



A S C E N D

MANAGEMENT INNOVATIONS

VIRGINIA SIS[®] SATISFACTION SURVEY REPORT

January 2018 – March 2018

VIRGINIA SIS[®] SATISFACTION SURVEY

This report compiles the results of Ascend Management Innovations' Supports Intensity Scale[®] satisfaction surveys for the time period of January 2018 through March 2018.

Background

Ascend, A Maximus Company, contracts with the Department of Behavioral Health and Developmental Services (DBHDS) to perform SIS[®] interviews to transform Virginia's Intellectual and Developmental Disability (IDD) service system by expanding service capacity, strengthening community-focused services, promoting self-determination, and encouraging individuals to actively participate in all aspects of community life. Virginia uses the conflict-free, objective SIS[®] assessment to establish individual resource allocation. The Virginia SIS[®] project began in October 2014. As a part of Ascend's continuous quality improvement model, satisfaction data is collected for SIS[®] interviews. Satisfaction data is used to identify training opportunities and procedural changes for Ascend's scheduling department and the independent contractor interviewers. Respondent feedback is also provided to DBHDS for program analysis and planning.

Methodology

Following each SIS[®] interview, all respondents including SIS[®] recipients, family members and guardians, support coordinators, and providers are offered a SIS[®] Satisfaction Survey form and invited to submit their feedback. Respondents may fax or mail the completed surveys to Ascend's corporate office. Survey results are compiled and analyzed by Ascend's Quality Improvement Department for trending. Result outliers, significant positive or negative feedback, are immediately forwarded to the VA SIS[®] Manager for review, action planning, or complaint resolution as appropriate.

Stakeholders are asked to identify their satisfaction for seven questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of Ascend's scheduling department, as well as the professionalism and skill of the interviewer:

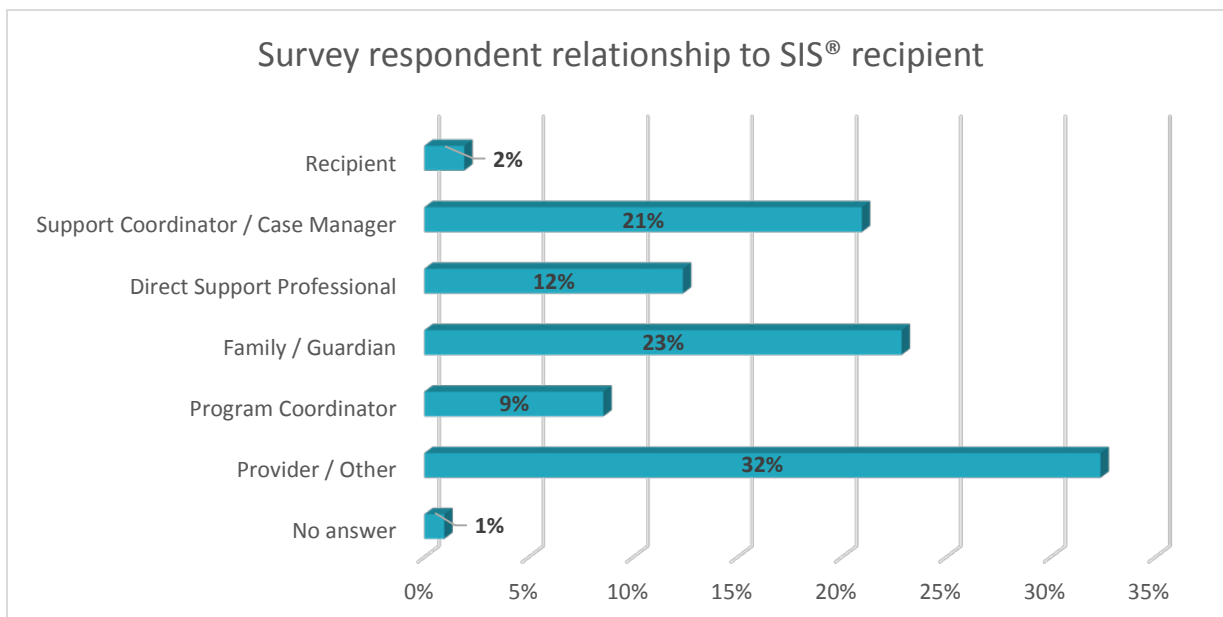
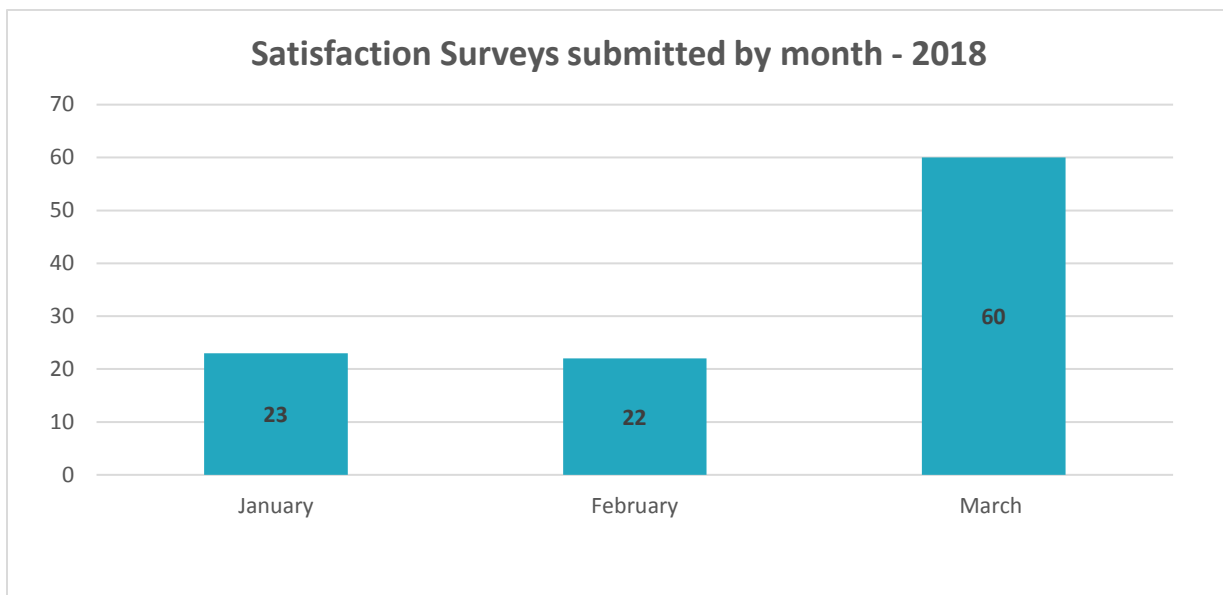
- The interview was scheduled at a convenient time/date.
- The scheduler was courteous and communicated clearly.
- The individual's support team was well represented at the assessment.
- The interviewer was courteous and communicated clearly.
- The interviewer treated me/us with dignity and respect.
- The interviewer conveyed interest and took the time to learn about the individual's support needs.
- The interviewer effectively captured the individual's support needs.

