



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

October 1, 2020 – December 31, 2020

Virginia SIS Satisfaction Survey

Summary

During the second quarter of 2020, the Department of Behavioral Health and Developmental Services (DBHDS) continued collecting Supports Intensity Scale® (SIS) Satisfaction Surveys. During the quarter a decrease in the number of SIS assessments completed was both anticipated and experienced due to observed holidays, trainings conducted, and COVID-19 impact. There appears to have been a direct correlation between the number of SIS assessments completed and satisfaction surveys received.

Throughout the quarter, SIS assessments continued to be conducted virtually due to the COVID-19 pandemic. This flexibility will remain in place at least through March 12, 2021 (Medicaid Memo 1/14/2021).

Methodology

SIS Satisfaction surveys are sent to all respondents via email or United States Postal Service (USPS) prior to scheduled SIS interviews. Respondents rate agreement in areas of scheduling, the assessment process, and overall satisfaction. Respondents rate satisfaction using a Likert scale (strongly agree, agree, neutral, disagree, and strongly disagree) to measure agreement with each question asked. Respondents enter responses directly into Survey Monkey or return responses to DBHDS via USPS. Surveys returned to DBHDS are entered into Survey Monkey by the SIS Quality Manager. Survey results are collected, queried, and shared by DBHDS.

Results

During the second quarter, 1261 SIS assessments were completed between the two vendors (Ascend/Maximus and Telligen). Of the 1261 assessments conducted, DBHDS received 199 satisfaction surveys, resulting in a response rate of 16%. The largest number of respondents (47%) were unpaid participants in the person's life. This included self, guardian, and family member. Paid staff represented 32% of the respondents to the survey and included providers and the support coordinator. In addition, respondents reported a 91% positive response when asked if they were satisfied or somewhat satisfied with their overall SIS interview. Of the 199 responses 60% provided additional comments. All comments were reviewed by the SIS Quality Manager. Any requests for follow up were identified and shared with the vendors.

A result of survey feedback has been an examination of the time spent to complete SIS assessments. The American Association on Intellectual and Developmental Disabilities (AAIDD), Ascend/Maximus, Telligen and DBHDS are working together to review the information gathered during the standardized assessment and are seeking ways to reduce the number of assessments that fall in the more than three hours category.

The following charts and tables, directly excerpted from Survey Monkey, demonstrate the categories of respondents, respondents’ level of satisfaction regarding specific elements, length of interview time, and overall satisfaction. Finally, comments/suggestions regarding the process are included.

Respondent relationship to SIS recipient

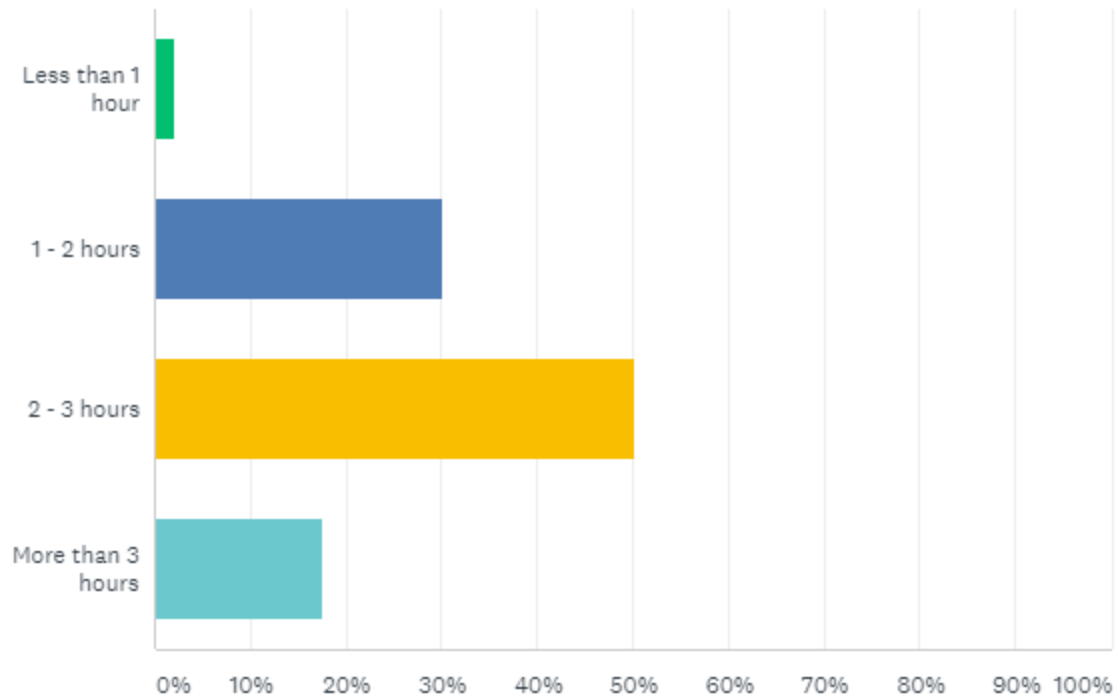
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual:	3	37	31	41	49	26	12
	2%	19%	16%	21%	25%	13%	6%

Of the 12 respondents who identified respondent relationships of other, they further identified the relationship as: Guardian (1), Family member (3), Direct Support Professional (2), Program Coordinator (1), Residential program manager (1) Support Coordinator (1), RN (1), unknown (1), and N/A (1).

