied on an agency sent attendant as opposed to hiring their own attendant through the consumer directed model.

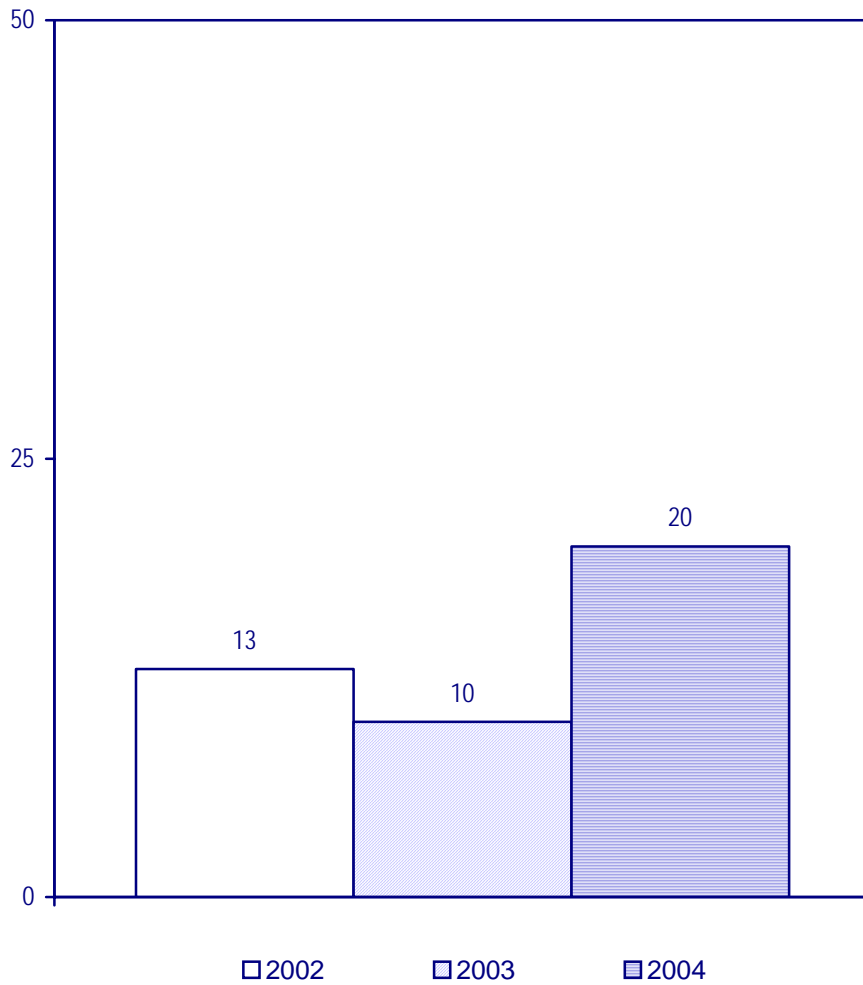
Consumers Are More Satisfied With Their Care With PAS Attendant by Percent



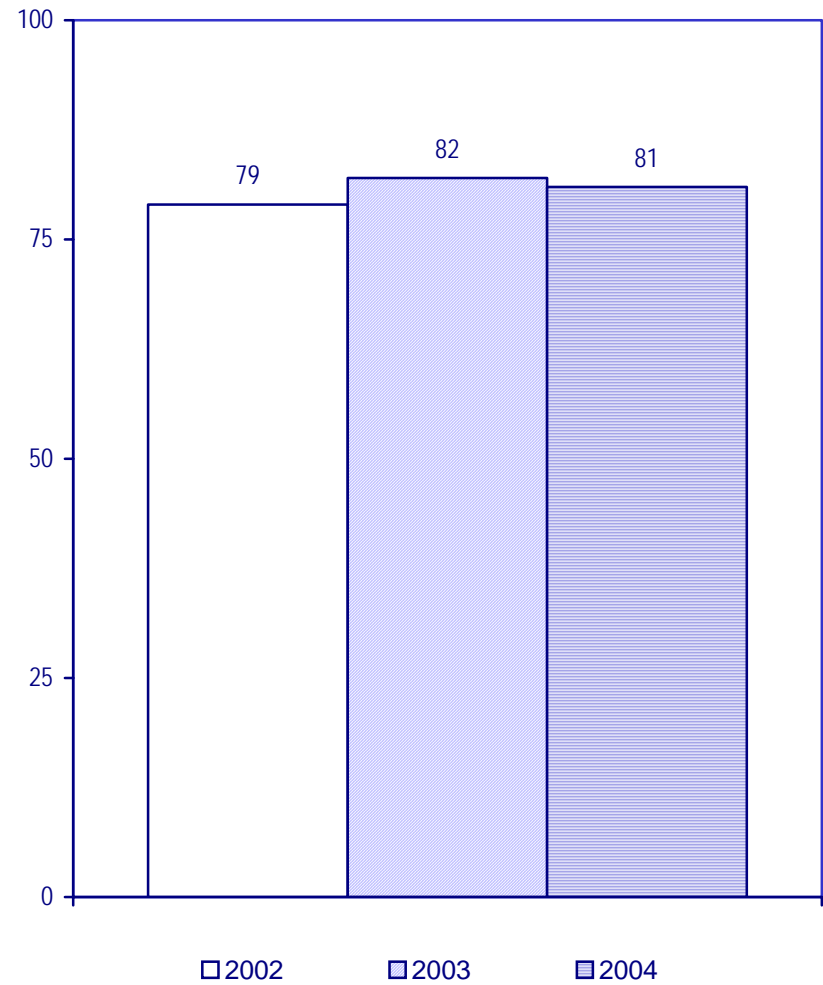
Consumers report a high rate of satisfaction with their PAS attendant.

PAS Consumer Surveys Totals 2002 - 2004

Percentage of Consumers Reporting Having Been In A Nursing Home

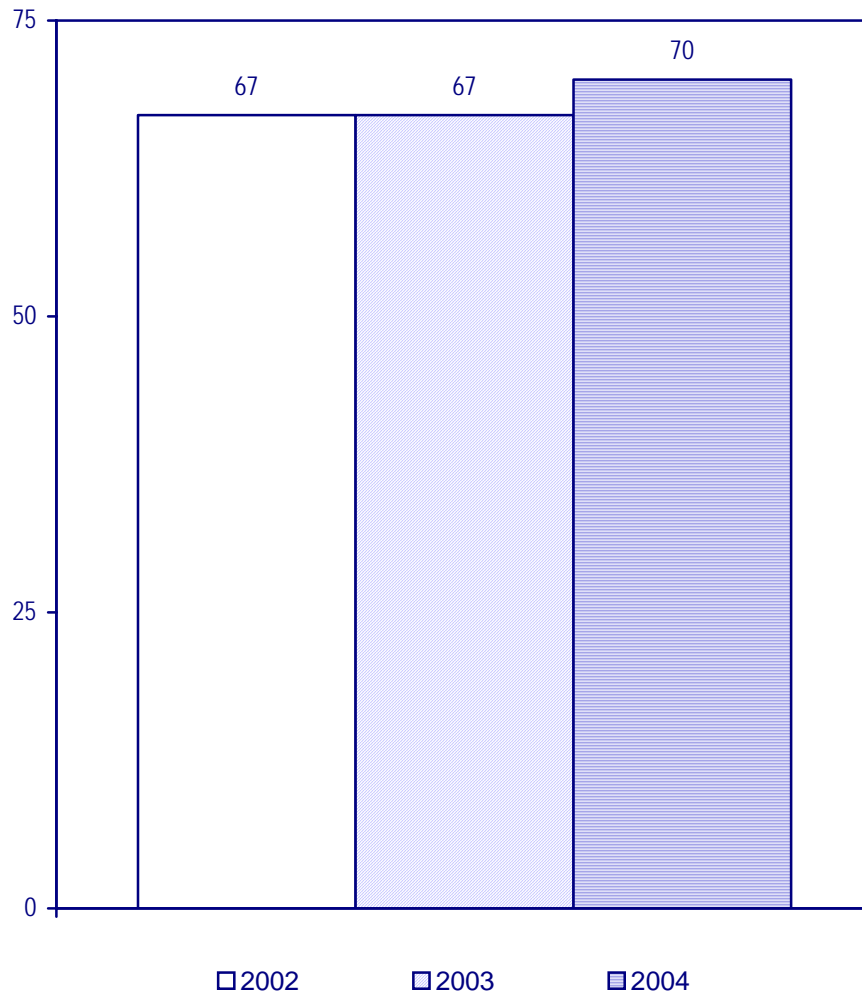


Relied On Family Or Friends For Care by Percent

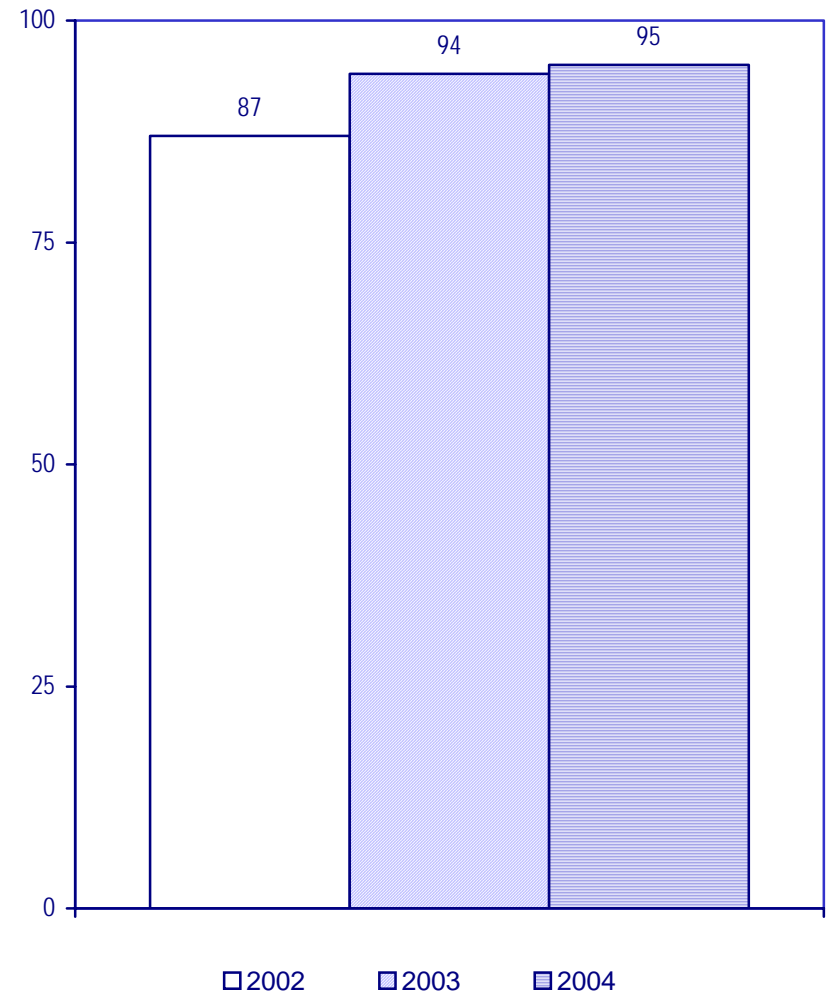


PAS Consumer Surveys Totals 2002 - 2004

When I Used An Attendant Sent By An Agency, They Were Often Late Or Didn't Come by Percent

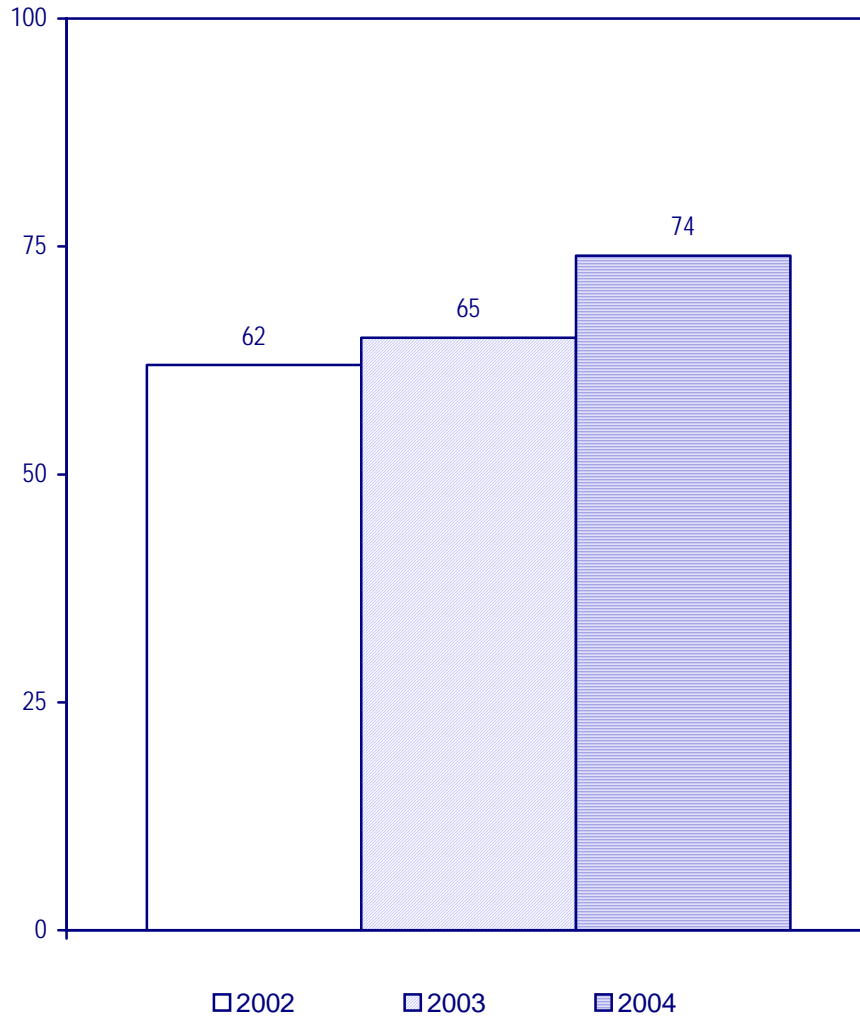


Percentage Reporting: PAS Attendant Shows Up For Work On Time



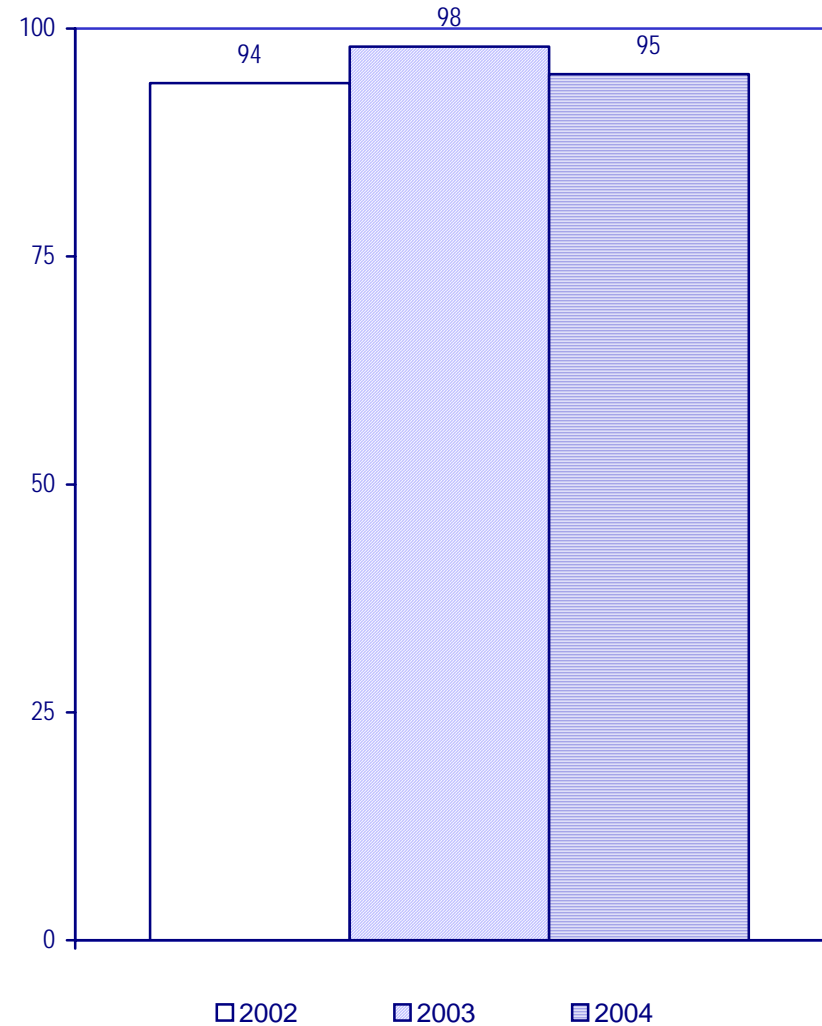
PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: When I Used An Attendant Sent By An Agency, They Often Sent A Different Person Each Time



Almost seventy percent of the consumers that answered this question reported they didn't have the same attendant when the attendant was sent by an agency.