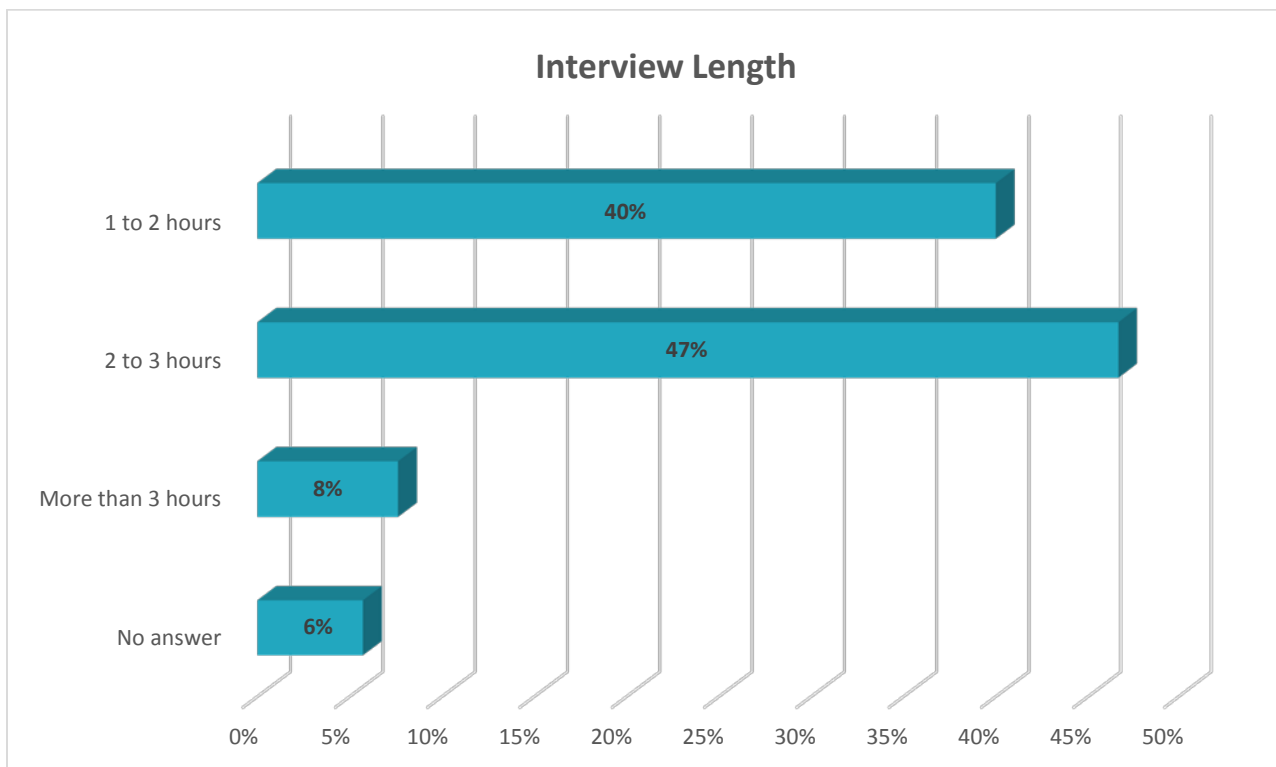
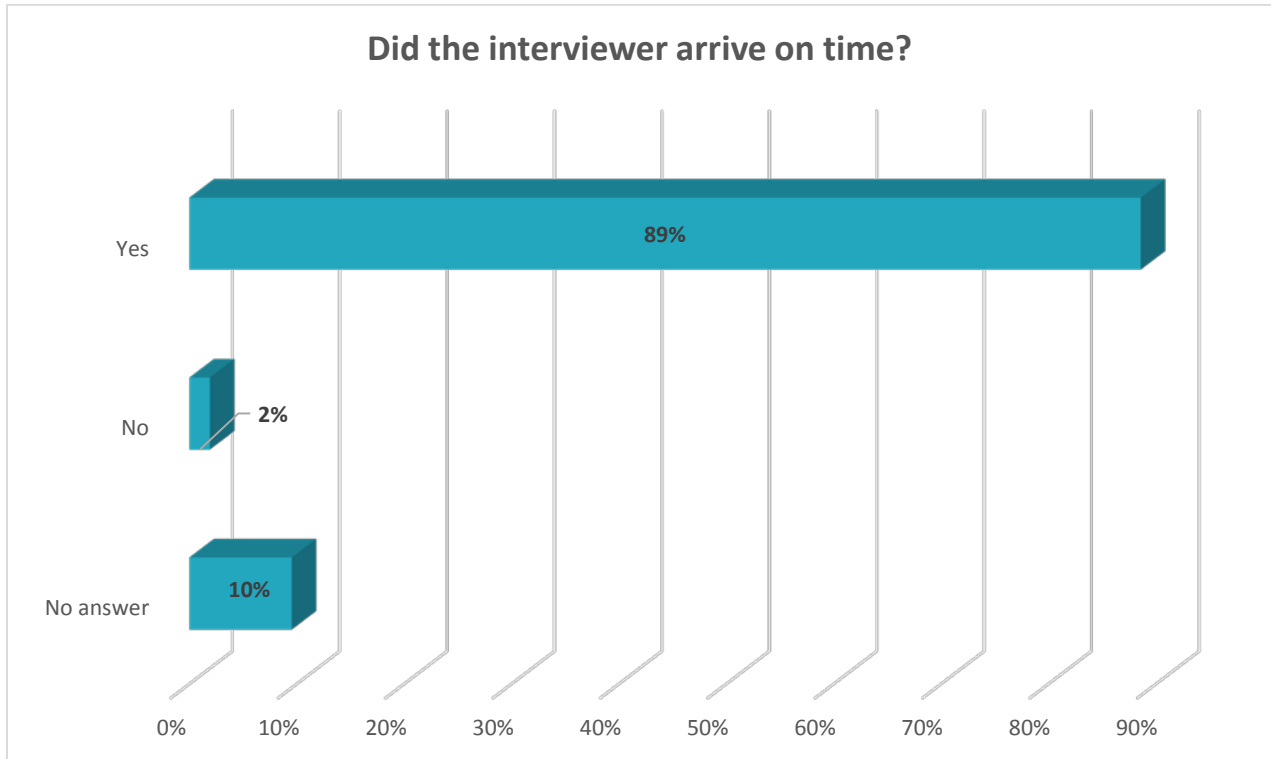
In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. These data points gauge the interviewer’s ability to meet professional expectations and his or her interview administration skills.

