



VIRGINIA SIS[®] SATISFACTION SURVEY REPORT

January 2020 – March 2020

VIRGINIA SIS® SATISFACTION SURVEY

This report compiles the results of Ascend MAXIMUS Supports Intensity Scale® satisfaction surveys for the period of January 2020 through March 2020. Starting the week of 3/16/2020, Ascend MAXIMUS interviewers began completing virtual assessments using Zoom HIPAA Secure accounts due to the rapid spread of COVID-19. Virtual interviews were approved by AAIDD and DBHDS. Satisfaction Surveys were emailed to respondents during this time.

Background

Ascend MAXIMUS contracts with the Department of Behavioral Health and Developmental Services (DBHDS) to perform SIS® interviews for people receiving services in Virginia's Intellectual and Developmental Disability (IDD) service system. As a part of Ascend MAXIMUS continuous quality improvement model, satisfaction data is collected for SIS® interviews. Satisfaction data is used to identify training opportunities and procedural changes for scheduling and the assessor 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, mail, or email completed surveys to the Ascend MAXIMUS corporate office. Survey results are compiled and analyzed by the 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.

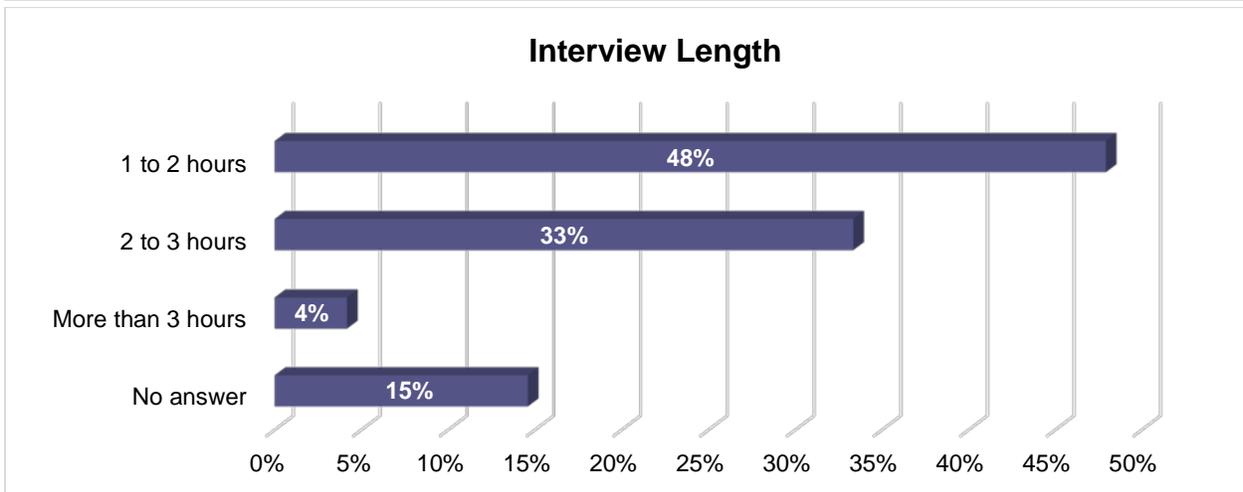
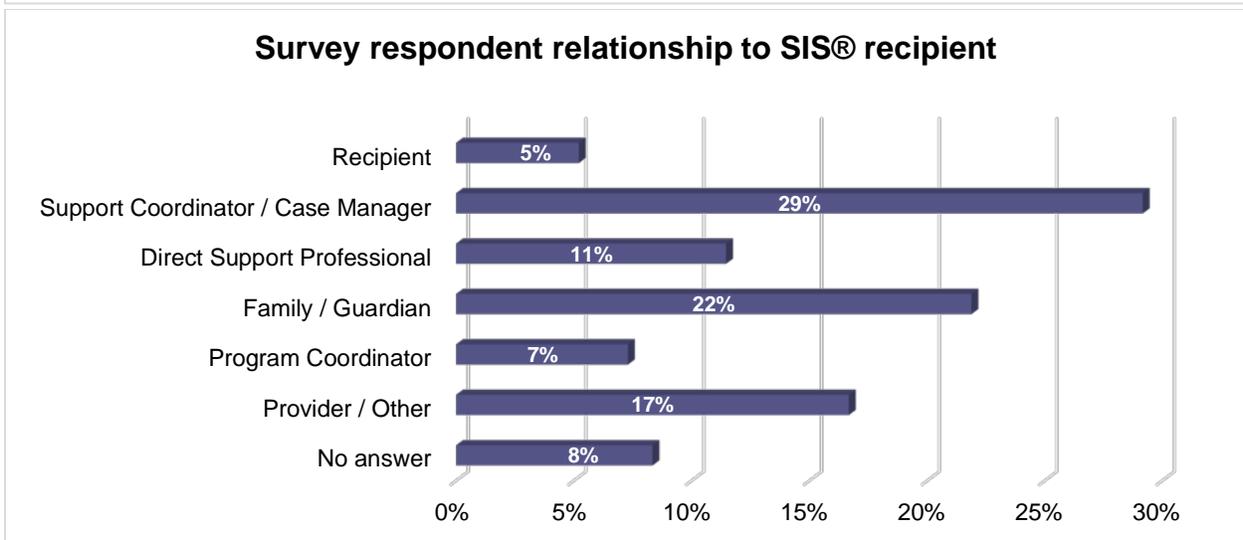
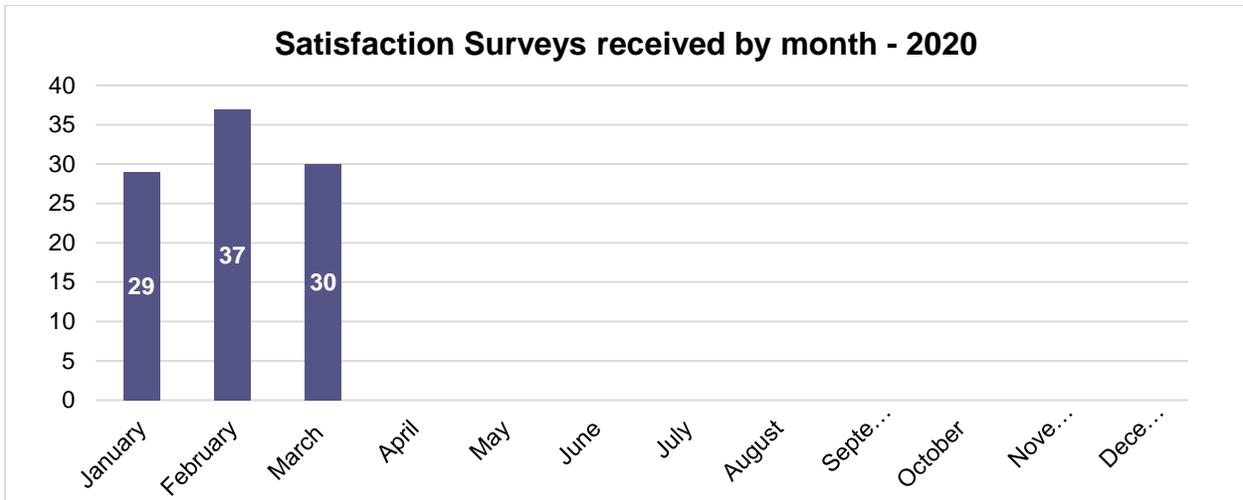
Stakeholders are asked to identify their satisfaction for multiple questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of the scheduling department, as well as the professionalism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