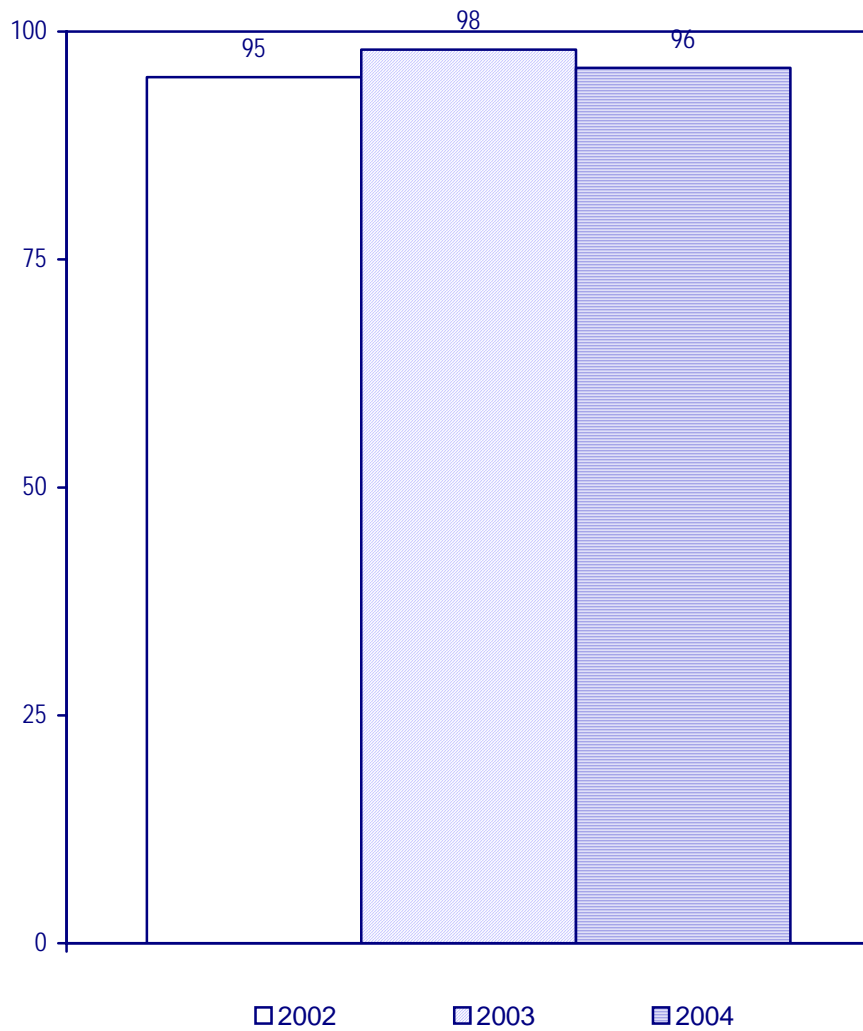
Percentage Reporting: Having The Same Attendant(S) Each Day Is Very Important To Me



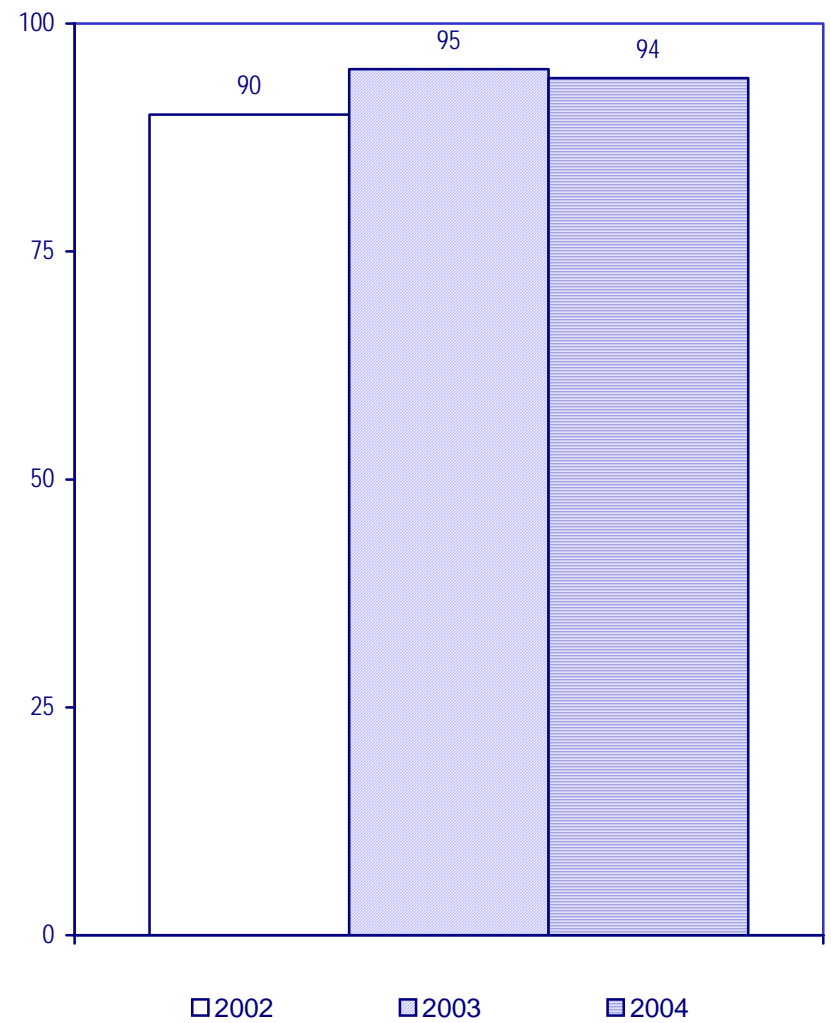
Over ninety percent of the consumers were pleased that they had the same PAS attendant each day.

PAS Consumer Surveys Totals 2002 - 2004

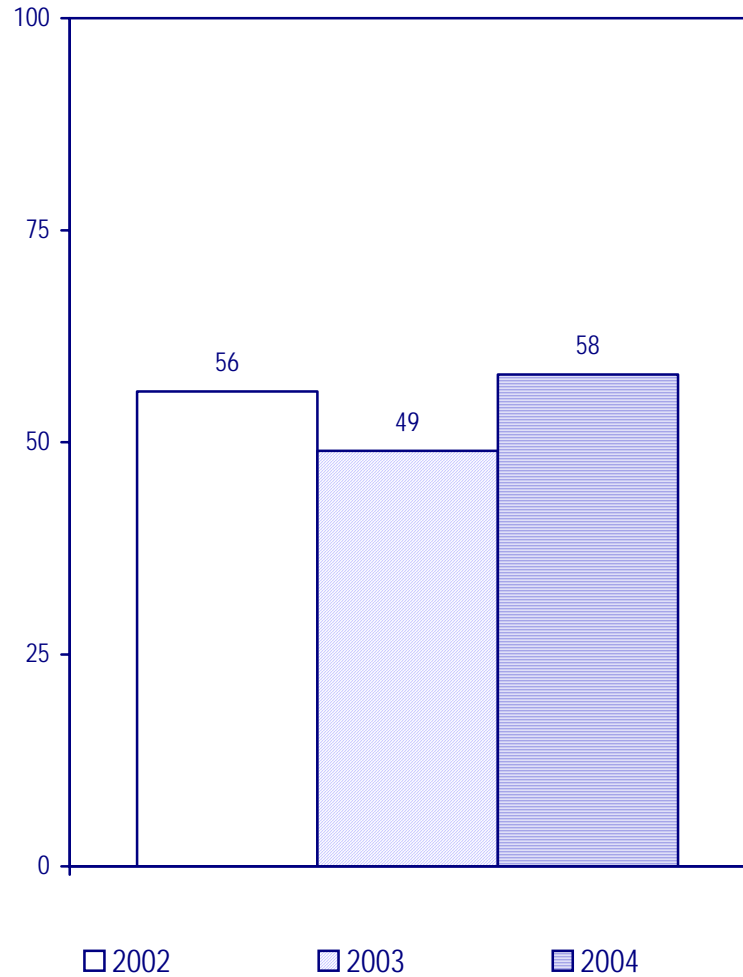
Percentage Reporting: Being Able To Hire My Own Attendant And Direct My Own Care Is Very Important To Me



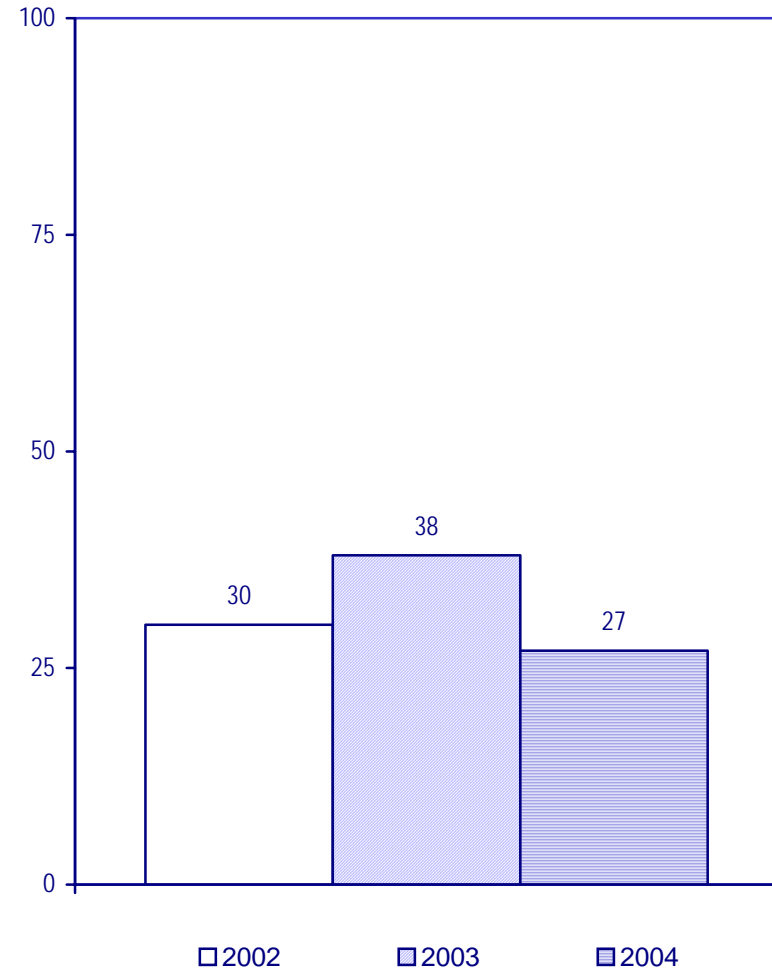
Consumers Prefer To Train Their Own Attendants Rather Than Have Someone Else Train Them by Percent



Percentage Reporting: Attendant Is A Family Member



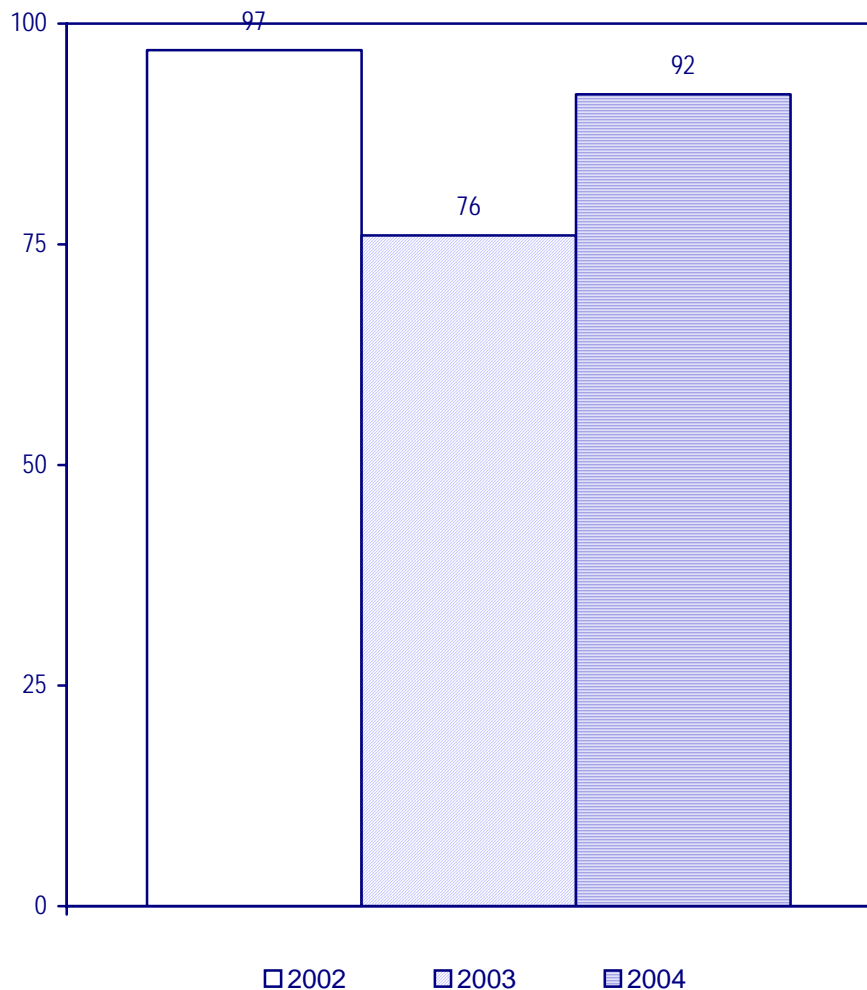
Is Your Attendant Living As A Member Of Your Household? by Percent



