



## **VIRGINIA SIS<sup>®</sup> SATISFACTION SURVEY REPORT**

April 2020 – June 2020

# VIRGINIA SIS<sup>®</sup> SATISFACTION SURVEY

This report compiles the results of Ascend MAXIMUS Supports Intensity Scale<sup>®</sup> satisfaction surveys conducted in Regions 3 and 5 for the period of April 2020 through June 2020.

## Background

Ascend MAXIMUS contracts with the Department of Behavioral Health and Developmental Services (DBHDS) to perform SIS<sup>®</sup> 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<sup>®</sup> assessment to establish individual resource allocation. As a part of Ascend MAXIMUS continuous quality improvement model, satisfaction data is collected for SIS<sup>®</sup> 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.

Starting in March 23, 2020 Ascend Maximus began completing virtual assessments for all interviews, due to the onset of COVID-19. The approval of virtual interviews by AAIDD and DBHDS allowed us to continue completing assessments while also complying with the State's Stay at Home Order. During this time, we began sending and receiving Satisfaction Surveys primarily via email. We experienced an overall decrease in the volume of surveys sent in by SIS meeting participants. To address this decrease, we increased the volume of surveys sent out to each participant; the scheduling department began emailing and mailing out surveys and assessors were required at the time of the interview to inquire about surveys and share when needed.

## Methodology

Following each SIS<sup>®</sup> interview, all respondents including SIS<sup>®</sup> recipients, family members and guardians, support coordinators, and providers are offered a SIS<sup>®</sup> Satisfaction Survey form and invited to submit their feedback. Respondents may fax, email or mail 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<sup>®</sup> Manager for review, action planning, or complaint resolution as appropriate.

