



Virginia Support Intensity Scale® (SIS®) Program  
Quarterly Satisfaction Survey Report  
(Quarter 1 2020)



## SUMMARY

For the 362 SIS® Assessments that Telligen conducted in the first quarter of 2020, all respondents and members were invited to share their perceptions of the services provided. Feedback is collected using the Virginia SIS® Satisfaction Survey questionnaire. The response rate during the timeframe of the analysis was 21.6% (78 received out of 362 assessment conducted). When grouping positive responses, the overall satisfaction rate with Telligen's SIS® Assessment process for the first quarter of 2020 was 100% which exceeds our internal goal of 80% by 20 percentage points. Some examples of the highest scoring questions were 'the Scheduler who made the appointment was friendly and communicated clearly,' 'the Assessor took enough time to ask the questions,' and 'the interview was scheduled at a convenient time/date/place.' Some examples of the lowest scoring questions were 'the Assessor listened to my answers and comments,' and 'the Assessor captured the member's support needs.'

Respondents commented that the assessment process was a good experience and mentioned some specific Assessors and Schedulers with whom they are pleased. Some comments that will be utilized as opportunities for improvement include the length of the assessment timeframe and Assessor consistency with the assessment process.

## METHODOLOGY

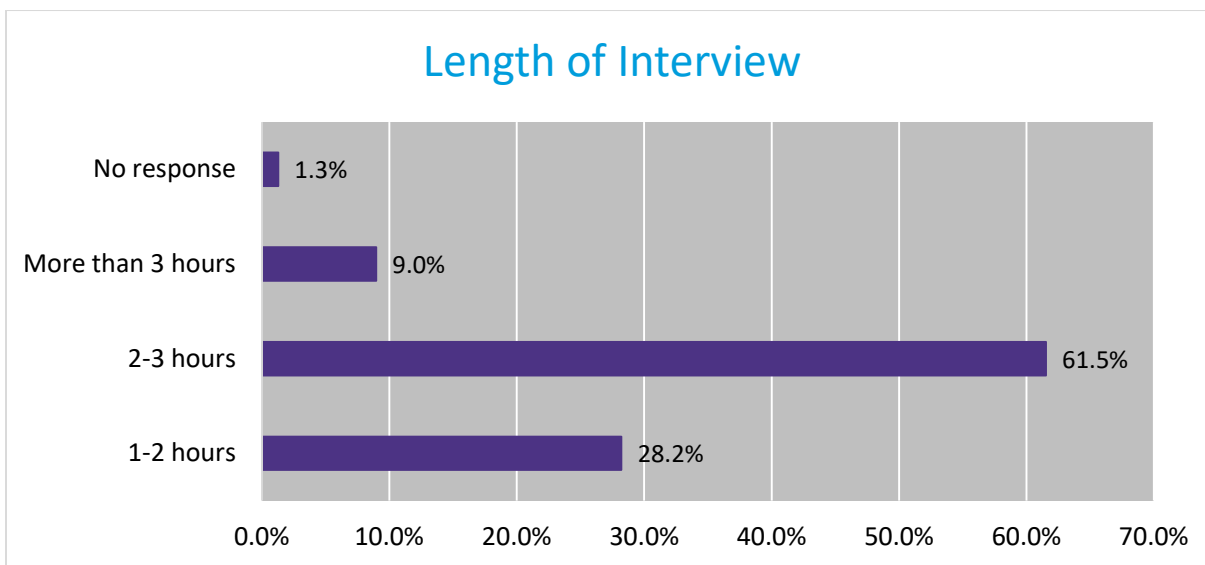
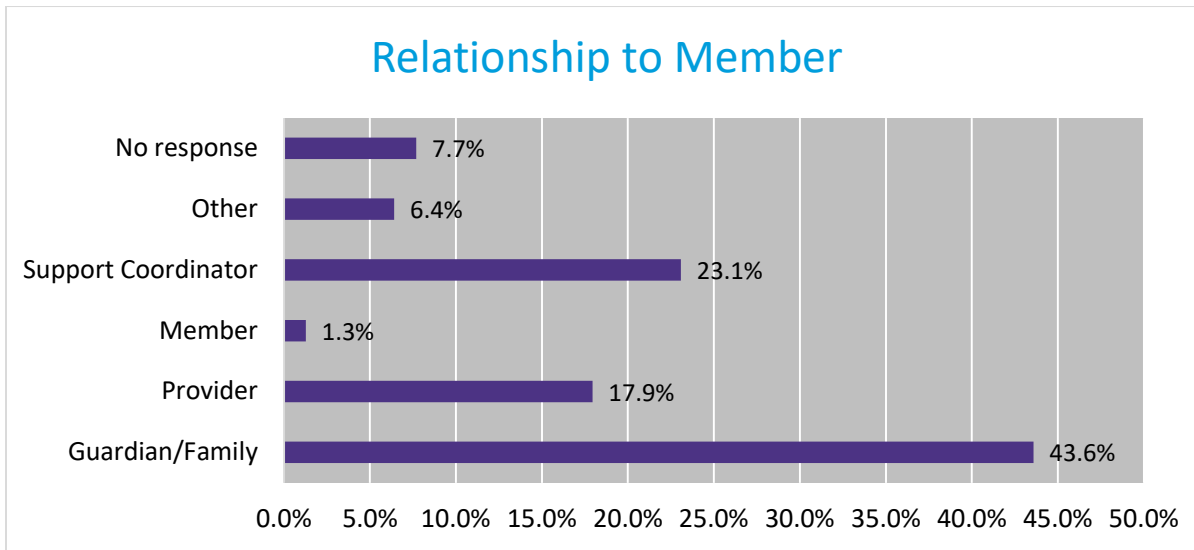
The Virginia SIS® Satisfaction Survey is made up of 15 questions with a section for free text comments on how to improve our processes. The survey contains eight questions that require rating of various elements of satisfaction utilizing a Likert scale (disagree, somewhat disagree, neutral, somewhat agree, and agree). The purpose of the questions is to collect the member and respondent's perception of the quality of services received.