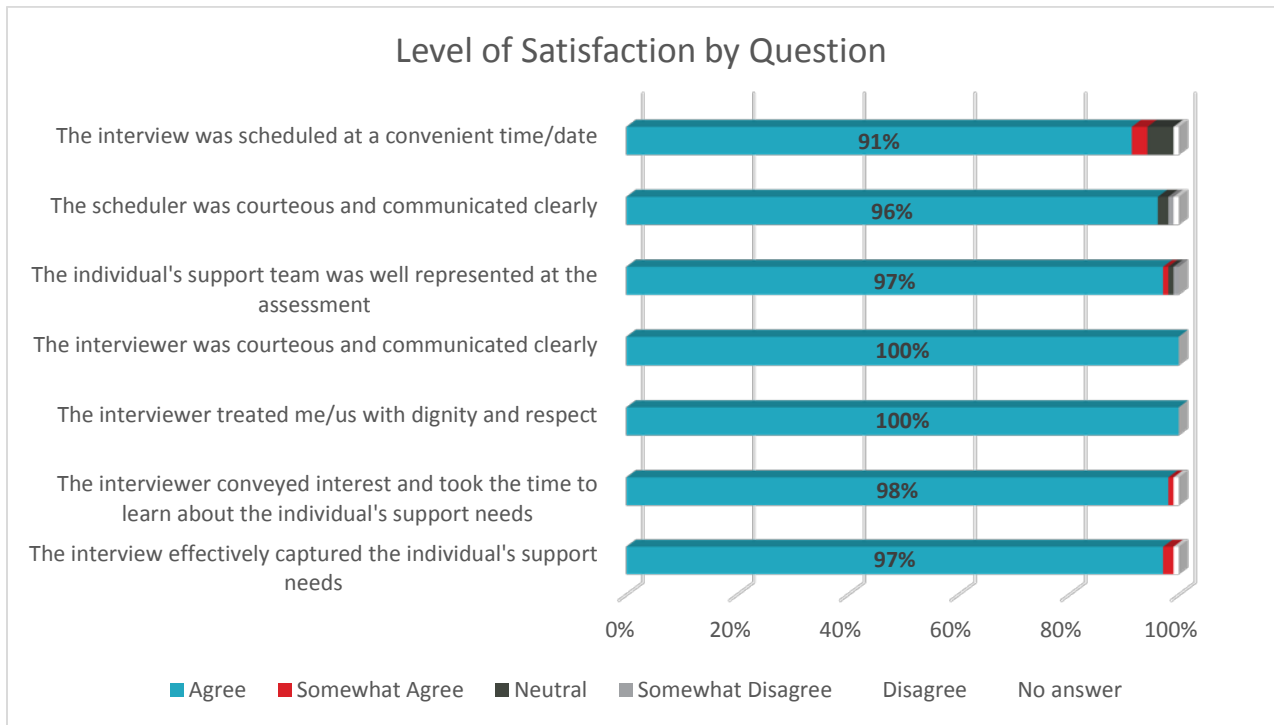
Finally, respondents are invited to provide narrative feedback regarding:

- The assessment tool and its uses (feedback to the state)
- Scheduling
- The interviewer

This report will detail the results of **105** satisfaction surveys received or **12%** of the 870 SIS assessments completed from January 2018 through March 2018.







	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	No answer
The interview was scheduled at a convenient time/date	91%	3%	5%	0%	0%	1%
	96	3	5	0	0	1
The scheduler was courteous and communicated clearly	96%	0%	2%	1%	0%	1%
	101	0	2	1	0	1
The individual's support team was well represented at the assessment	97%	1%	1%	1%	0%	0%
	102	1	1	1	0	0
The interviewer was courteous and communicated clearly	100%	0%	0%	0%	0%	0%
	105	0	0	0	0	0
The interviewer treated me/us with dignity and respect	100%	0%	0%	0%	0%	0%
	105	0	0	0	0	0
The interviewer conveyed interest and took the time to learn about the individual's support needs	98%	1%	0%	0%	0%	1%
	103	1	0	0	0	1
The interview effectively captured the individual's support needs	97%	2%	0%	0%	0%	1%
	102	2	0	0	0	1

Representative Comments

Assessment tool and its uses:

- “The tool asks about situations / hypotheticals that aren’t relevant to many clients and is highly subjective, resulting in frustration on behalf of the support team”
- “Some parts did not apply and were painful to the family”
- “Accurate and thorough”
- “Was very thorough, but some questions were irrelevant and difficult to answer”
- “I felt handing out to each person the scoring system helped a great deal. Having an interviewer that clearly understands this test and is willing to take time with individuals month and explain certain questions was very helpful”

Scheduling:

- “Had some issues with location, but worked it all out”
- “She worked with everyone to get a good time”
- “Convenient, courteous, clear explanations”
- “Scheduling options were workable”
- “Was reasonable with coordinating schedules so all could be involved that needed to”
- “The assessment was scheduled in a timely manner”
- “Acceptable, loved the reminder”

The Interviewer:

- “Fantastic and gentle with my family, very professional”
- “She (the assessor) gave examples when questions were unclear”
- “Very professional, patient and understanding. Was a good listener and explained everything very well”
- “Assessor was very patient and polite, going over things again if needed, I gave her high praise”
- “Was very complete at entering data and listening to input at the same time with great outcome”
- “Awesome!”