Satisfaction Survey Questions

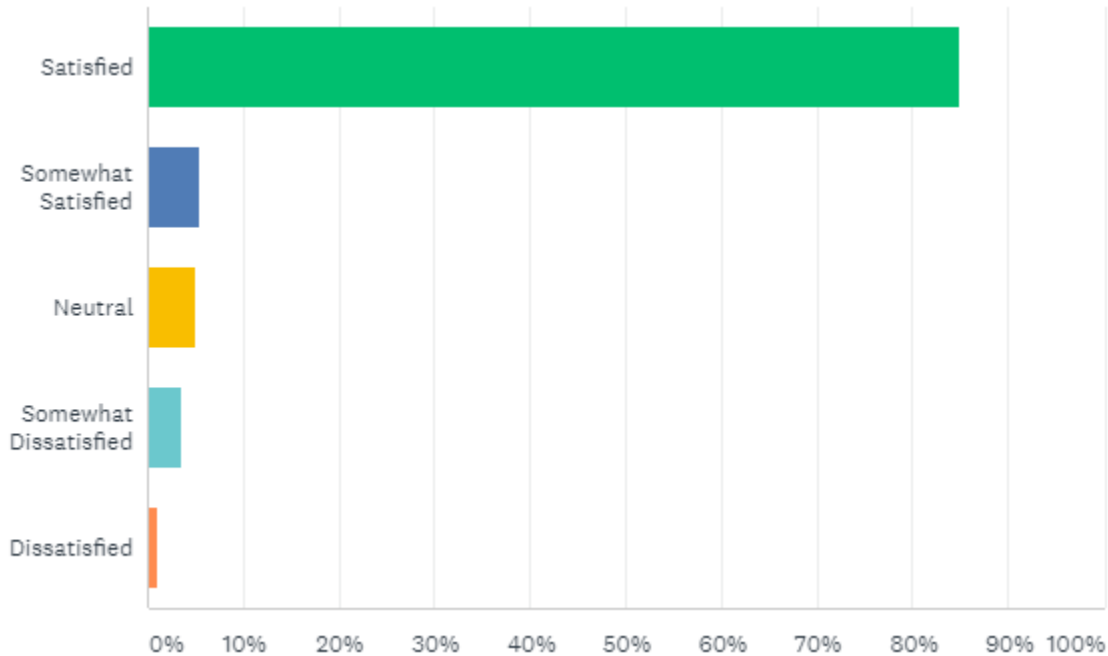
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	152	39	6	0	2
	76%	20%	3%	0%	1%
The interview was scheduled at a convenient time/date/place	140	50	6	0	3
	70%	25%	3%	0%	2%
The individual’s support team was well represented	138	52	6	1	2
	69%	26%	3%	1%	1%
The assessor was patient, courteous and professional	163	24	9	1	2
	82%	12%	5%	1%	1%
The assessor took enough time to ask the questions	163	26	7	0	3
	82%	13%	4%	0%	2%
The assessor listened to my answers and comments	162	24	8	2	3
	81%	12%	4%	1%	2%
The assessor captured the individuals support needs	155	32	7	2	3
	78%	16%	4%	1%	2%
The assessor made an effort to speak directly with the individual	146	38	9	2	4
	73%	19%	5%	1%	2%

Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	4	60	100	35
	2%	30%	50%	18%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment	169	11	10	7	2
	85%	6%	5%	4%	1%

Assessment Process Feedback and DBHDS Responses

I did not have an assessment, therefore I cannot assess what does not exist.

Response: *SIS Satisfaction Surveys are made available to respondents during the scheduling process for completion after the interview. Feedback should reflect individual experience with scheduling, the assessment process, and overall satisfaction as it pertains to each individual interview.*

It is easy to forget small things that might make a big difference to someone, people are very complex. It should not be so difficult to get a reassessment if we feel the current one is inaccurate for some reason.

Response: *The DBHDS-SIS Standard Operating Procedures and Review Process are provided to respondents during the scheduling process. If Standard Operating Procedures are not followed during the SIS assessment a SIS Review Request may be submitted.*

A SIS Reassessment Request may be requested, if there is a significant and sustained increase/decrease in medical/behavioral support needs over a period of six months and/or significant change in any 2 Life/Activity Domains. The Support Coordinator may submit a completed request along with supporting documentation to DBHDS.

When a provider says they are providing extensive supports which result in a two on the medical or behavioral section that provider should provide documented notations of the extensive supports that have been provided in the last six months. Especially when a CM has not heard reports of the behaviors that are being reported at the time of the SIS.

Response: *When an item is rated as an exceptional support, be that a rating of a 1 or 2, there is an expectation that the individual's record will contain documentation to support the rating. If a reassessment request is submitted, the same expectation exists; there should be updates to the PCP to reflect supports have been altered to reflect the increased/decreased in supports provided to the individual.*