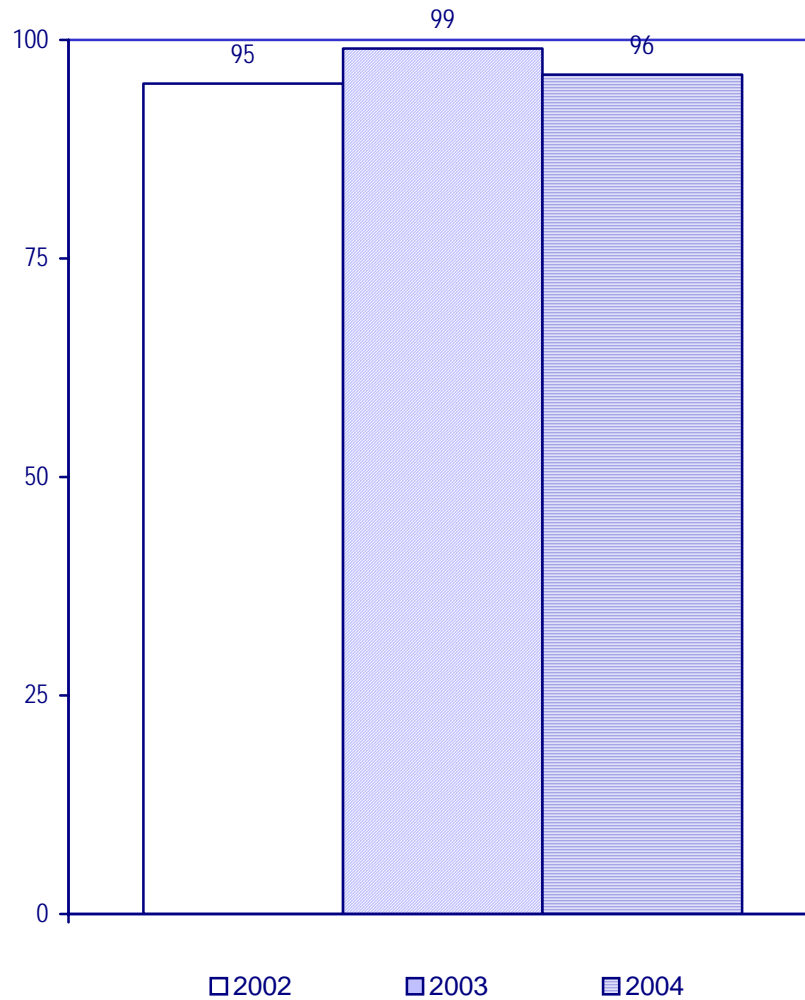
Although fifty percent of attendants are family members, less than a third live in the same household.

PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: My PAS Attendant Is More Concerned With My Needs And Pays More Attention To What I Prefer Than Other Attendants



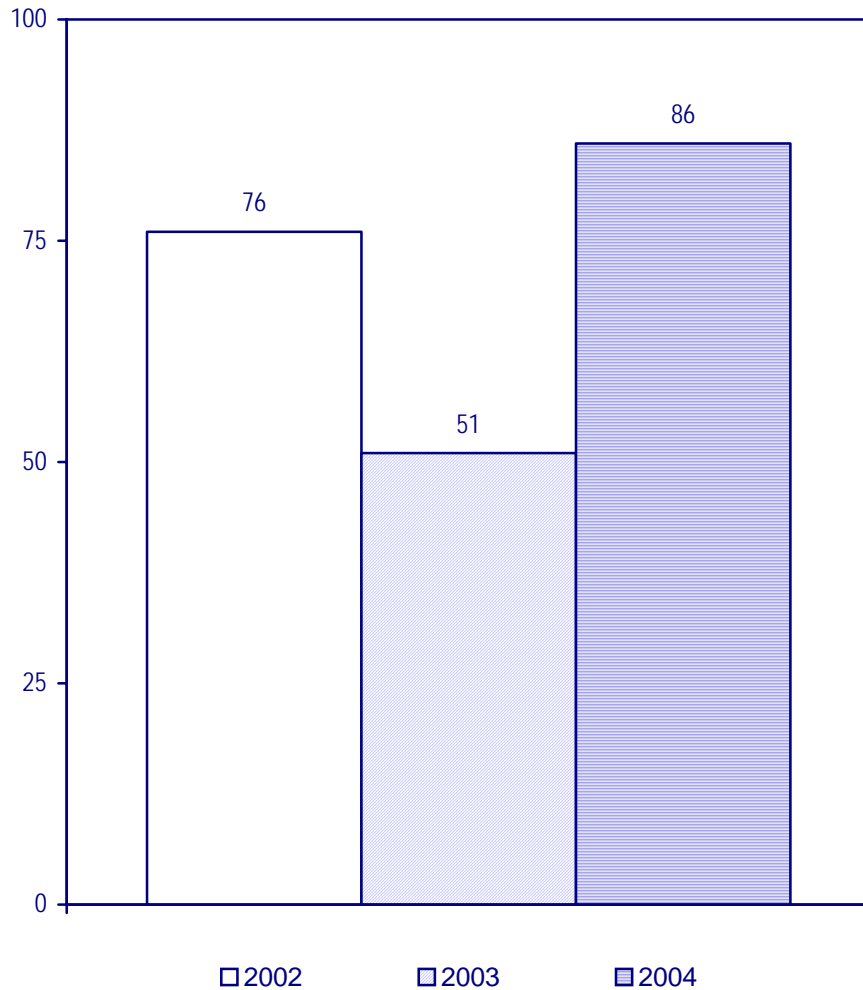
With The PAS Program, I Know That If I Am Not Satisfied With My Attendant, I Can Hire Someone Else. by Percent



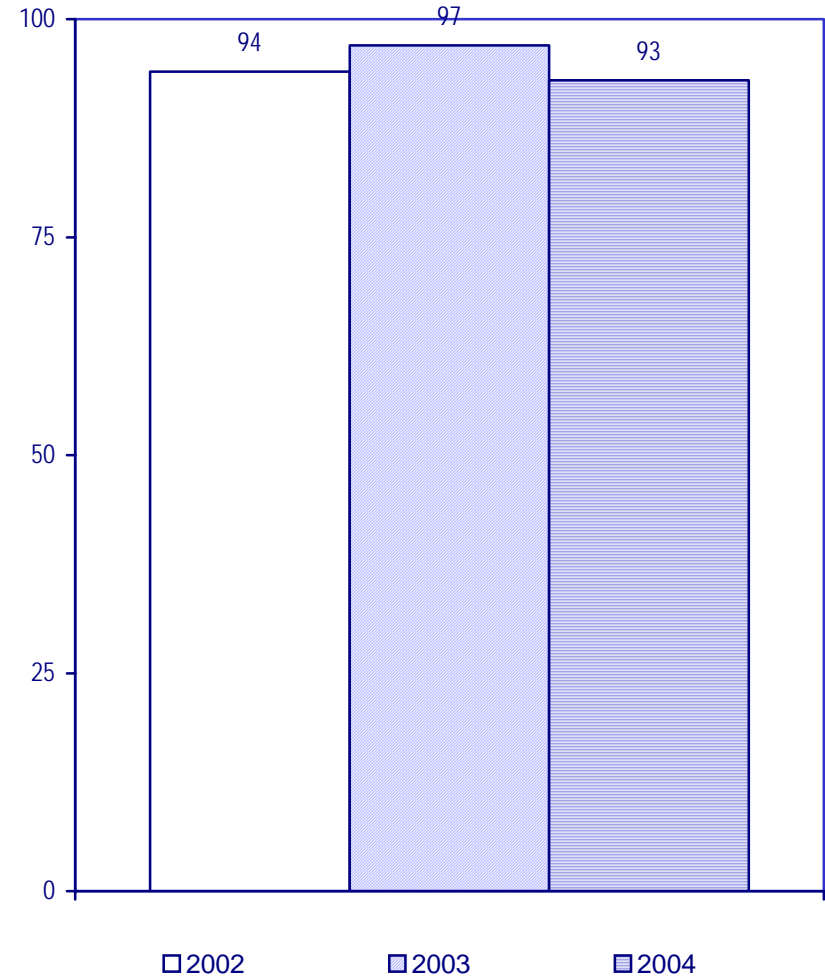
Consumers are aware they control their care.

PAS Consumer Surveys Totals 2002 - 2004

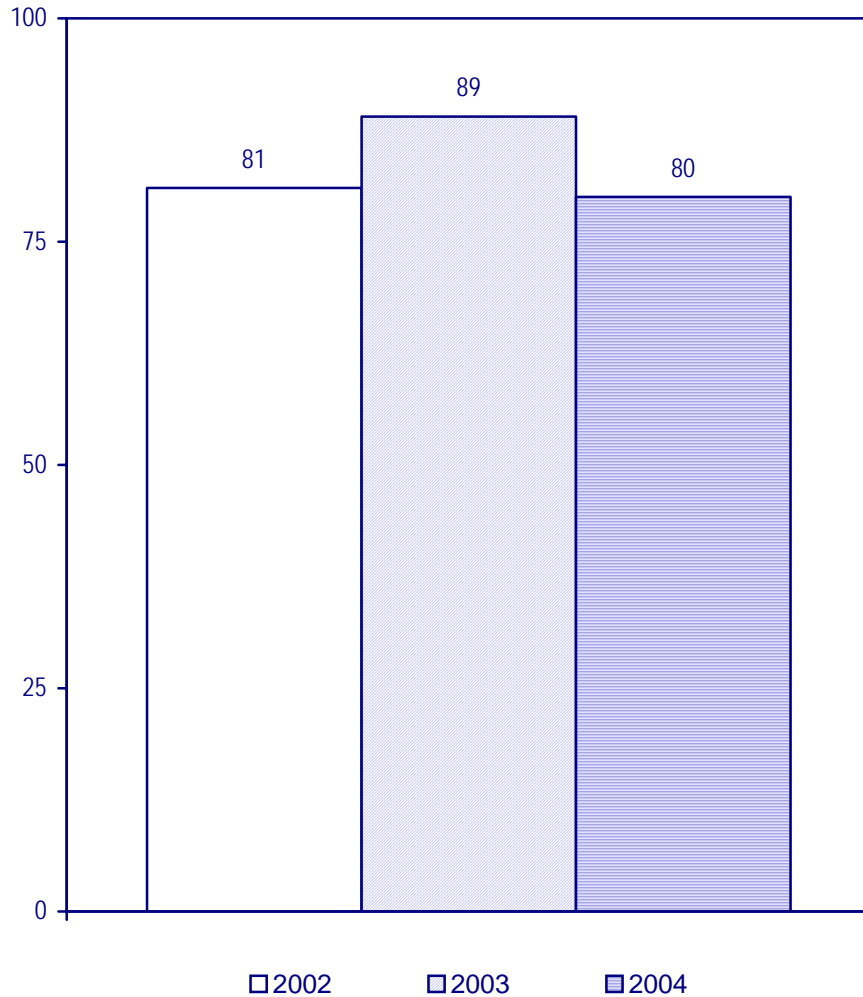
Percentage Reporting: When I Used An Attendant Sent By An Agency, I Had Less Control Of My Own Care Than I Do Now



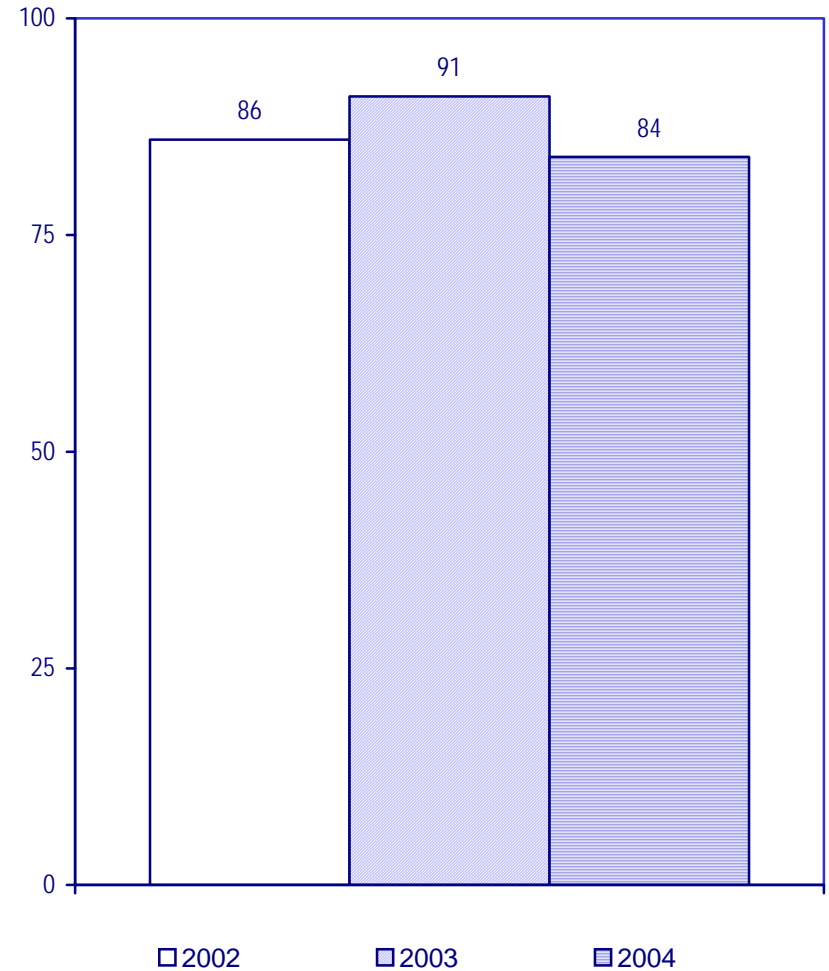
Percentage Reporting: Since I Hire And Supervise My Own PAS Attendant, I Feel More In Control Of The Care Than I Did Before