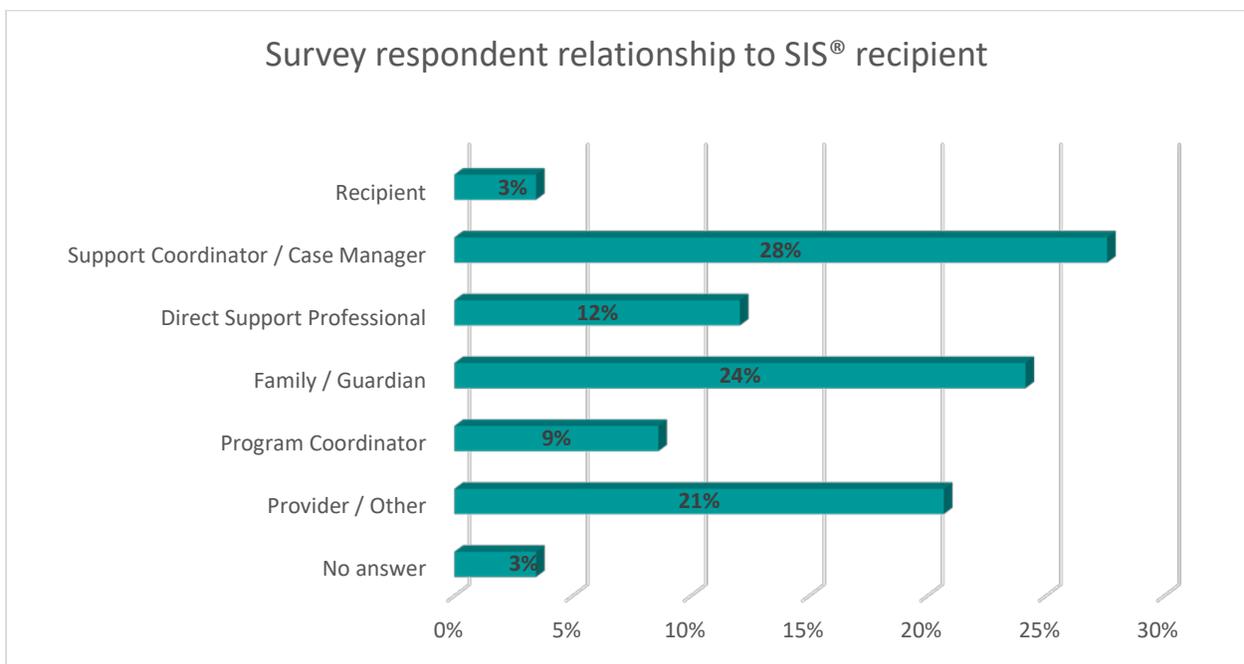
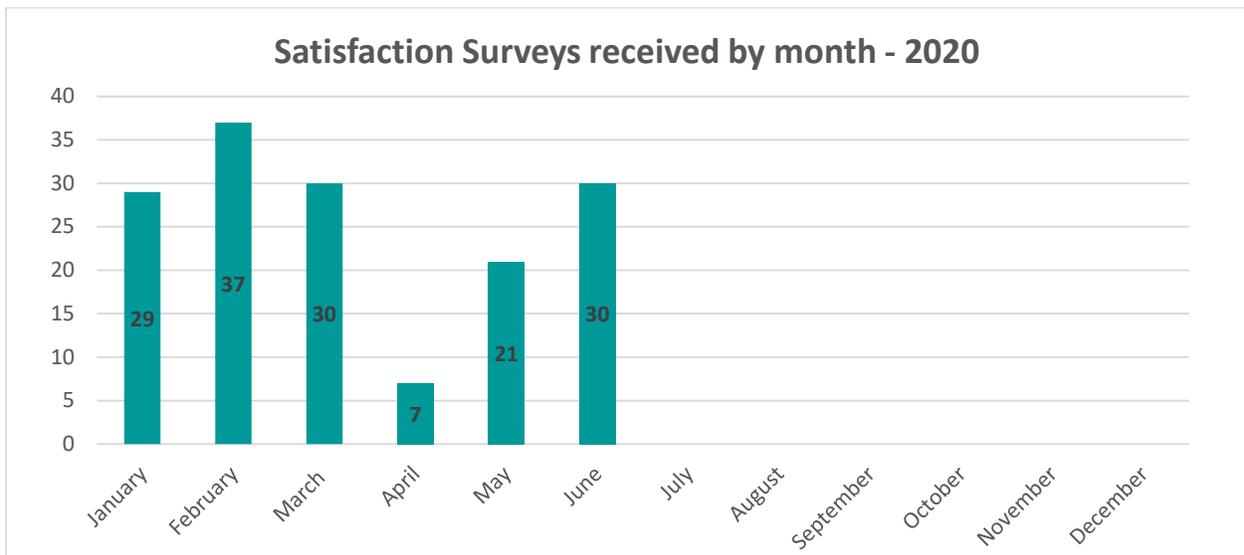
Stakeholders are asked to identify their satisfaction for multiple questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of the scheduling department, as well as the professionalism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

