



A S C E N D
MANAGEMENT INNOVATIONS

VIRGINIA SIS[®] SATISFACTION SURVEY REPORT

October 2019 – December 2019

VIRGINIA SIS® SATISFACTION SURVEY

This report compiles the results of Ascend Management Innovations' Supports Intensity Scale® satisfaction surveys for the time period of October 2019 through December 2019.

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 review and 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.

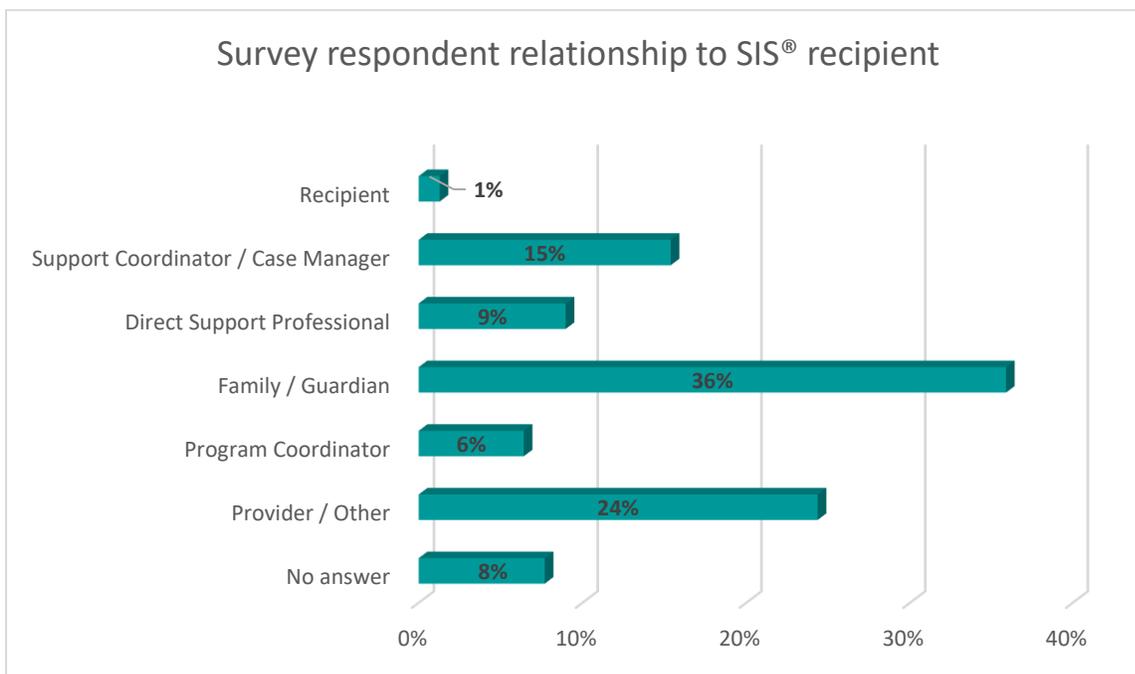
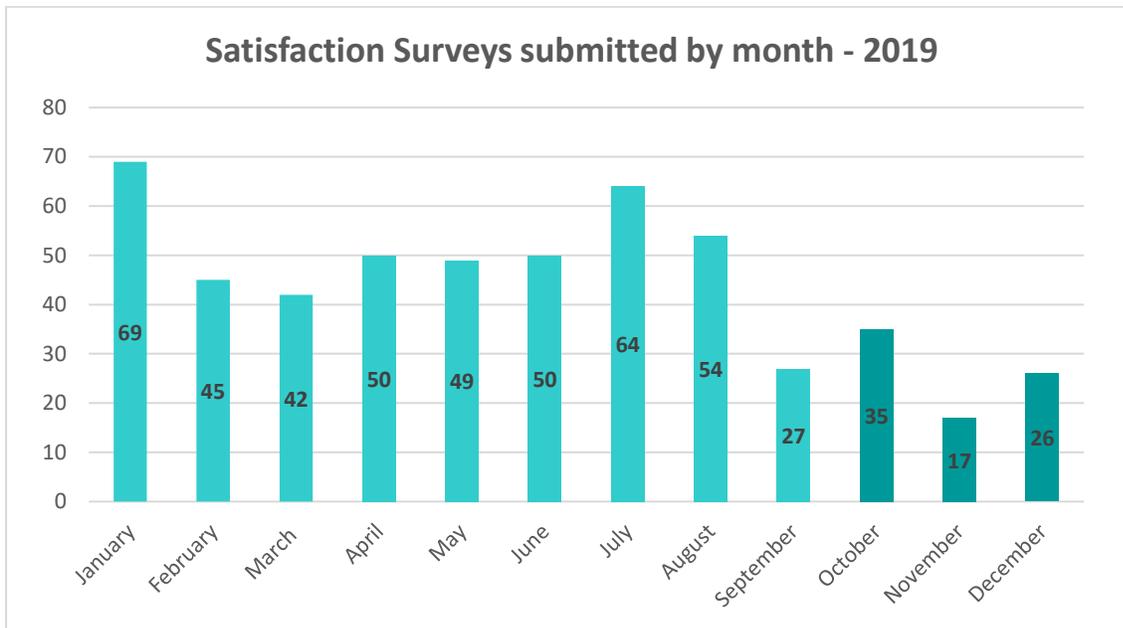
Stakeholders are asked to identify their satisfaction for multiple questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of Ascend's scheduling department, as well as the professionalism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