Percentage reporting: CIL Staff Helped Me Make An Emergency Plan



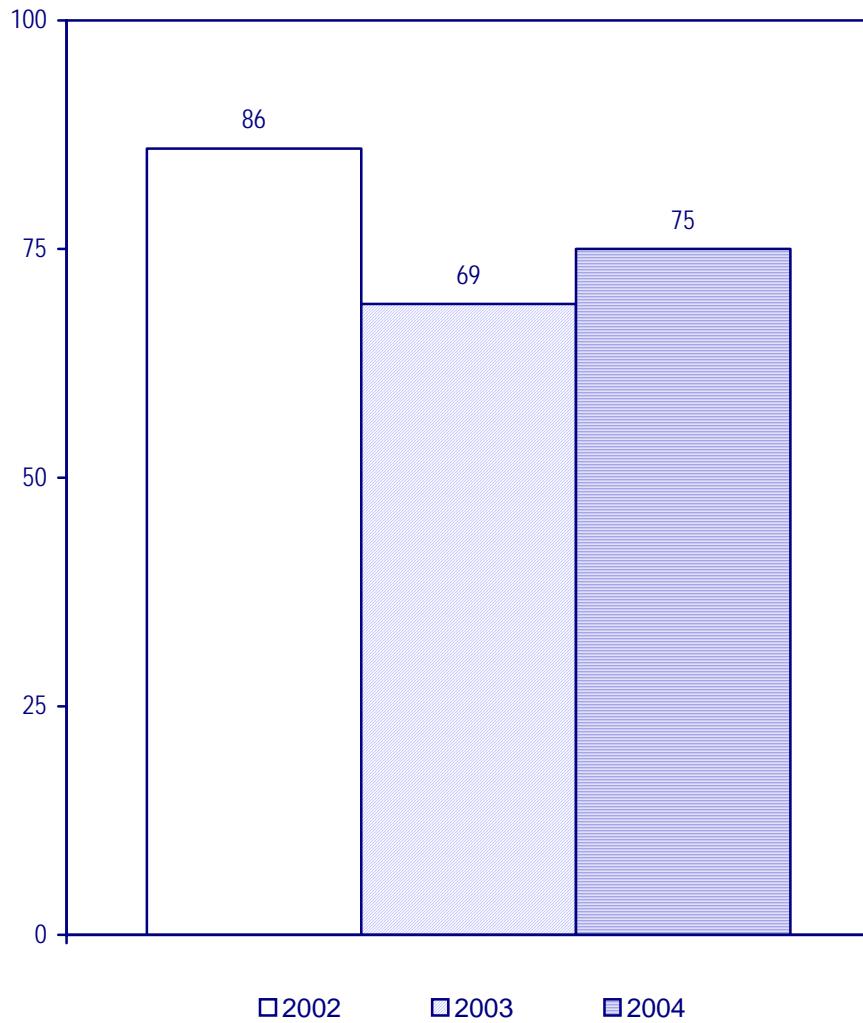
My PAS Attendant Knows My Emergency Plan by Percent



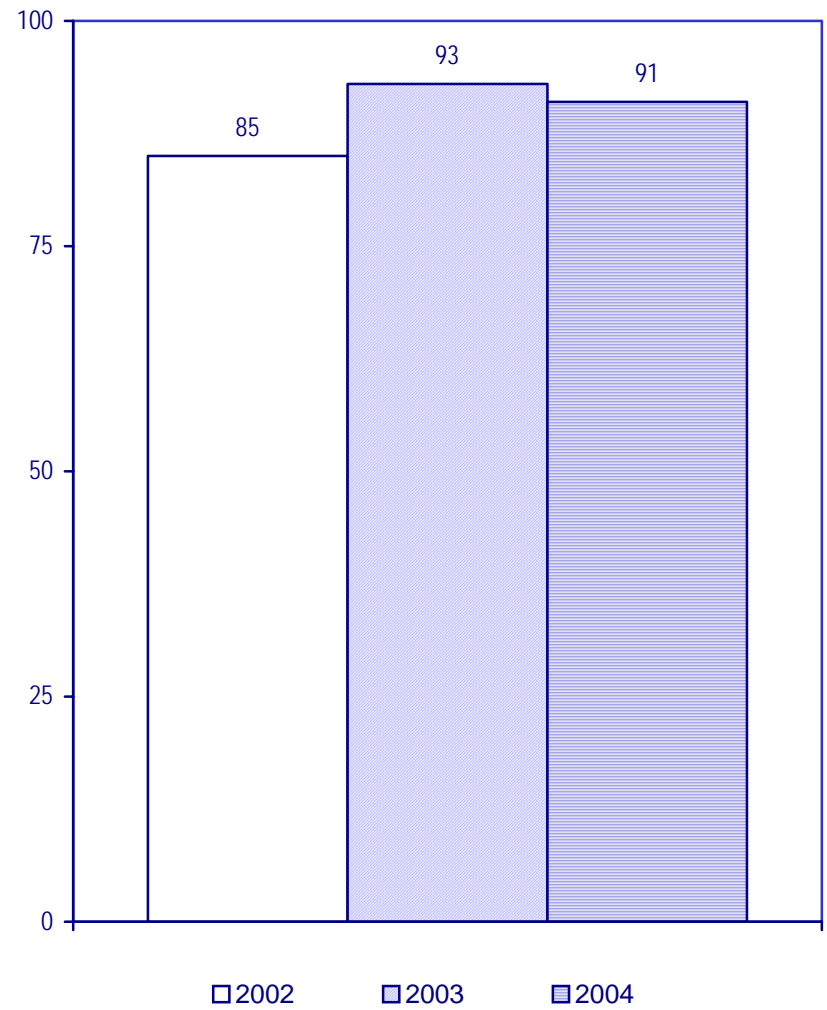
Having an emergency plan in place is an important factor to PAS consumers. While having an emergency plan is required, the PAS program does not require the consumer to have the center assist in developing this plan. Over eighty percent of consumers reported the center did help them with their emergency plan. Attendants are aware of the emergency plan which improves consumer safety.

PAS Consumer Surveys Totals 2002 - 2004

Percentage reporting: Members Of My Household Know My Emergency Plan

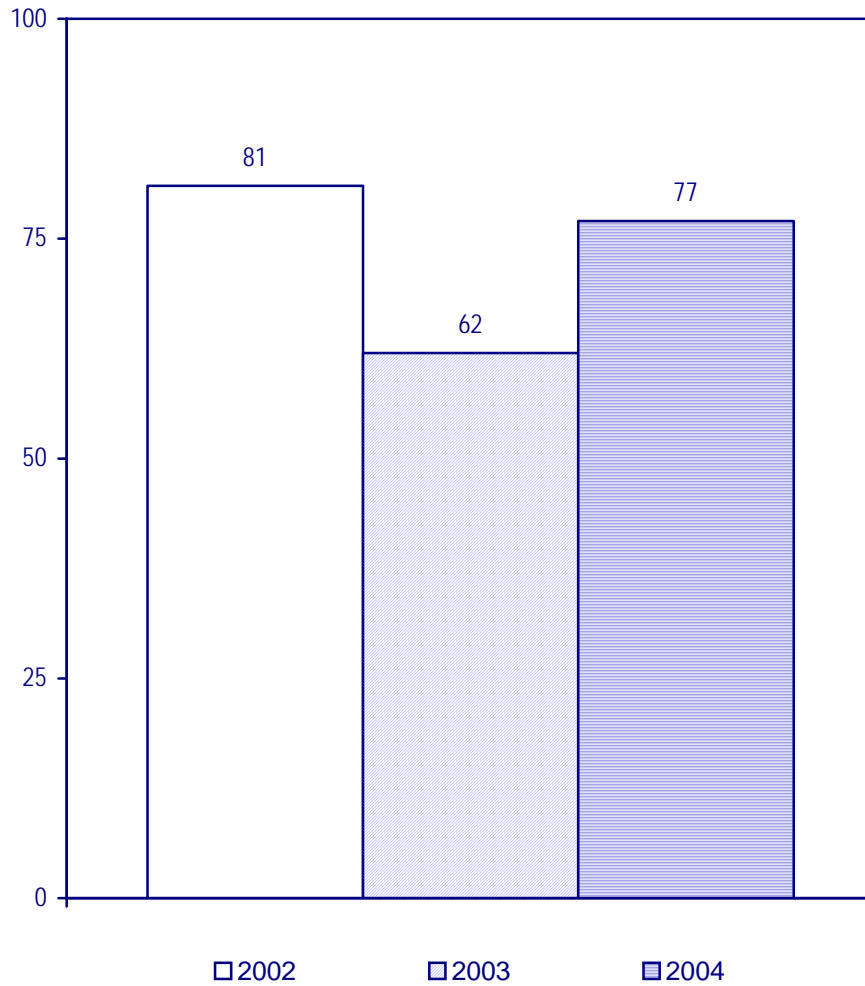


Percentage Reporting: My Emergency Phone Numbers Are Posted

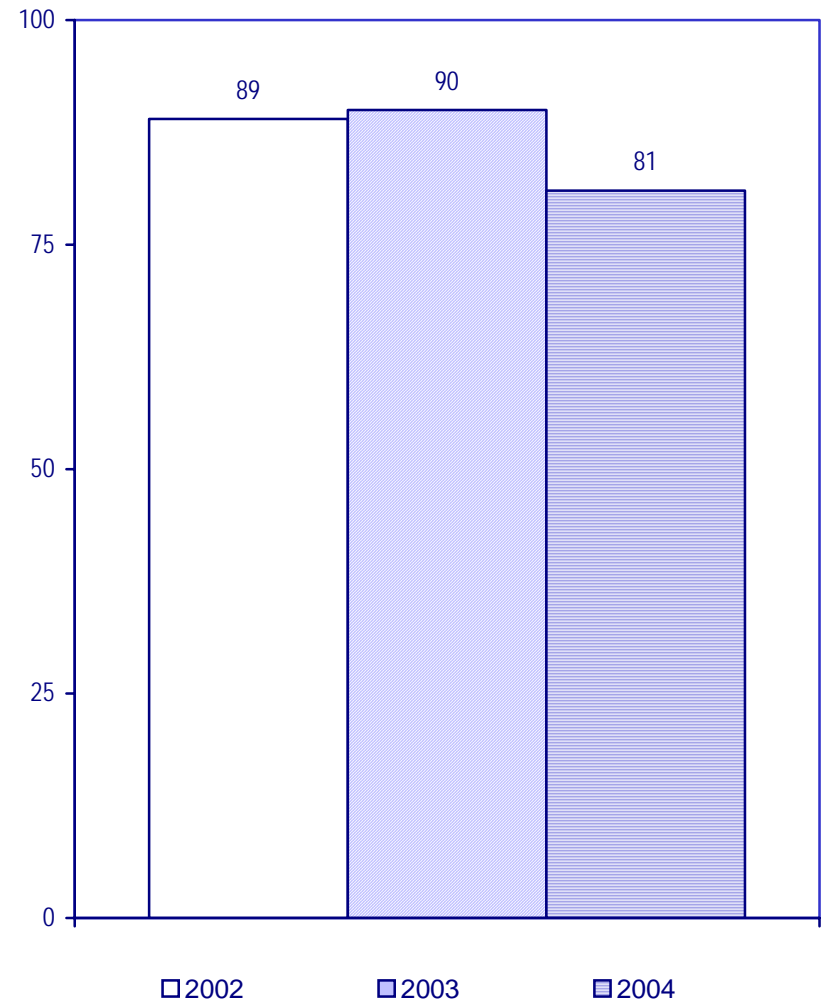


PAS Consumer Surveys Totals 2002 - 2004

Percentage reporting: If My PAS Attendant Cannot Come, I Have A Back-Up

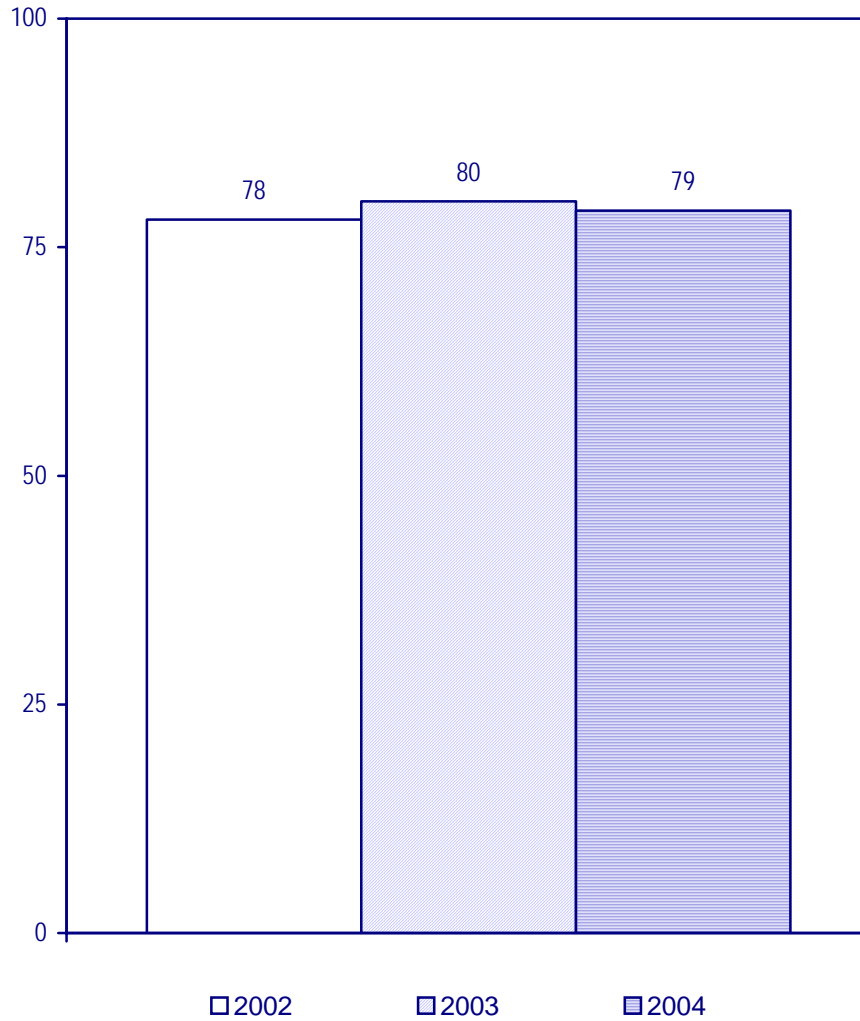


Percentage reporting: With My PAS Attendant I Can Transfer More Safely Than Before