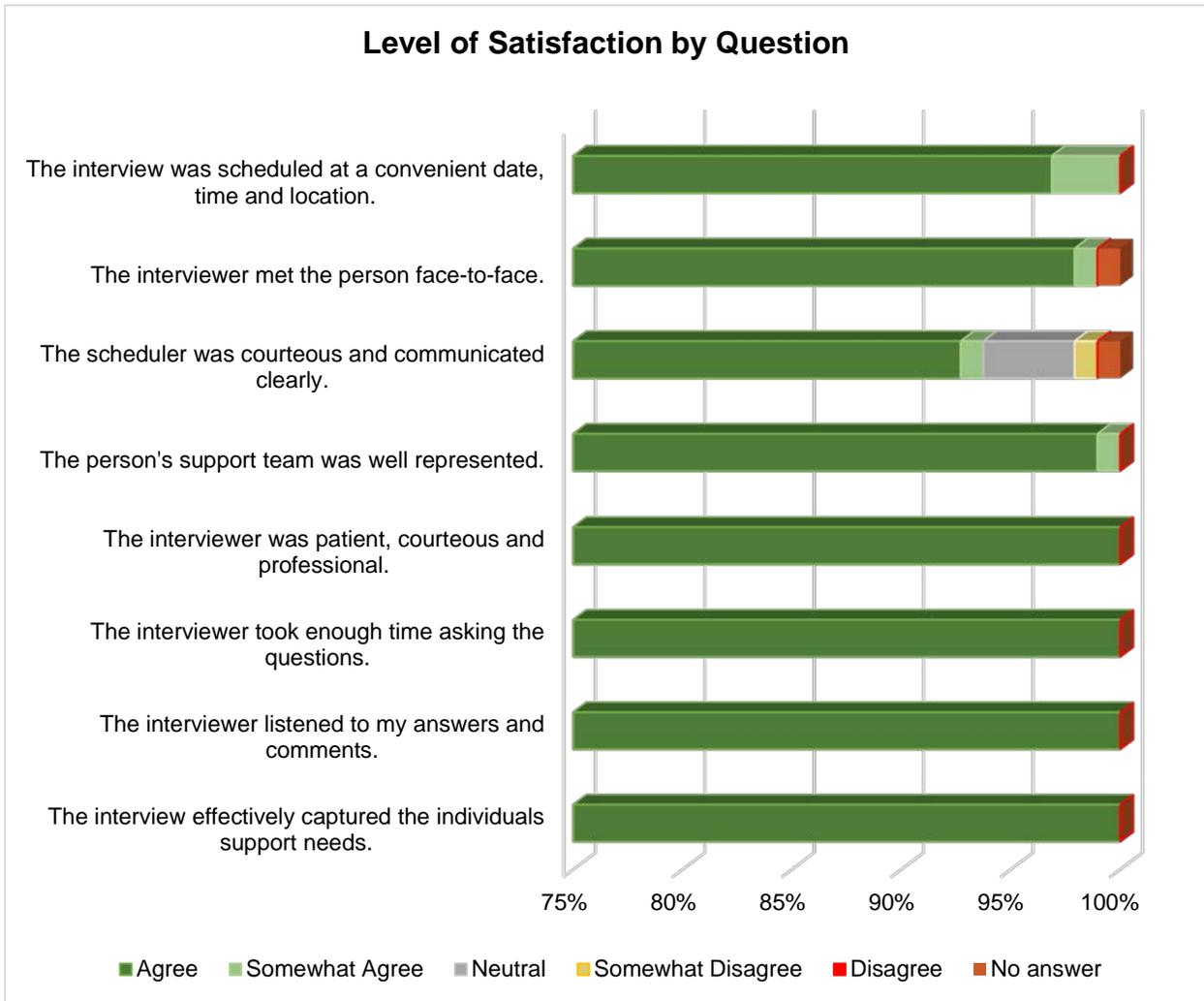
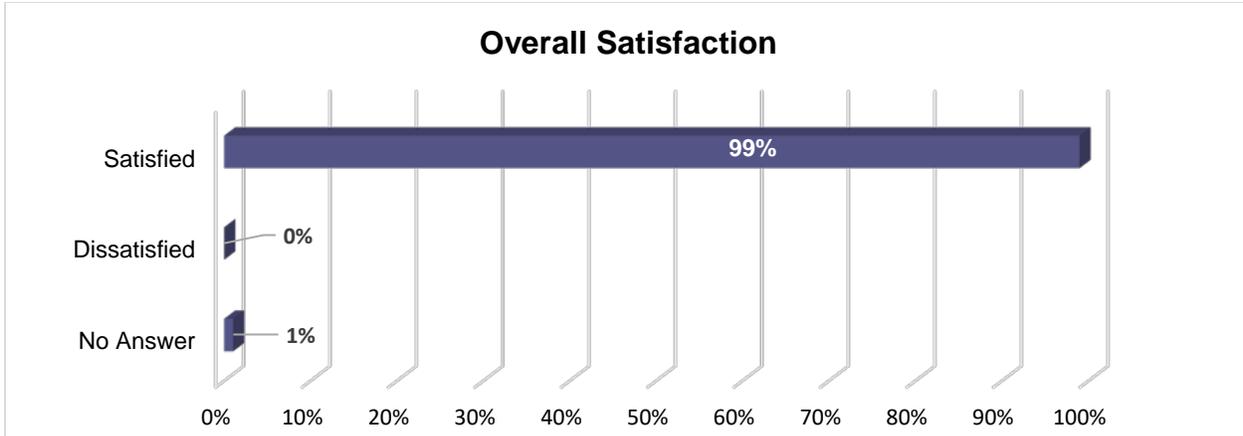
In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. Starting in December, respondents were asked their overall satisfaction with the assessment process using a scale of dissatisfied to satisfied. These data points gauge the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