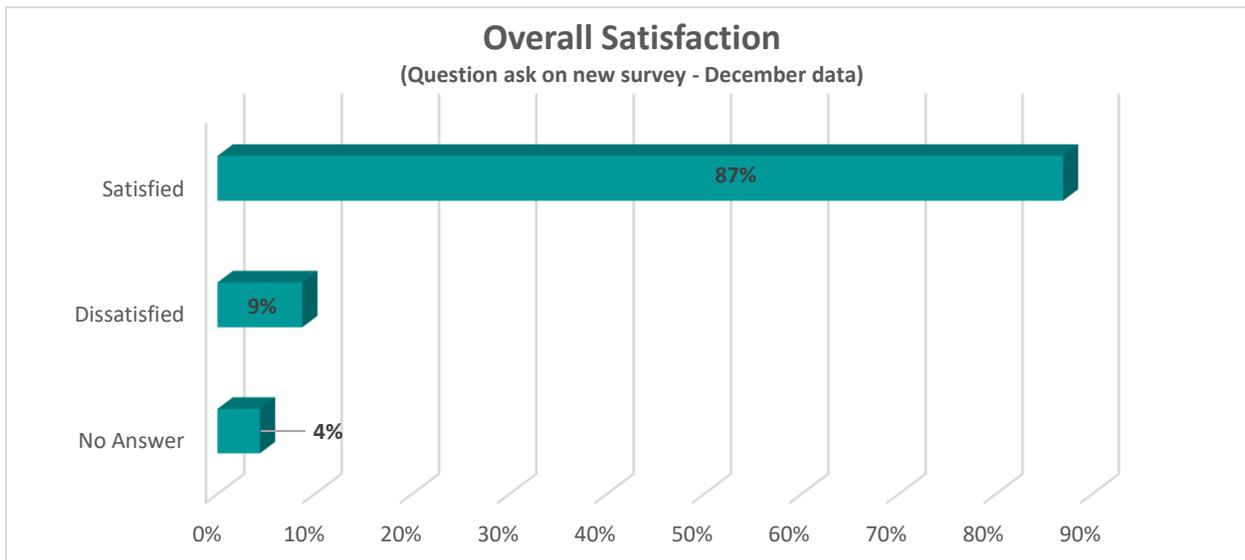
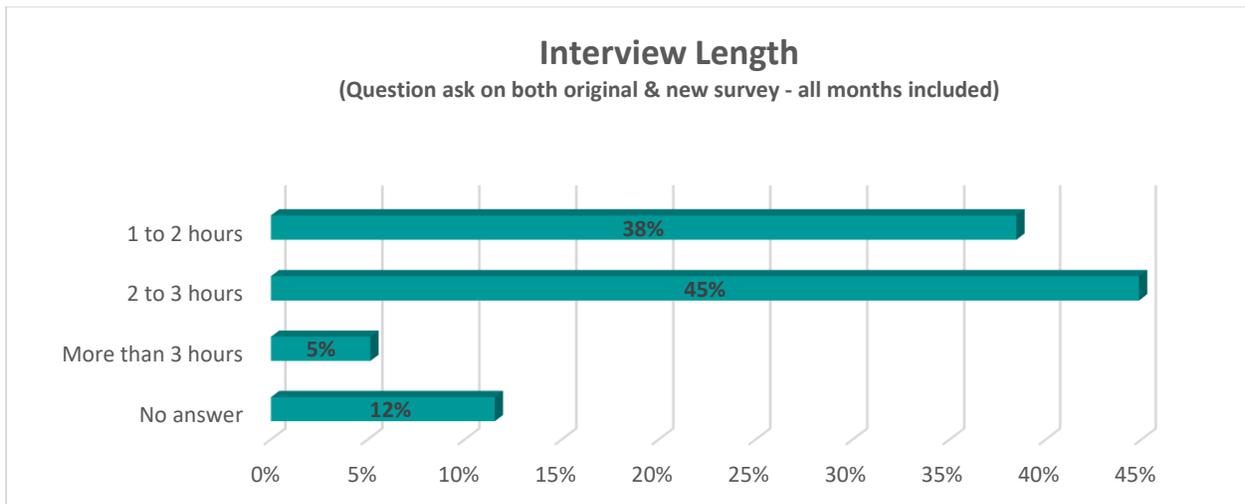
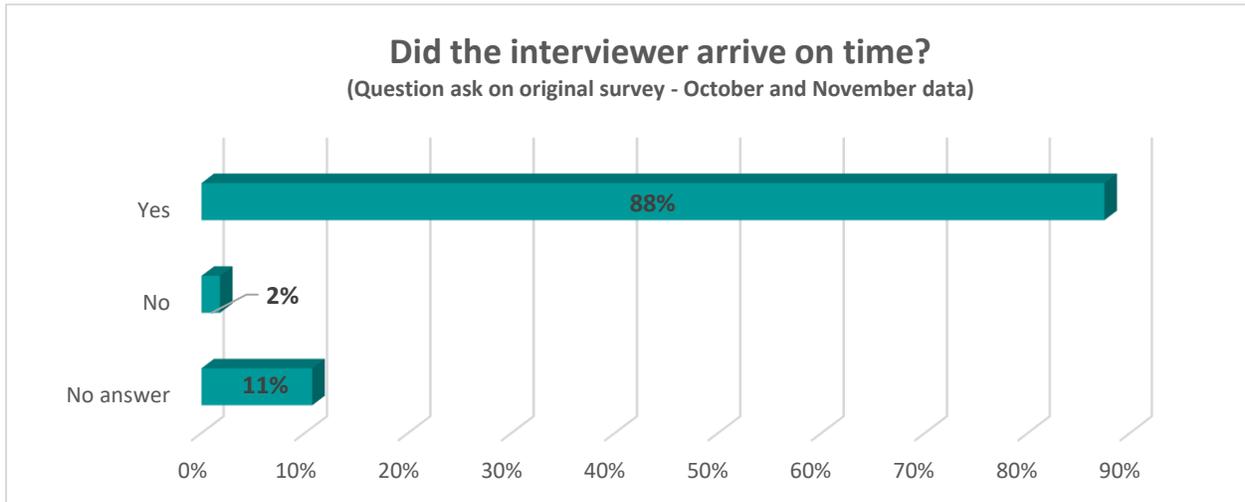
In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. Starting in December, respondents were asked their overall satisfaction with the assessment process using a scale of dissatisfied to satisfied. These data points gauge the interviewer's ability to meet professional expectations and his or her interview administration skills.