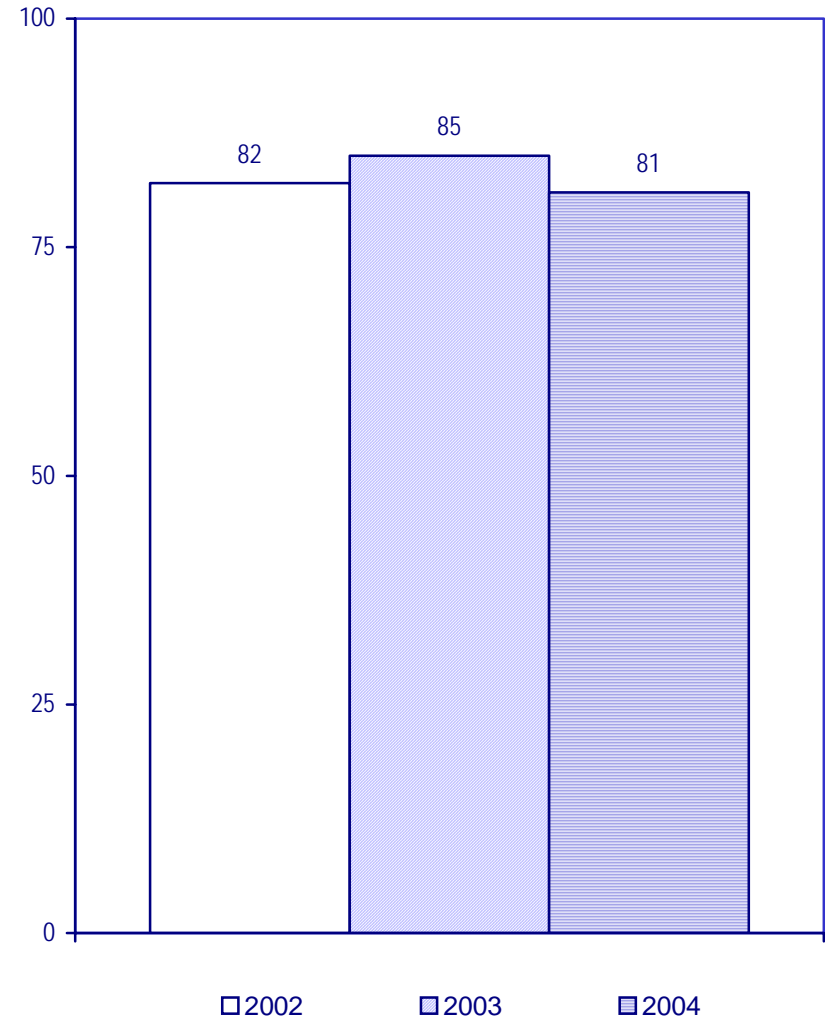


PAS Consumer Surveys Totals 2002 - 2004

Percentage reporting: With My PAS Attendant I Spend Less Time Confined To Bed Than Before



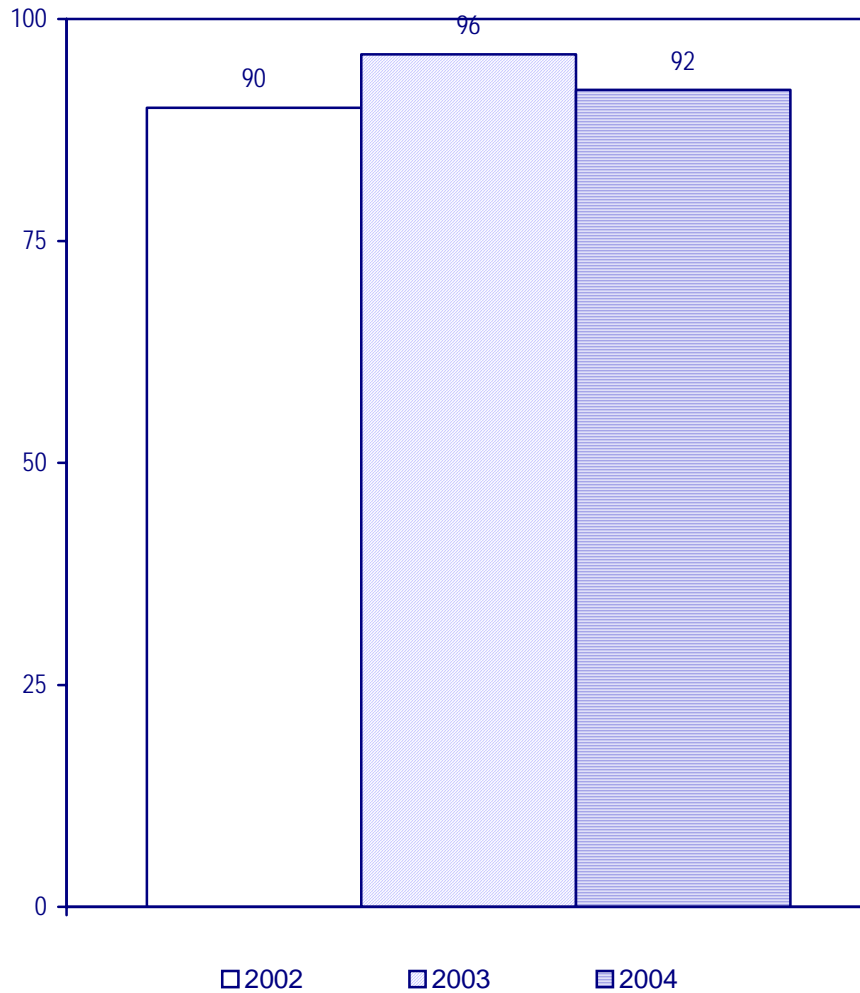
Percentage reporting: With My Attendant I Have Fewer Problems With Pressure Sores Than Before



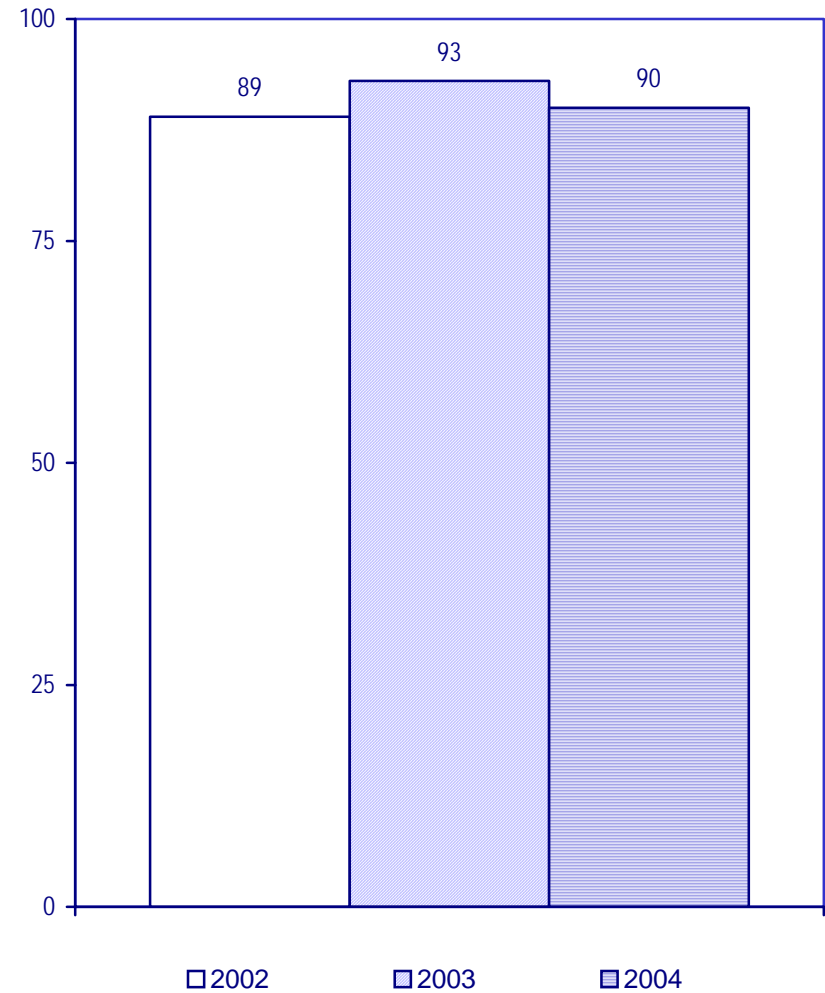
Responses to these questions indicate consumers reported a healthier lifestyle with a PAS attendant.

PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: My Attendant Helps Me Watch For Health Problems And Catch Them Earlier Than Before I Had An Attendant

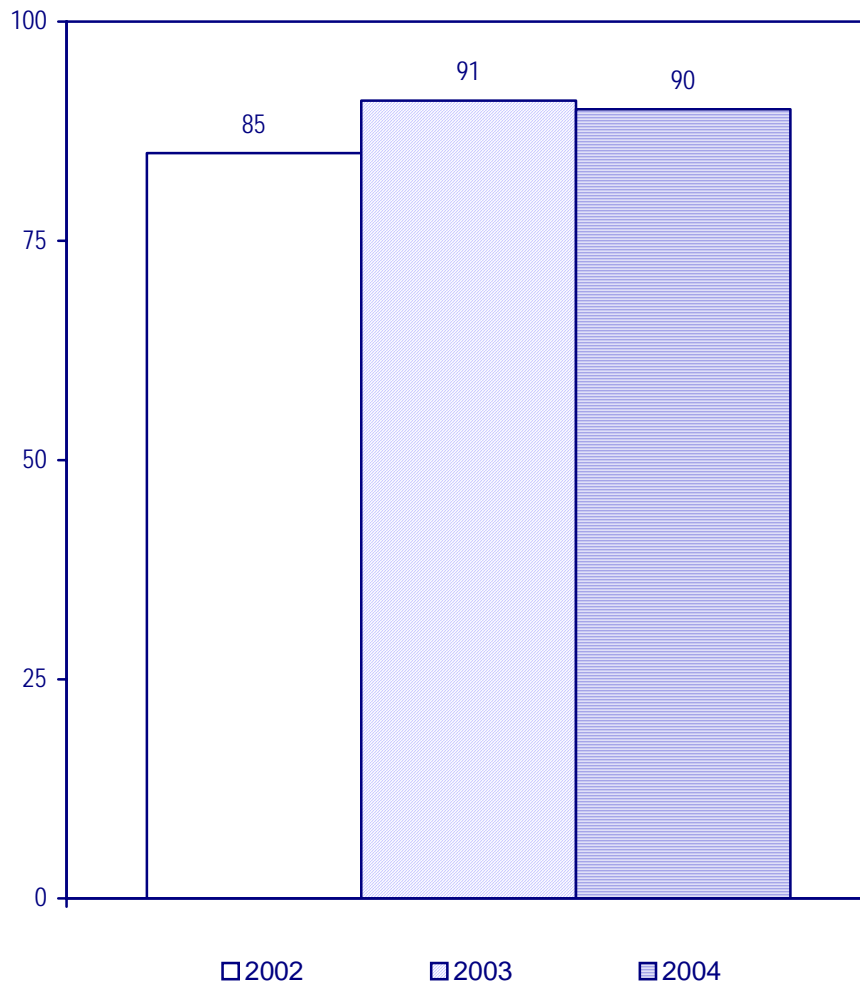


Percentage Reporting: My Attendant Takes Me To The Doctor Or Other Health Professionals If I Need To Go

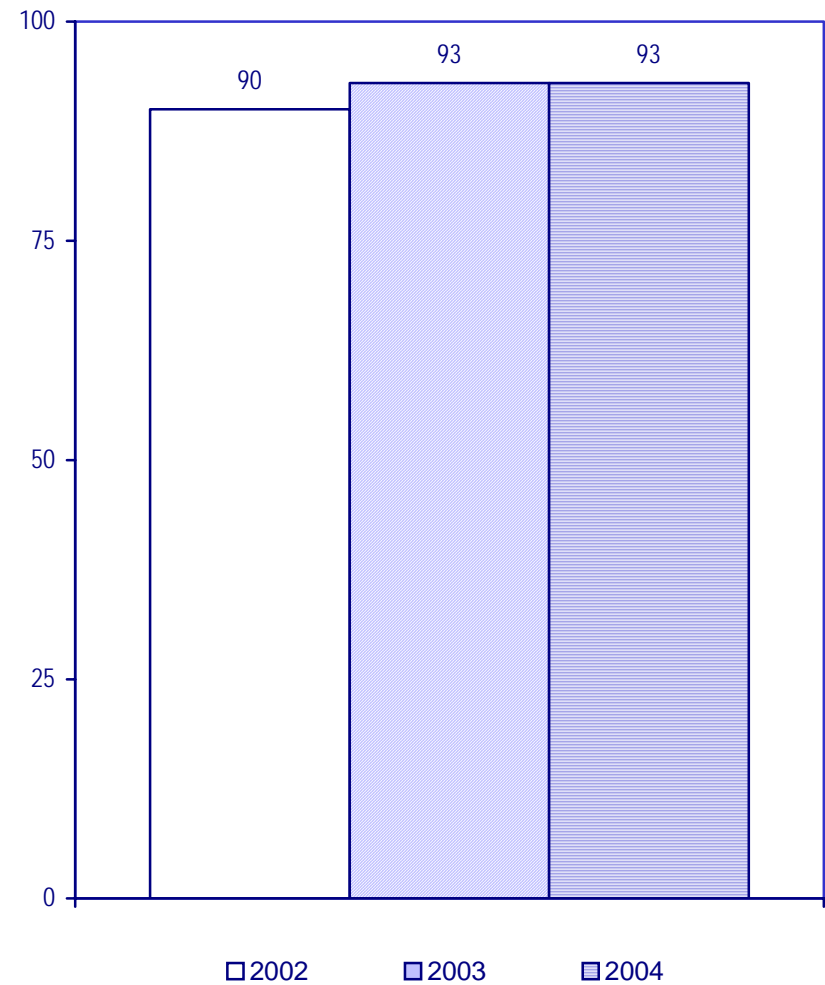


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Compared To Before I Had My Attendant, I Eat Better Now

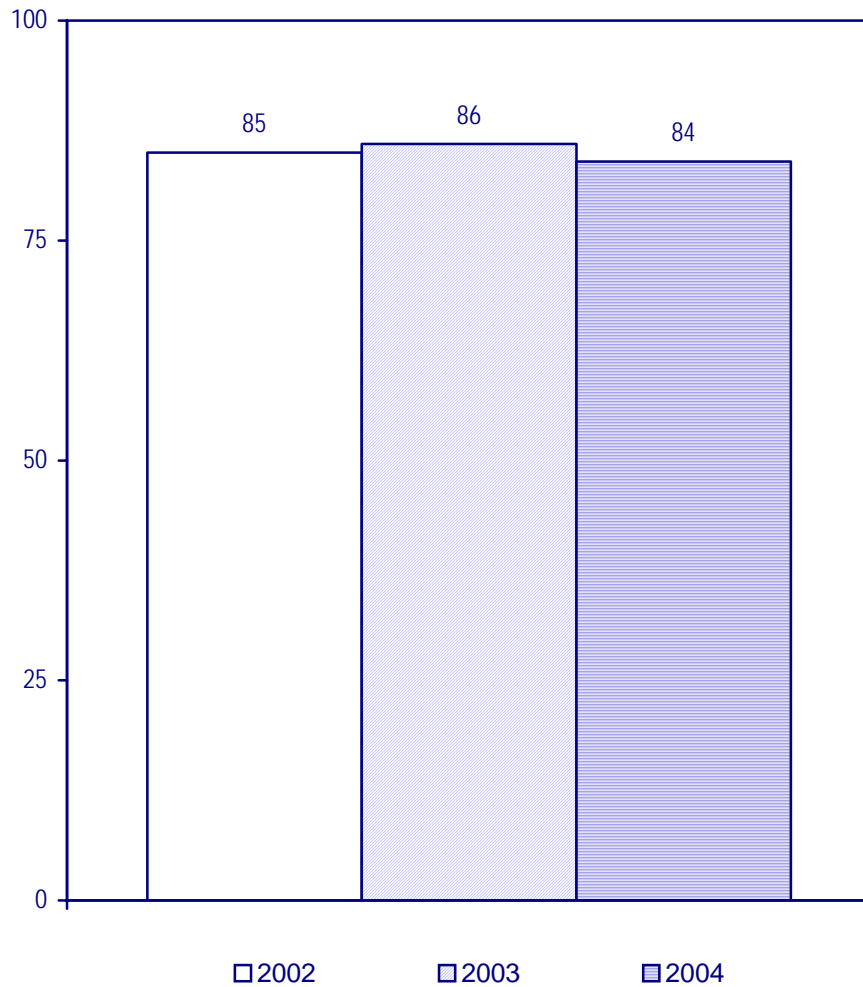


Percentage Reporting: Compared To Before I Had My Attendant, I Have More Assistance In Taking My Medication Correctly