Finally, respondents are invited to provide narrative feedback regarding:

- Scheduling
- The Interviewer
- The Assessment

This report will detail the results of **96** satisfaction surveys received or **11%** of the 874 SIS® assessments completed from January 2020 through March 2020.





| Feedback Highlights from All Months: |
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| Scheduling: |
| <ul style="list-style-type: none"> • “Timing was good – worked well with my schedule” • “Tone and interaction was somewhat condescending” • “Send out a reminder of scheduled date so any new parties can be notified” • “Make sure all providers are reached in reference to meeting” • “Everything was outstanding” • “Be more consistent (w/notice)” • “Check case manager first to ensure dates that don’t conflict” • “Have the scheduler clearly state who they are, what they are scheduling, why they are scheduling & who the scheduling represents” • “Worked w/mother being a teacher” |
| The Interviewer: |
| <ul style="list-style-type: none"> • “(Name) conducts a wonderful meeting” • “The assessment went very well, and (name) was very patient with the individual and mother” • “Face-to-face, courteous and sincere” • “She was great, clear, concise” • “Great at explaining things during the assessment” • “No improvement – great assessor, made the assessment bearable very pleasant and accommodating” • “All interviewers can learn from (name) re: friendliness, providing clear & applicable examples” • “Took time to explain responses. No complaints” • “(Name) did an excellent job during the assessment explaining each question and gathering the most appropriate and correct response” • “Very patient + good humored” • “Caring about the individuals when they were crying. Took the time” |
| The Assessment: |
| <ul style="list-style-type: none"> • “Went very well, family was satisfied” • “Length of assessment was due to a multitude of questions/clarification needed for assessed person’s guardians” • “Reduce the questions or tailor the assessment for an individual who is total care for the re-assessment SIS” • “Need more relevant questions” • “No changes at all, very satisfied” • “Great” • “Everything went smooth!” |