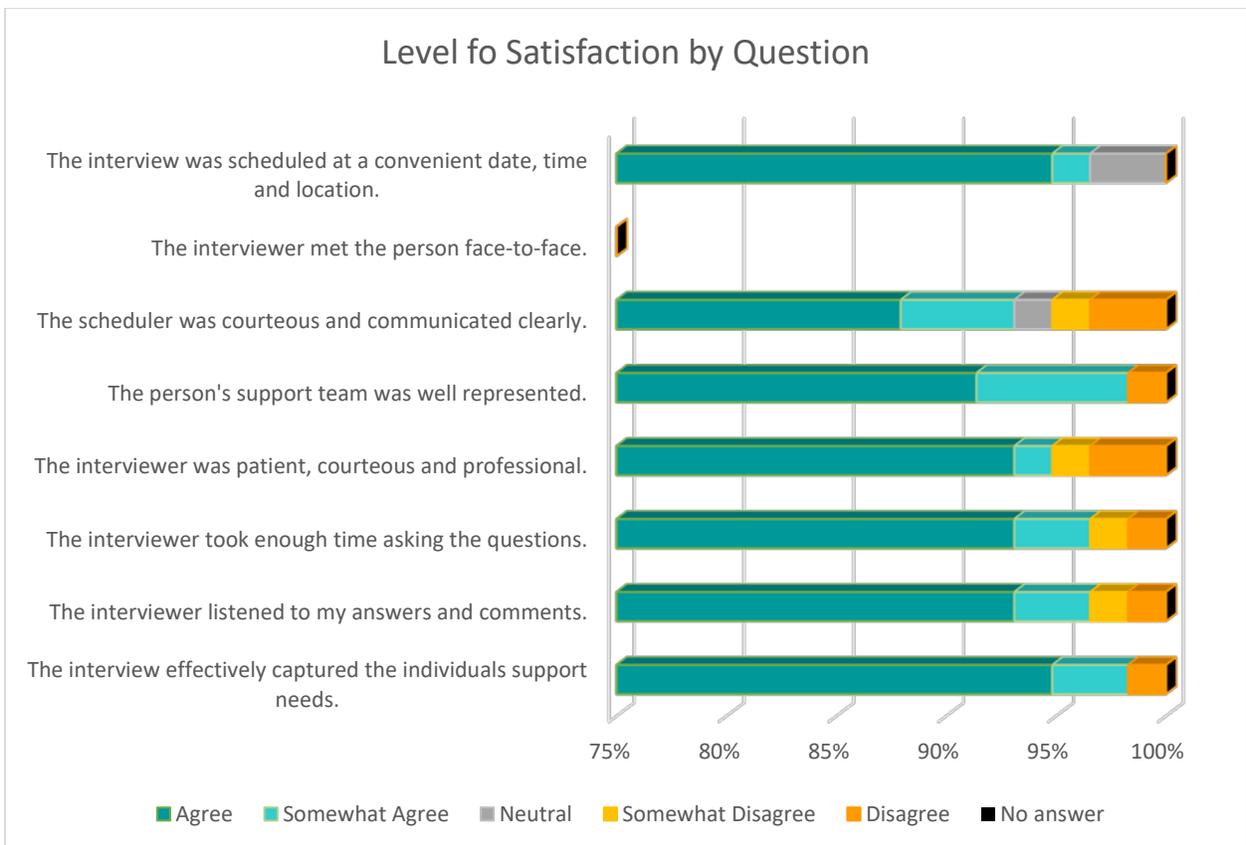
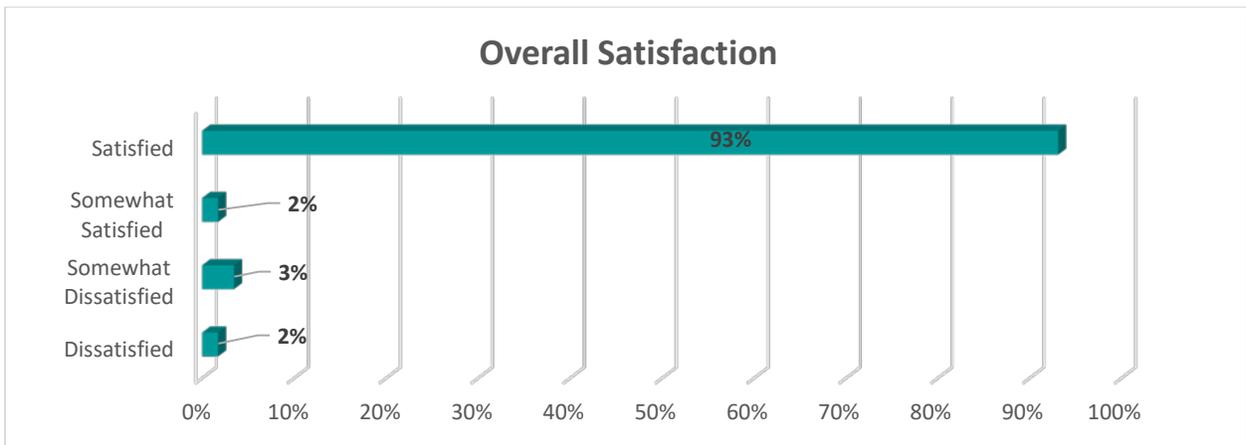
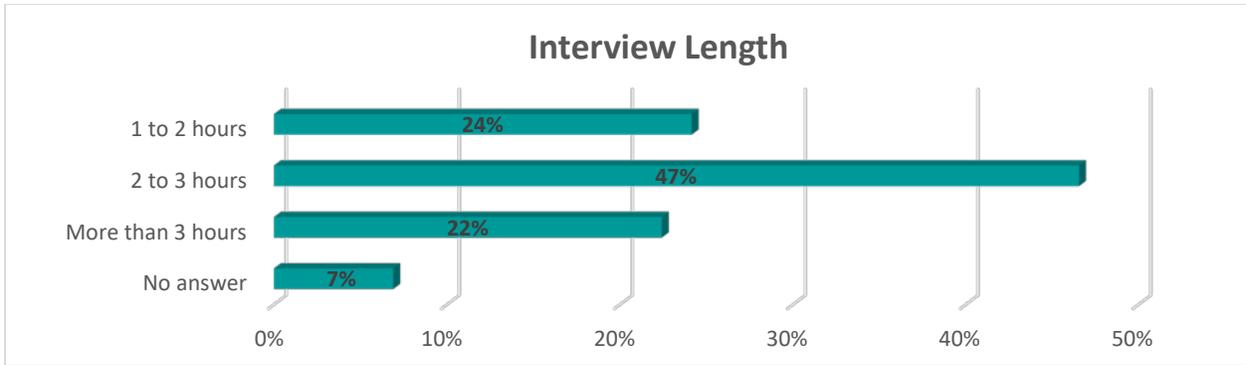
Starting in December, respondents were asked their overall satisfaction with the assessment process using a scale of dissatisfied to satisfied. These data points gauge the interviewer's ability to meet professional expectations and his or her interview administration skills.