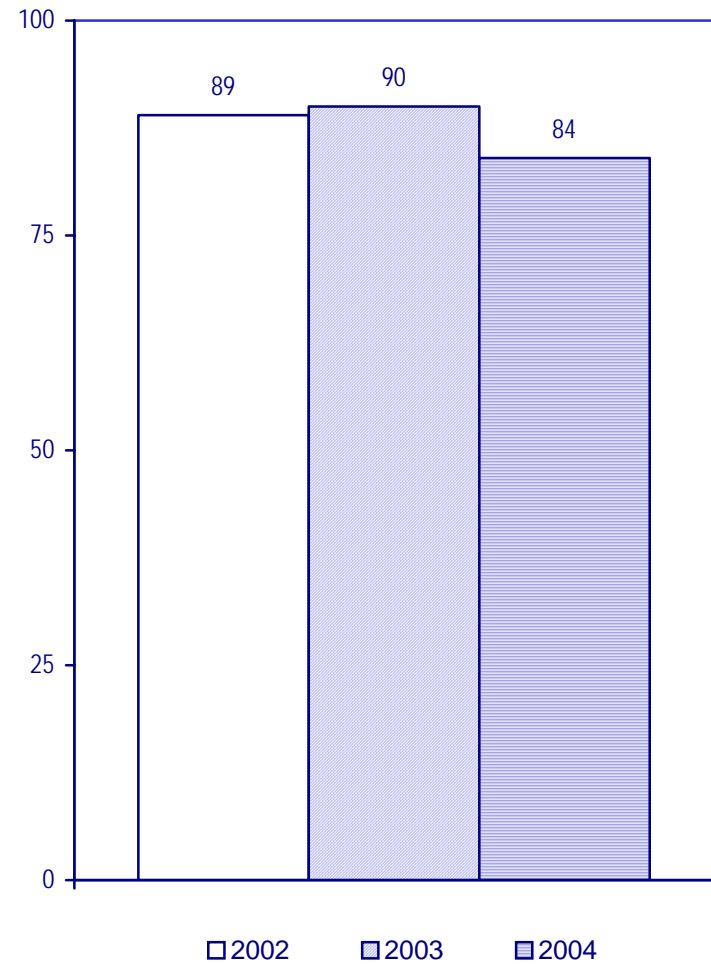


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: With My Attendant, I Have Fewer Toileting Accidents Than Before

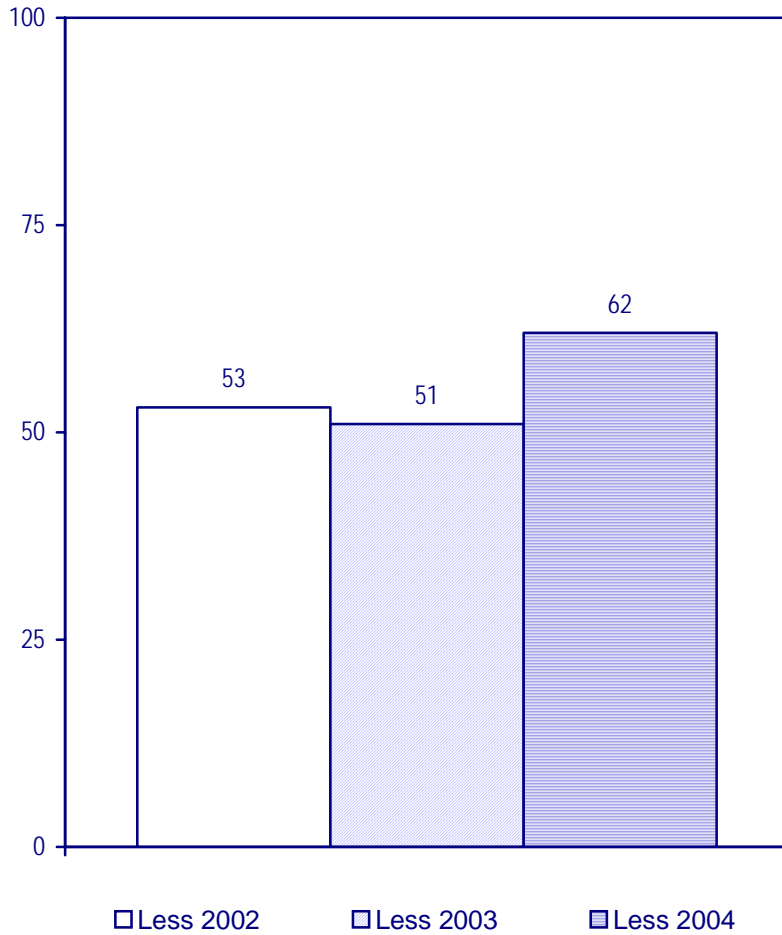


Percentage Reporting: With My Attendant, I Can Maintain My Bowel And Bladder Schedule Better than Before

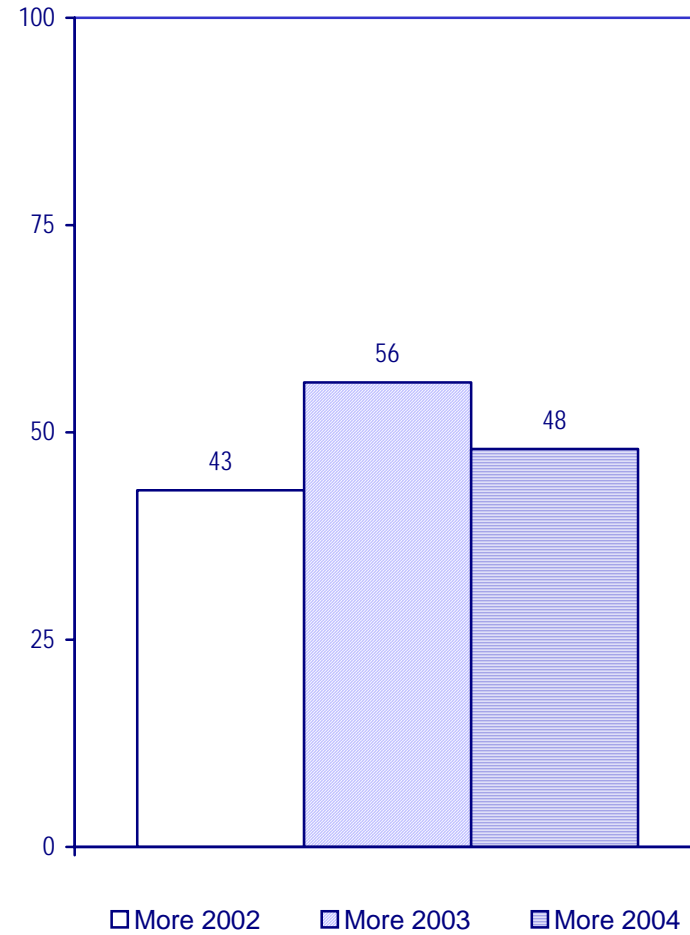


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Since Getting My PAS Attendant, I Have Been In The Hospital Less

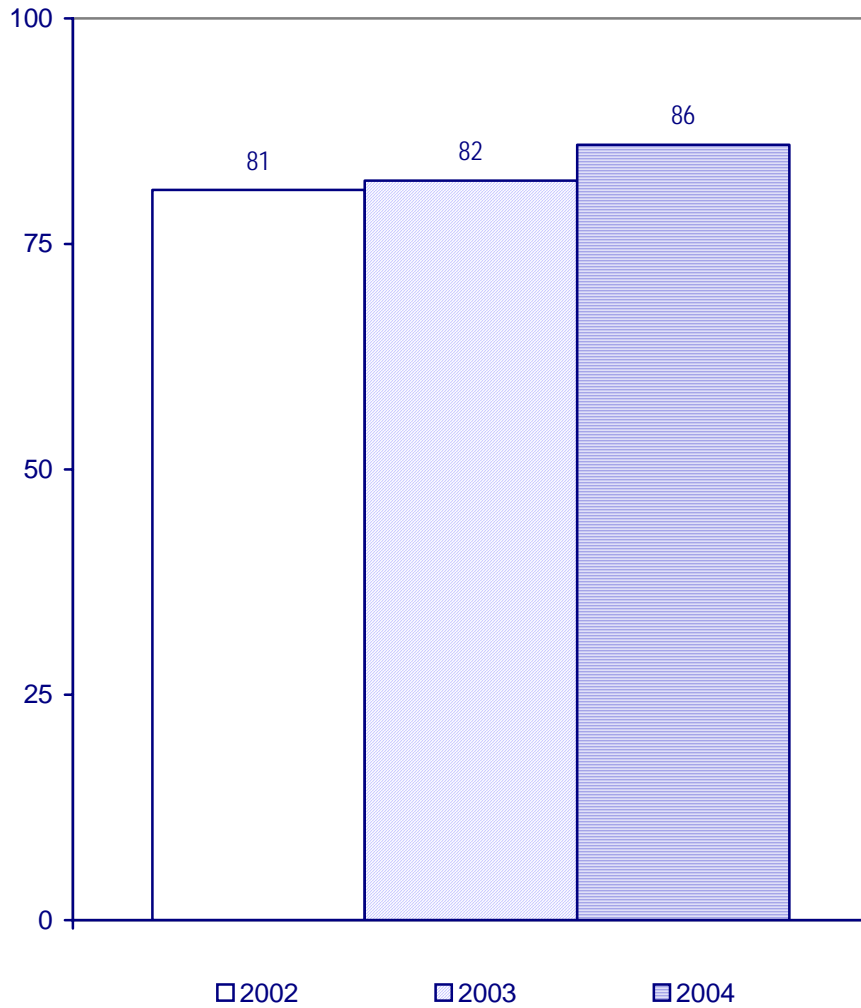


Percentage Reporting: Since Getting My PAS Attendant, I Can See My Doctor For Regular Scheduled Appointments

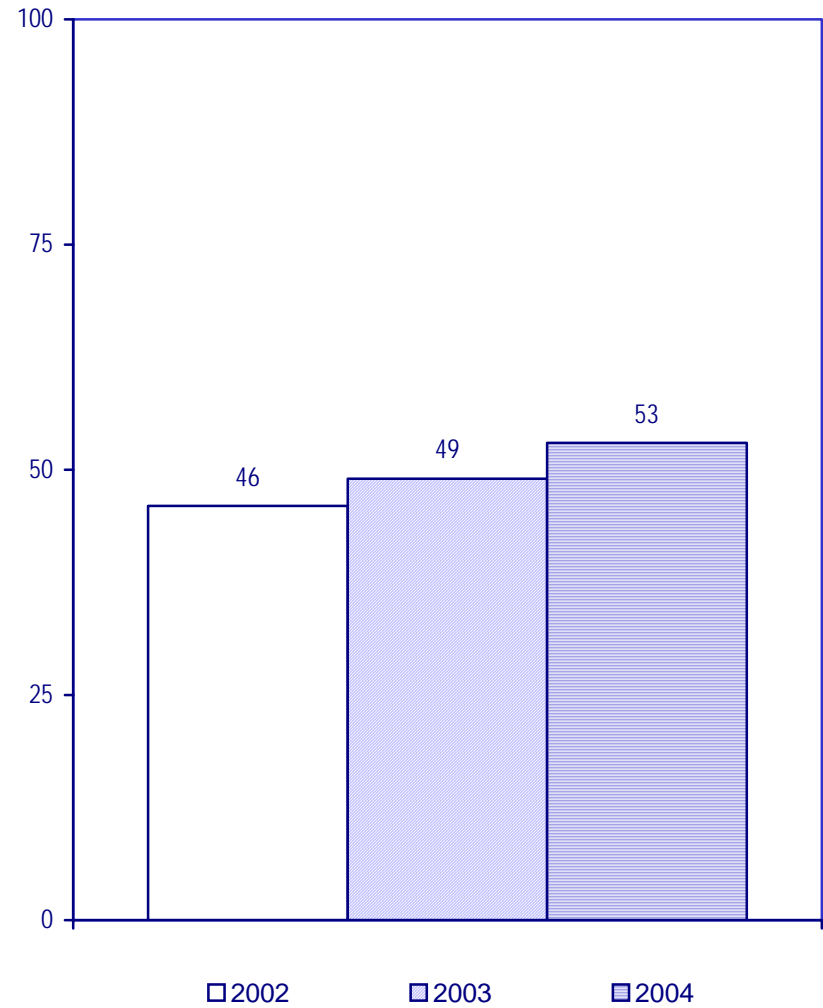


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Since Getting My PAS Attendant, I Can Bathe, Shave And Groom Myself More Often Than Before