Telligen utilizes two methods for survey distribution. Email is the first method used in the process, and that occurs when the Assessment Scheduler email the member and respondents with the assessment confirmation information. A link to the satisfaction survey for completion after the interview is included in that email and the member and respondents are referred to the email upon completion of the assessment. Additionally, our second method used in the process occurs at the end of each SIS® Assessment when the Assessor provides copies of a paper survey and a prepaid business reply envelope to Telligen's offices.

The data in the quarterly satisfaction survey report will differ from what is reported and analyzed on a monthly basis due to the lag in survey response submission.



## RESULTS



Most of the survey respondents identified themselves as a family member or guardian (43.6%). Support Coordinators comprised of the second most frequent respondents (23.1%), followed by individuals that identified as working within the provider community (17.9%). 61.5% of survey respondents for the first quarter reported that the SIS® Assessment they participated in lasted between 2-3 hours (61.5%), followed by 1-2 hours (28.2%).

## OVERVIEW OF SURVEY QUESTIONS

Questions	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	No Response
The Scheduler who made the appointment was friendly and communicated clearly	97%	0%	3%	0%	0%	0%
	76	0	2	0	0	0
The Assessor was patient, courteous, and professional	96%	3%	0%	1%	0%	0%
	75	2	0	1	0	0
The Assessor took enough time to ask the questions	99%	1%	0%	0%	0%	0%
	77	1	0	0	0	0
The Assessor listened to my answers and comments	99%	0%	0%	1%	0%	0%
	77	0	0	1	0	0
The Assessor captured the member's support needs	97%	1%	0%	1%	0%	0%
	76	1	0	1	0	0
The interview was scheduled at a convenient time/date/place.	100%	0%	0%	0%	0%	0%
	78	0	0	0	0	0
The member's support team was well represented	99%	0%	0%	0%	0%	1%
	77	0	0	0	0	1
Rate your overall satisfaction with the assessment process	92%	3%	3%	0%	0%	3%
	72	2	2	0	0	2

Data as of: 04/10/2020

## OPPORTUNITIES FOR IMPROVEMENT

Opportunity	Solution/Plan
Streamlining the remote assessment process that has been utilized during COVID-19 to run more efficiently	Telligen rapidly implemented HIPAA compliant and secure telehealth solution upon receiving approval from DBHDS for virtual assessments. Ongoing training of Assessors on the use of technology while conducting virtual assessments. Modification to current processes to ensure delivery of necessary materials prior to telephonic assessments.
Ensuring consistency across Assessors with conducting SIS® Assessments	Coaching Assessors within team meetings and ongoing communications from the Telligen Quality Leads. Coordination with AAIDD and DBHDS for clarification.
Individual comments provided feedback for Scheduler and Assessor's performance	Utilize feedback to make improvements to our processes and how the assessment is conducted. Comments are reviewed during Performance Connections to ensure transparency with our goal of excellent customer service.

## COMMENTS

### Testimonials from family members/caregivers

- “[Assessor’s name] was wonderful and took the time to explain things to us. He is very personable and did a wonderful job.”
- “The assessment was very thorough, and everything was explained well.”
- “I think the assessor did a great job of making me feel less anxious about the process which was new for me.”

### Testimonials from providers and Support Coordinators

- “Very satisfied with assessor, procedure, and assessment. Appeared to capture the supports of the client very accurately.”
- “Due to the state of emergency with COVID-19, the assessment was completed via telephone. The interview ended up being 3.5 hours which is extremely long. The interviewer was very friendly and did a great job, but the interview was too long.”
- “Process was well planned and completed.”