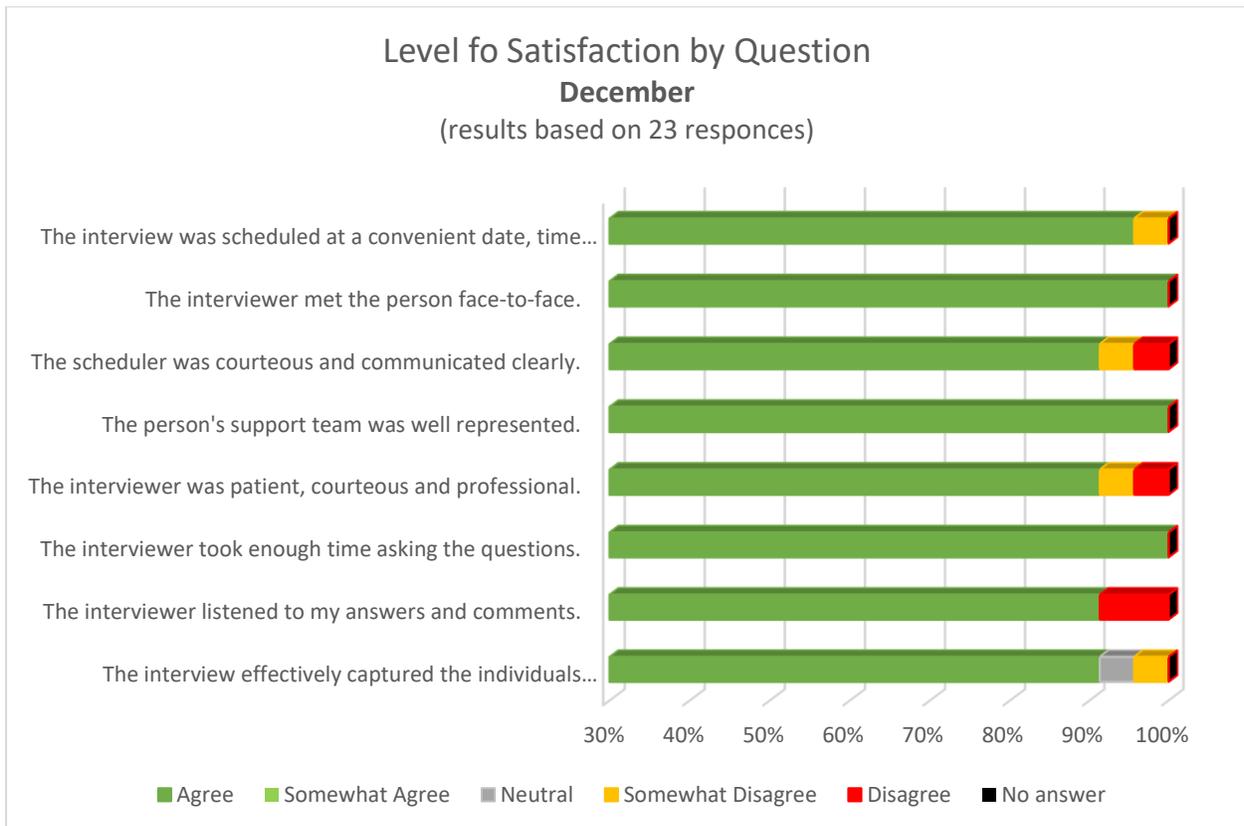
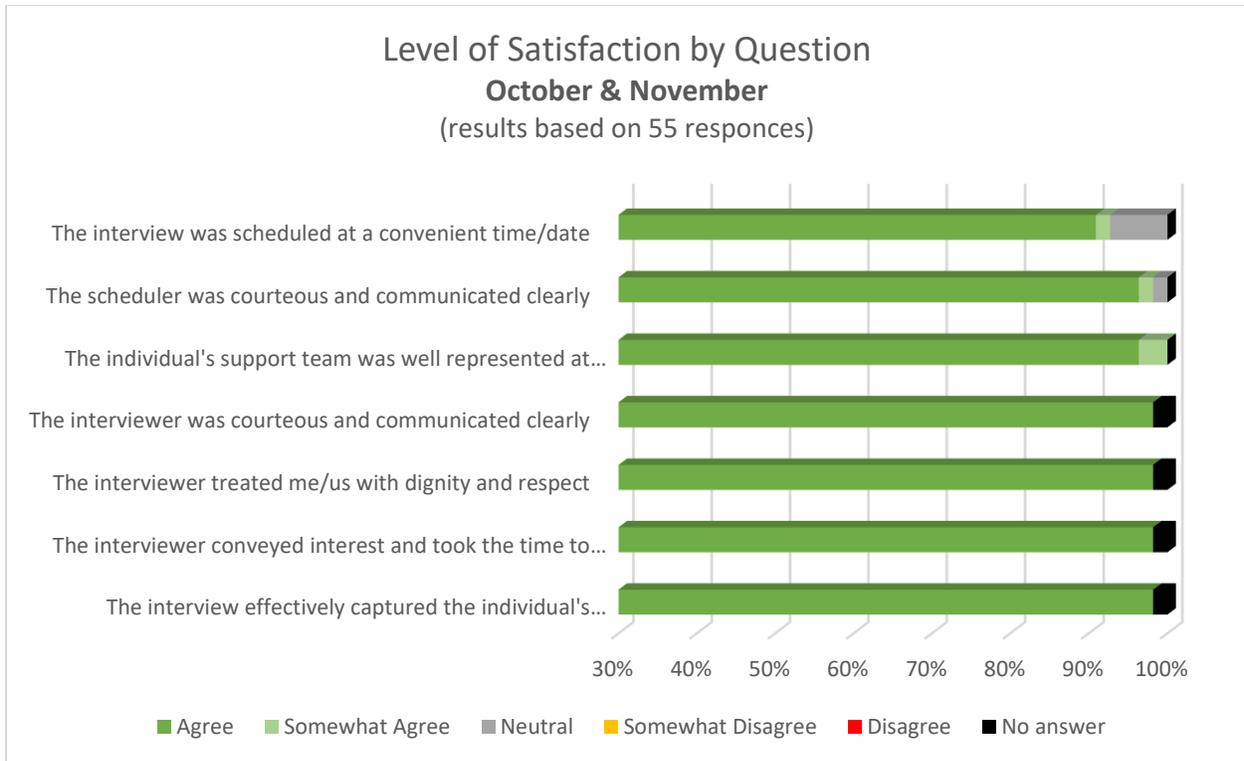
Finally, respondents are invited to provide narrative feedback regarding:

- The assessment
- Scheduling
- The interviewer

This report will detail the results of **78** satisfaction surveys received or **8%** of the 972 SIS assessments completed from October 2019 through December 2019.







Feedback highlights from all months:
Assessment tool and its uses:

- “some repetition but better to repeat than not to capture the full level of support”
- “though it takes quite a long time, we felt it was helpful”
- “some of the questions are too board in scope to give a clear and correct answer”
- “certain questions require more clarification to understand”
- “the assessment tools were designed and structure very well such that they capture the important assessment data elements”
- “this is a good tool when it comes to determining what supports are needed to help an individual live a good quality of life as independently as possible”
- “the assessment was lengthy, but it was also nicely detailed.
- “the tool does not capture the nuances of an autistic higher functioning individual”
- “tool continues to be sufficient”

Scheduling:

- “would be nice to have later in the day option”
- “we had problems with dates changing several times, finally resolved”
- “they were flexible with my schedule”
- “scheduling was efficient with ample notice provided to participants”
- “the scheduling team was very courteous and polite and scheduling according to the needs of family”
- “I had a difficult time hearing the automated system reminder call”
- “worked well with the individuals and legal guardians schedule”
- “friendly and communicated in a timely manner, worked with SC schedule”

The Interviewer:

- “was kind, thorough, prompt and professional”
- “excellent, very caring”
- “easy to understand and makes everyone feel comfortable”
- “very good and informative to needs of individual”
- “I personally liked how she clearly explained what was and was not considered an extensive support on the medical and behavioral section of the SIS”
- “very knowledgeable, took an interest in my daughter”
- “very patient, thorough and great facilitator”
- “she took her time to ensure everyone understood the process and ratings”
- “professional, personable and pleasant to work with”
- “warm, caring, up-beat and professional”
- “she was organized, friendly and took time to make sure the individual was comfortable”
- “did very well, completed assessment in timely manner”