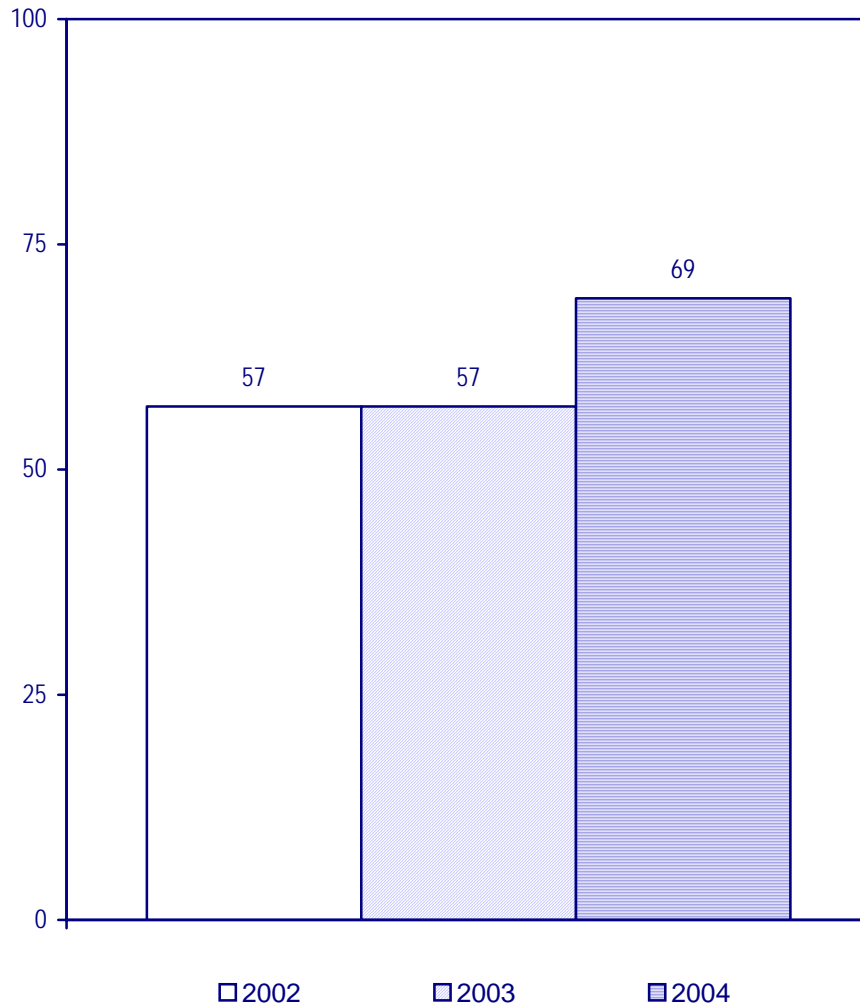


Percentage Reporting: Compared To Before I Had A PAS Attendant, My Health Is Better

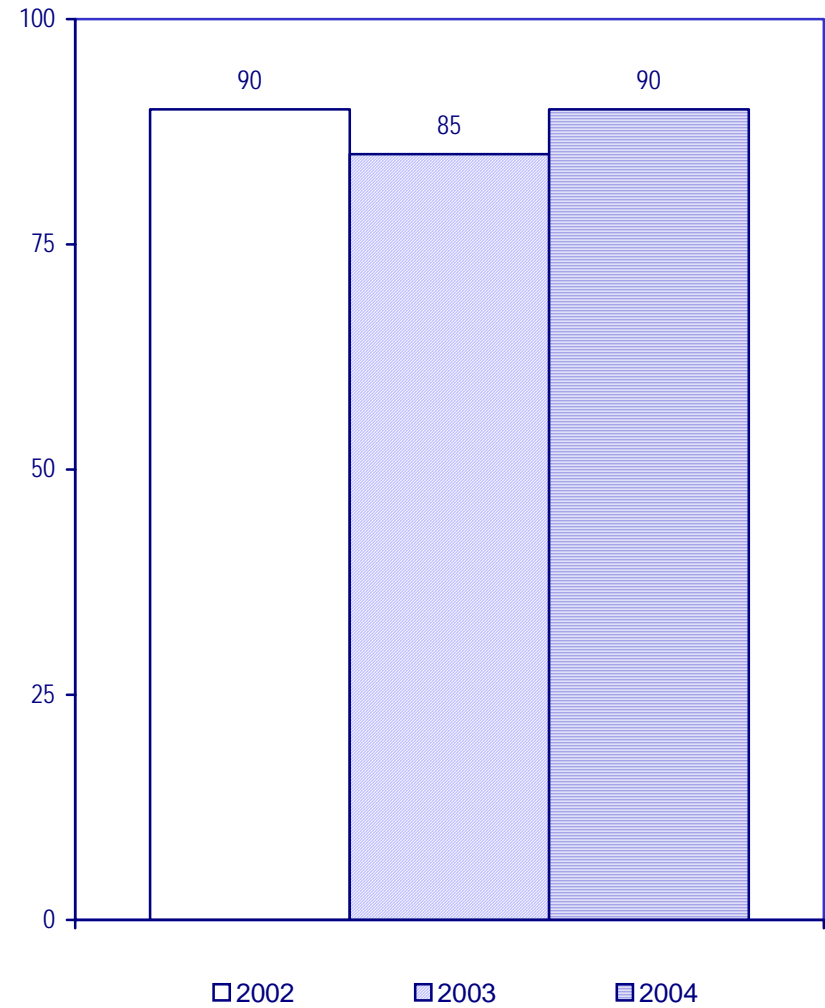


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Since Getting My PAS Attendant, I Feel Sad Less

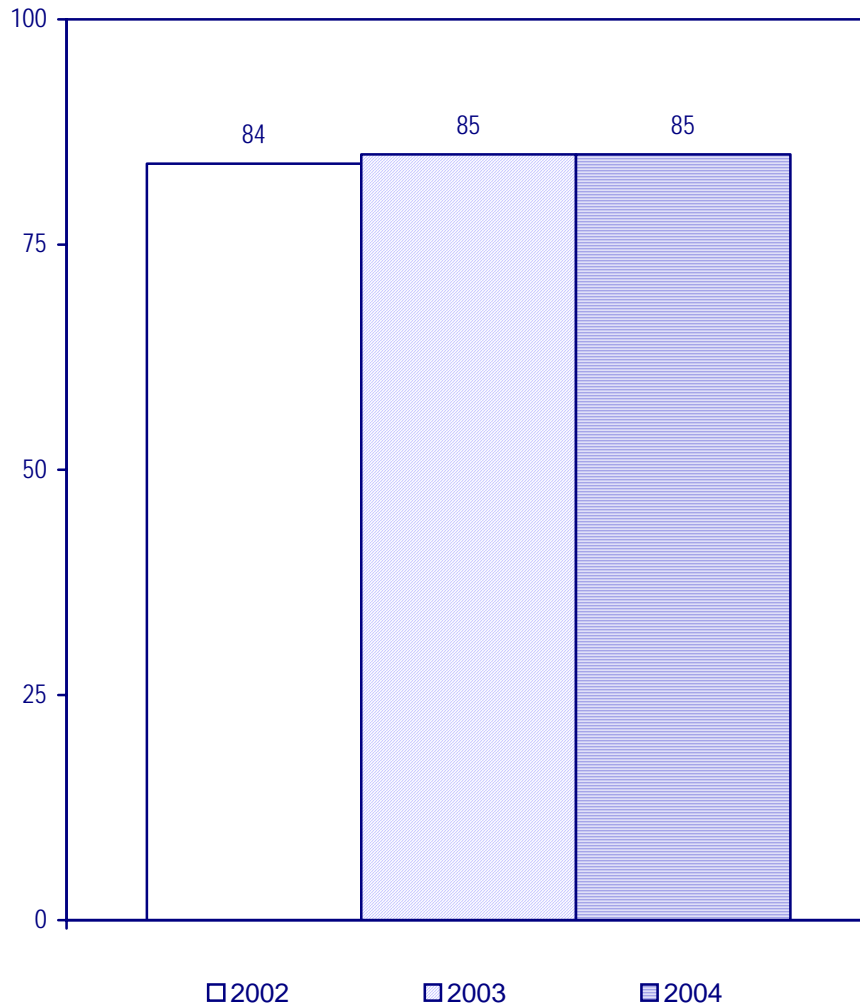


Percentage Reporting: Since Getting My PAS Attendant, I Feel More Hopeful About My Life Generally

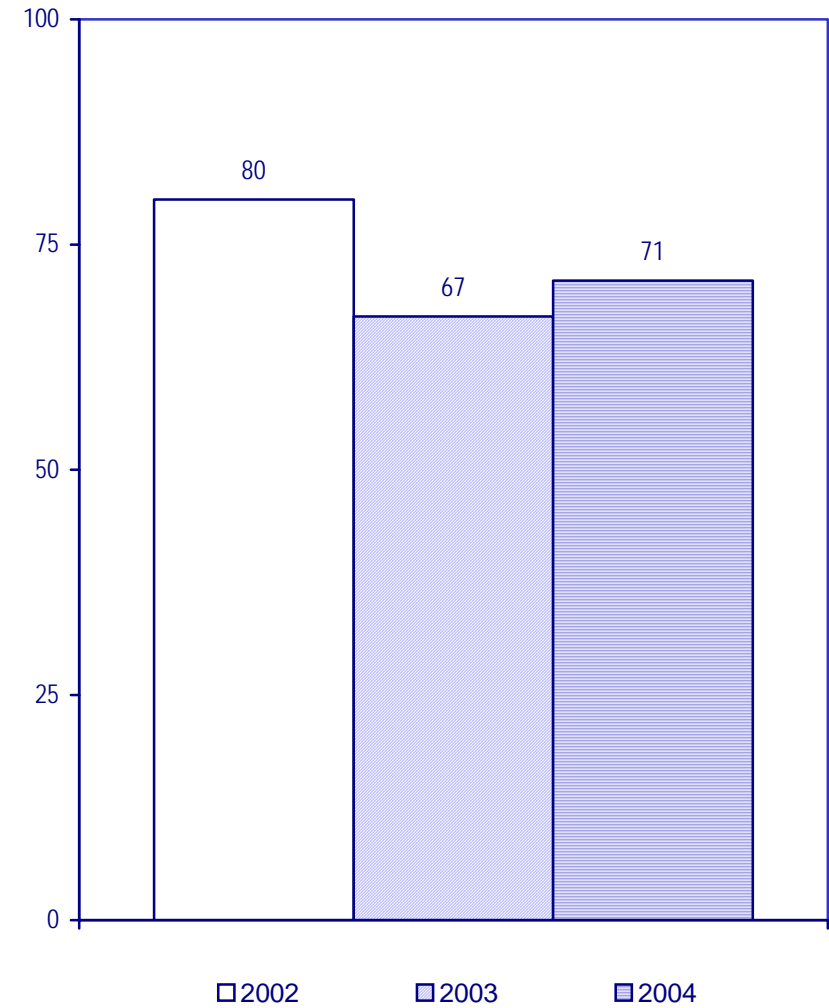


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Since Getting My PAS Attendant, Family Members Have More Time To Spend At Their Own Jobs/Education

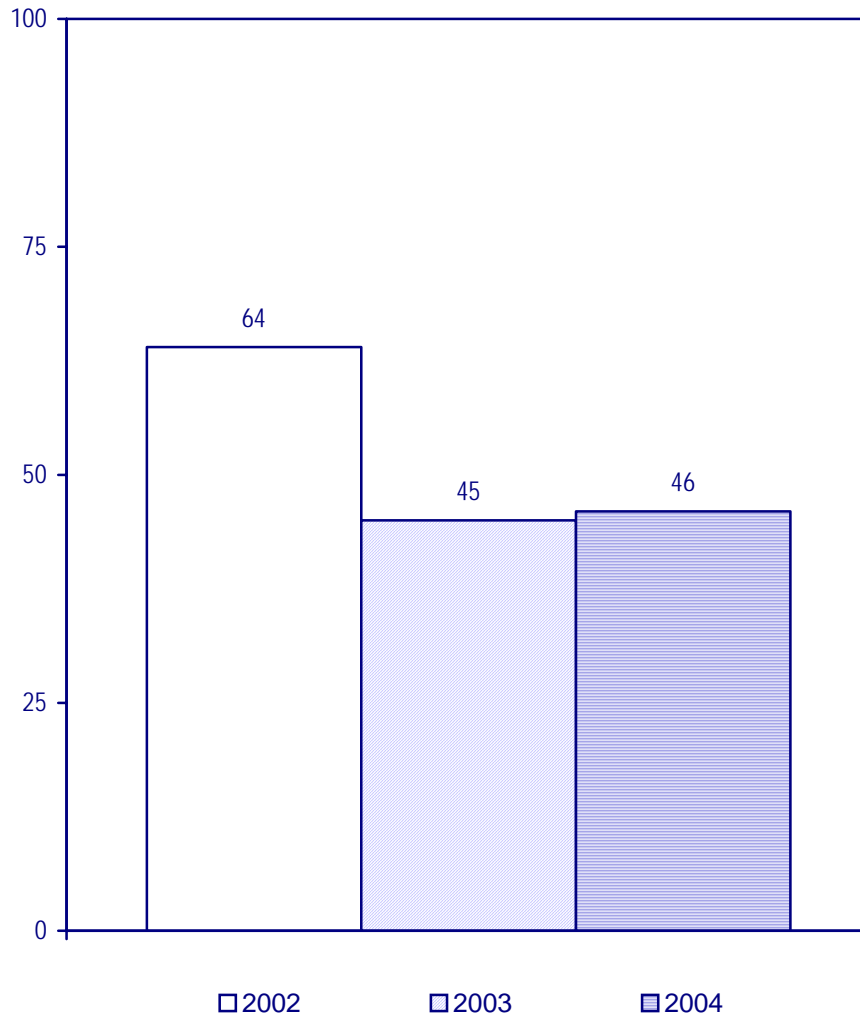


Percentage Reporting: Since Getting My Attendant, There Is Less Anger And Conflict In The Household

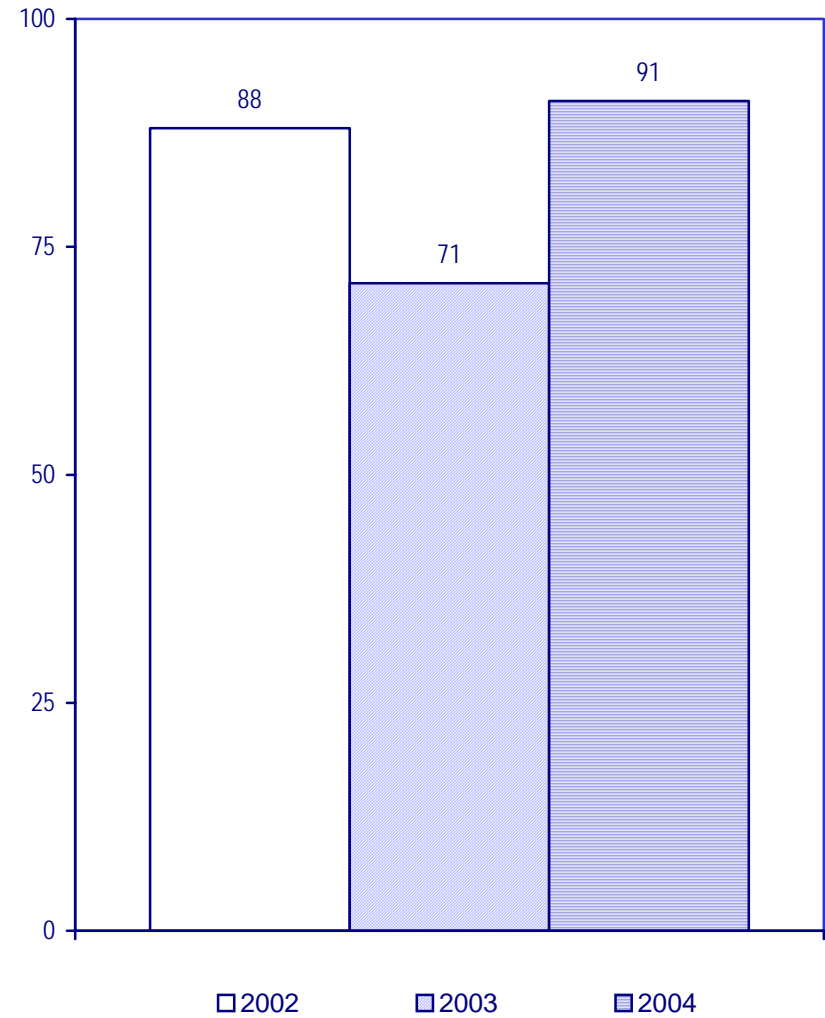


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Since Getting My Attendant, The Household Finances Have Improved

