



A S C E N D

MANAGEMENT INNOVATIONS

VIRGINIA SIS[®] SATISFACTION SURVEY REPORT

January 2017 – March 2017

VIRGINIA SIS[®] SATISFACTION SURVEY

This report compiles the results of Ascend Management Innovations' Supports Intensity Scale[®] satisfaction surveys for the time period of January 2017 through March 2017.

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, supports 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 headquarters, or the respondents may give their surveys to the interviewer for delivery to Ascend. 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.

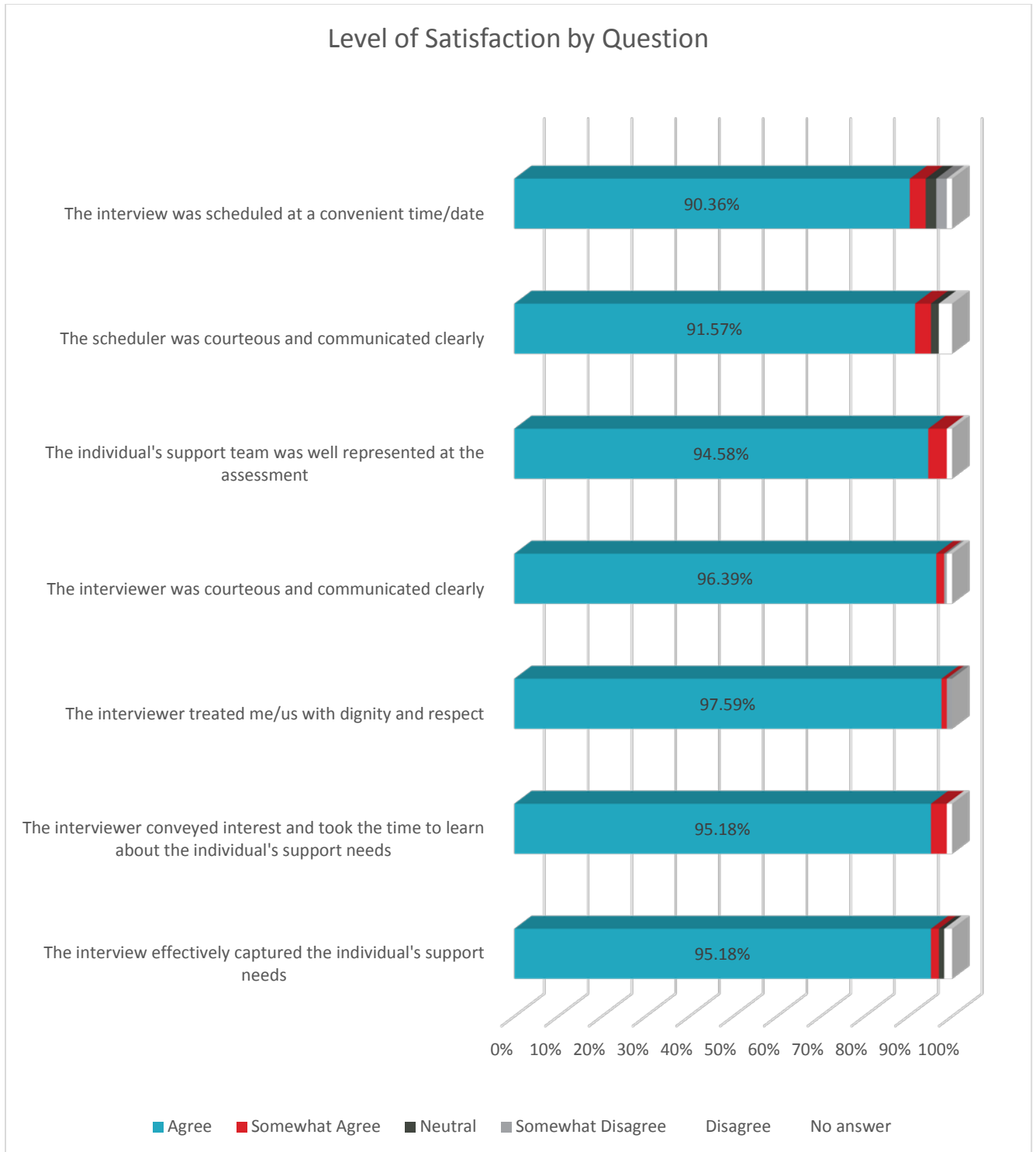
In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. These data points gauge the interviewer's ability to meet professional expectations and his or her interview administration skills.

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 all satisfaction surveys received from January 2017 through March 2017.

This report reflects feedback from 166 SIS[®] assessments. There were 1194 SIS assessments completed from January – March 2017. There was a 14% satisfaction survey response rate.



Question	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	No answer
The interview was scheduled at a convenient time/date	90.36%	3.61%	2.41%	2.41%	1.20%	0.00%
	150	6	4	4	2	0
The scheduler was courteous and communicated clearly	91.57%	3.61%	1.81%	0.00%	3.01%	0.00%
	152	6	3	0	5	0
The individual's support team was well represented at the assessment	94.58%	4.22%	0.00%	0.00%	0.60%	0.60%
	157	7	0	0	1	1
The interviewer was courteous and communicated clearly	96.39%	1.81%	0.00%	0.60%	0.60%	0.60%
	160	3	0	1	1	1
The interviewer treated me/us with dignity and respect	97.59%	1.20%	0.00%	1.20	0.00%	0.00%
	162	2	0	2	0	0
The interviewer conveyed interest and took the time to learn about the individual's support needs	95.18%	3.61%	0.00%	0.00%	1.20%	0.00%
	158	6	0	0	2	0
The interview effectively captured the individual's support needs	95.18%	1.81%	1.20%	0.00%	1.20%	.60%
	158	3	2	0	2	1