Finally, respondents are invited to provide narrative feedback regarding:

- Scheduling
- The Interviewer
- The Assessment

This report will detail the results of **58** satisfaction surveys received or **5.6%** of the 1034 SIS assessments completed from April 2020 through June 2020. Starting March 16, 2020, we began to complete virtual interviews because of the COVID-19 pandemic and the State of Virginia’s temporary Stay at Home Order.





**Feedback highlights from all months:**

**Scheduling:**

- “Ensure that an “individual” is present during the assessment to the best of our ability during COVID19 restrictions”
- “This process was great considering what is currently going during this pandemic”
- “A little more notification, I was notified Thurs of meeting following Monday”
- “I was concerned that the staff who provide day to day care were apparently not invited to the interview. I did send the link so that they could attend, as they are the ones most able to answer questions”
- “(Scheduler name) is always good to work with and coordinate time with everyone”

**The Interviewer:**

- “Very kind and patient and professional”
- “Everything was great. This is the first time for me. I can’t think of anything to improve. Shout out to (assessor name) today – she was wonderful!”
- “(assessor name) talked to individual on the phone and introduced herself to him.
- “She was excellent and thorough and did not rush”
- “I have had a couple of assessments with (assessor name) recently. She is great – she helps guide us to better assessments with her questions and conversation”
- “Argued over scores, ask SC about individuals needs, not listening to what support staff said”
- “Went well considering it was done under COVID19 conditions”
- “(assessor name) is awesome, she listens and ensures that we capture specifics to really identify (individual name) and what makes her special and supports needed. (Assessor name) is conscience and respectful of our time and does not draw out meeting. Her attitude is very positive.”

**The Assessment:**

- “The assessment was a little long due to it being the very first one, but it was expected”
- “Time is a factor, maybe allowing all parties to complete information before the meeting, and then, review the answers so that the meeting time can be cut down”
- “I think it was accurate and gives a good assessment of (individual name)”
- “The assessment went very smooth”
- “It is lengthy, but I agree the questions are important, and it is only once every 3 years”
- “Excellent – Shorten the time a bit”
- “After completing the assessment, I reviewed previous assessment and observed the assessor wouldn’t score the individuals needs the same”
- “While thorough, they are very long. Knowing this it is difficult to take breaks because we all want to get through it and we get tired and a bit cranky and unfocused in the last hour. Assessor does a good job refocusing the group”