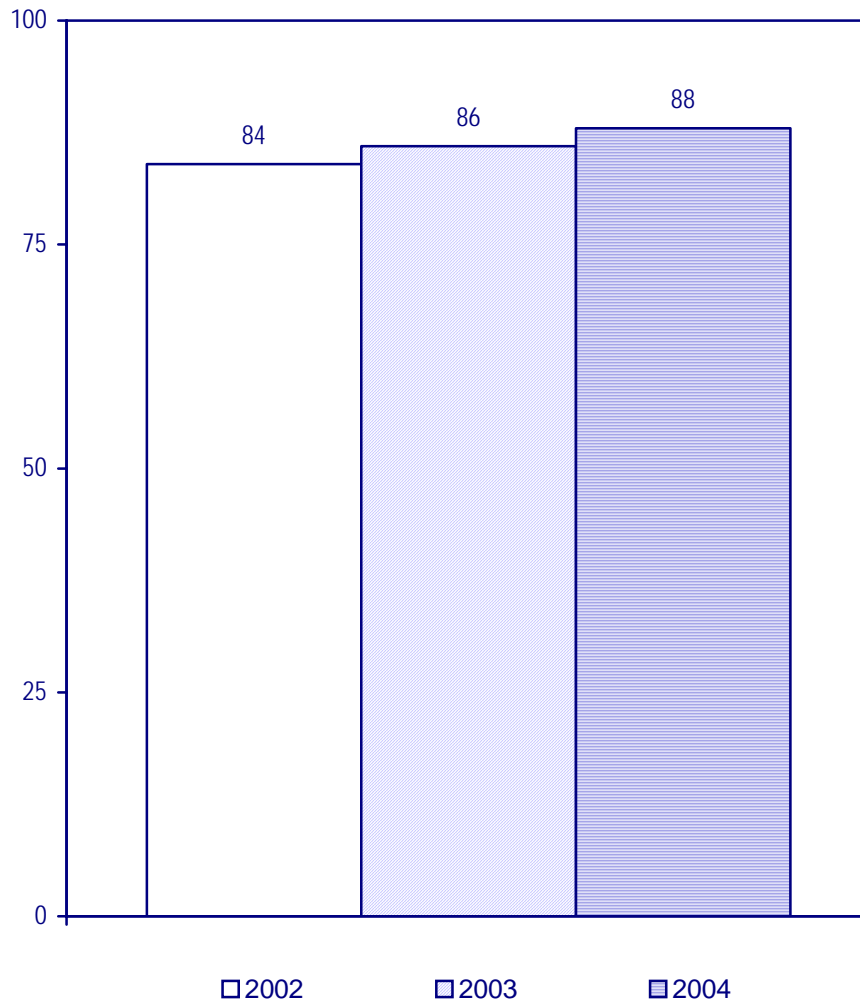


Percentage Reporting: Since Getting My Attendant, I Do Not Have To Ask For Constant Help From My Family And Have A Better Relationship With Them

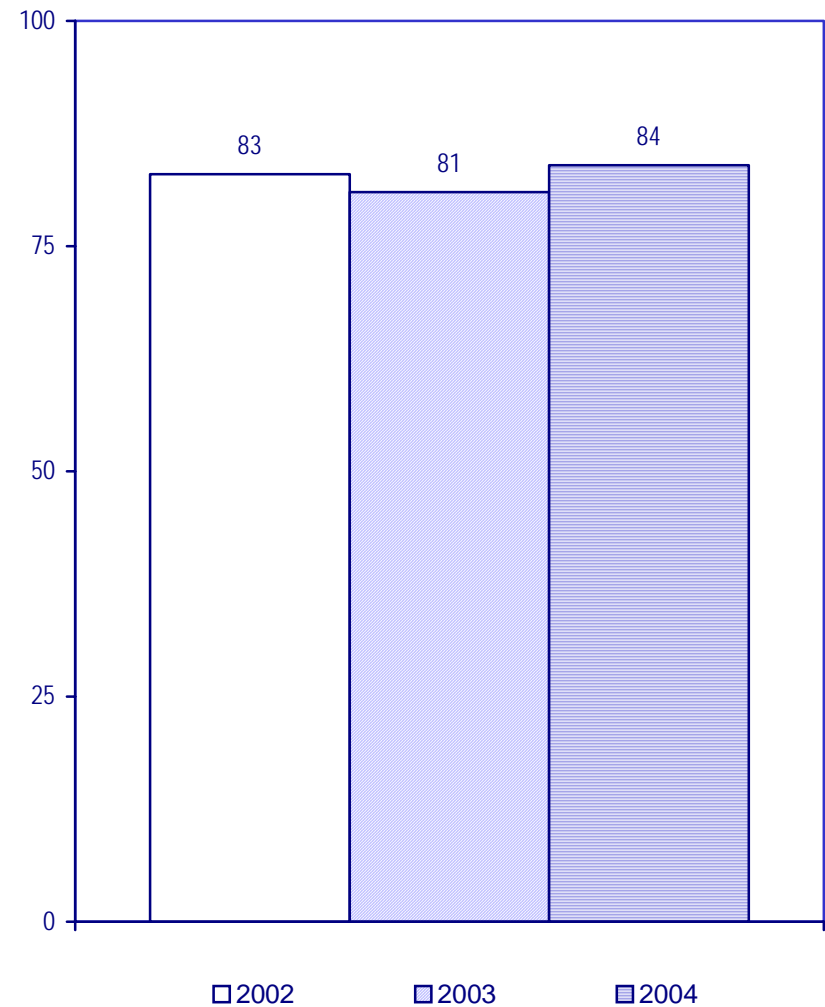


PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Since Getting My PAS Attendant, I Can Go Places In The Community, Such As Doctor Or Store, More Than Before



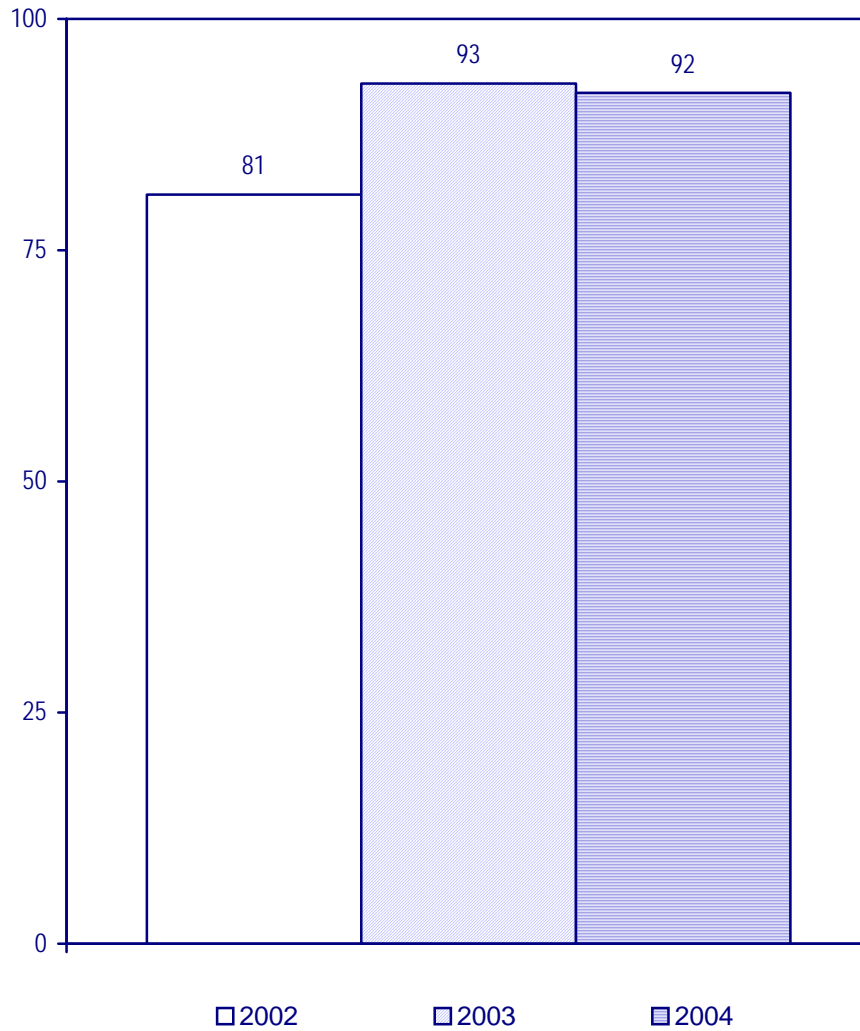
Percentage Reporting: Since Getting My PAS Attendant, I Feel Less Isolated From The Community Than Before



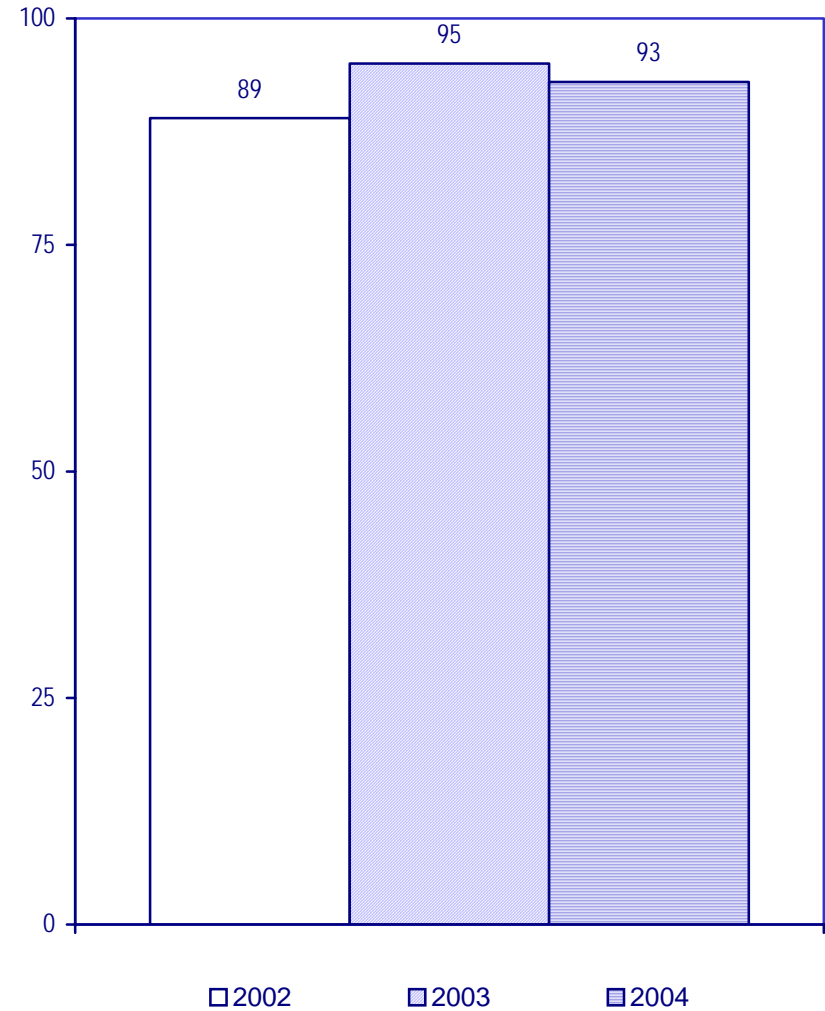
The PAS consumer directed care program allows consumers to feel involved in their community.

PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: The CIL Staff Visits Or Calls Me On A Monthly Basis

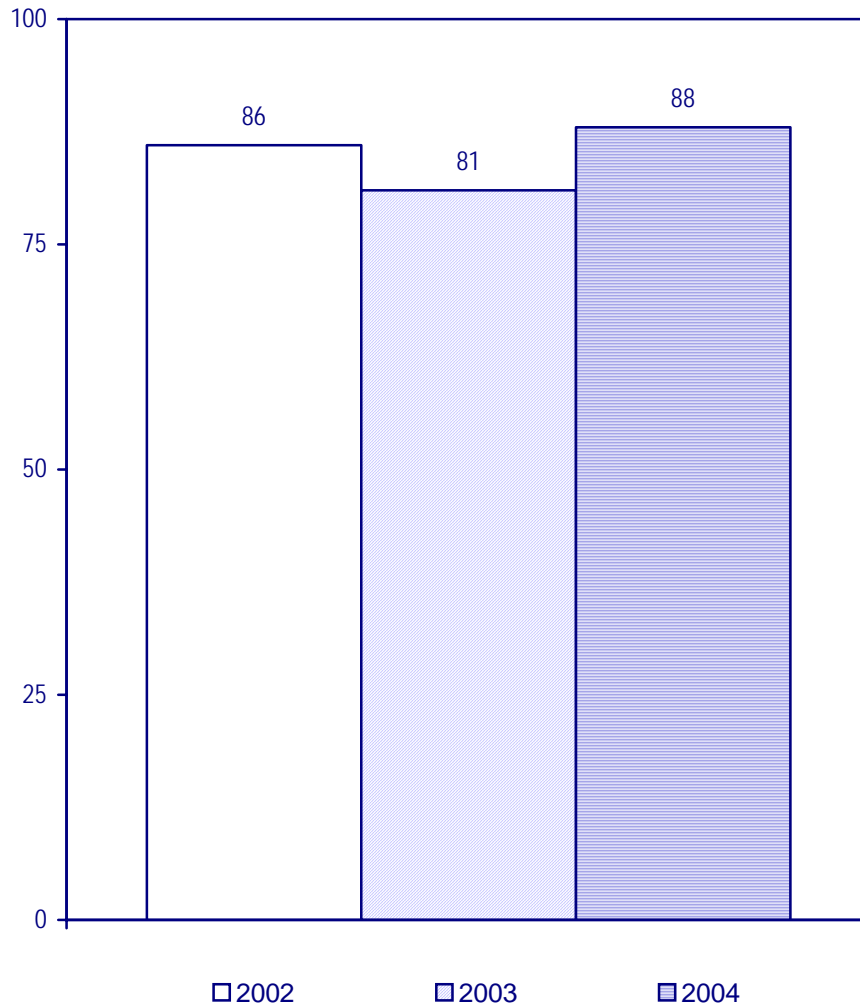


Percentage Reporting: Compared To My Experience With Other Agencies, The CIL Staff Acts More Concerned With My Welfare



PAS Consumer Surveys Totals 2002 - 2004

Percentage Reporting: Since Getting My PAS Attendant, I Feel Less Of A Burden To Others



Percentage Reporting: The CIL Staff Is Helpful To Me If I Have Any Problems With My Attendant

