



In-Home Care Services Provider 2019 Review

In-Home Care Providers

Provider Feedback Forms: 80 (-49%);

12 Exemplary (-25%)

- Fiscal: 15
- Inadequate Communication: 17
- Inappropriate Behavior: 18
- No Call/No Show: 3
- Not Starting as scheduled: 5
- Other: 13
- Starting Prior to Authorization: 1
- Theft: 8

Clients Served:

Unduplicated Clients: 1,256 (+30.2%)

Average Length of Service: 85.2 weeks (+21.5%)

Goal: 53.5 weeks

Clients Served By Service:

- Homemaking: 319
- Homemaking Premium: 445
- Homemaker Escort: 76
- Homemaking Escort Premium: 86
- Nursing: 23
- Personal Care: 41
- Personal Care Premium: 78
- Respite: 119
- Respite Premium: 95

Audit Summary:

14 audits conducted on home care agencies

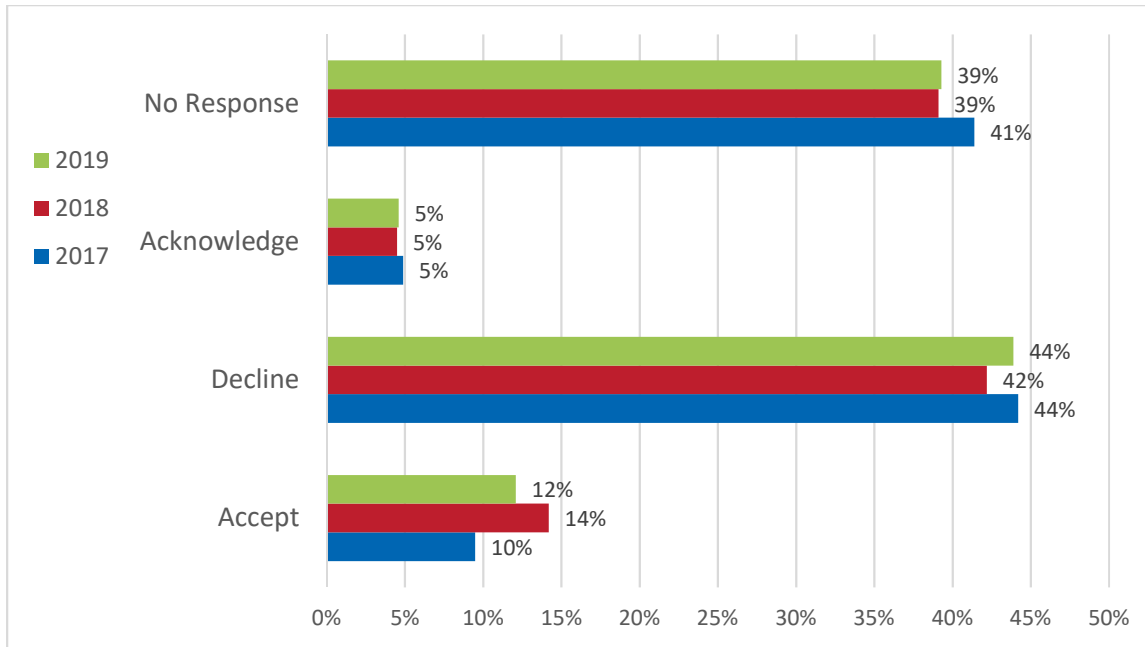
Average Number of Days until Fully Compliant: 47.9 (+7.9%)

Goal: <60 days

Most Common Areas of Concern:

- Timeliness of/failure to conduct client supervisory visits
- Incomplete Personnel files
- Timeliness of/failure to conduct 90-day supervisory direct care staff observation visits
- Failure to enter units in .25 unit increments
- Direct service provided to clients prior to all background checks and personnel qualifications being verified
- Written procedure for compiling annual reports of information obtained through monitoring system missing
- Written procedure for conducting random checks for accuracy of monitoring system missing, or missing waiver to address this requirement

Referral Responsiveness:
6907 referrals sent (January-September 2019)



Unit Utilization Rate: 72.98% (+7.26%)

Goal: 72.57%

- Units Authorized: 63,158.23
- Units Delivered: 46,091.92

Transfer Rate:

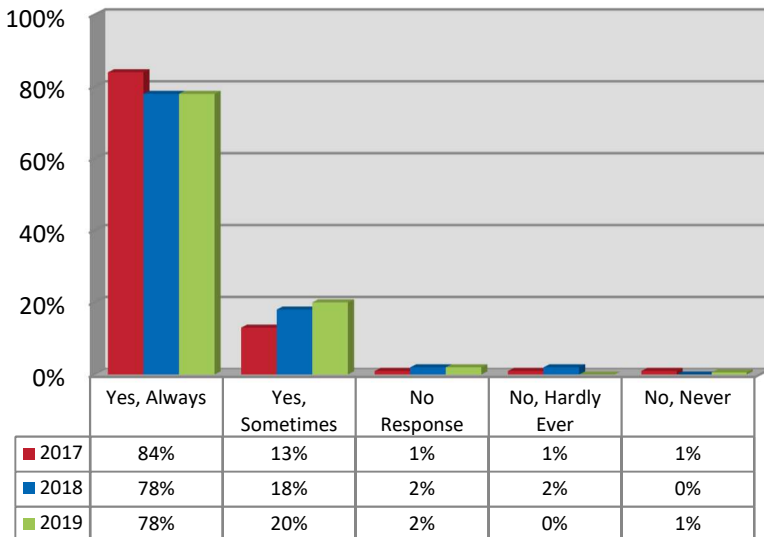
- Overall: 79 (-43.57%)
- Average: 12.56% (-7.23%)

Goal: 5.16%

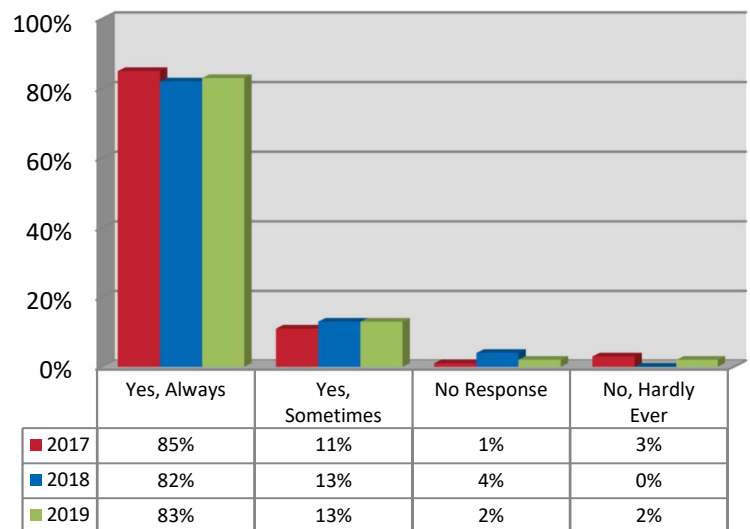
Client Satisfaction Surveys:

Survey Responses: 179 (-18.6%)

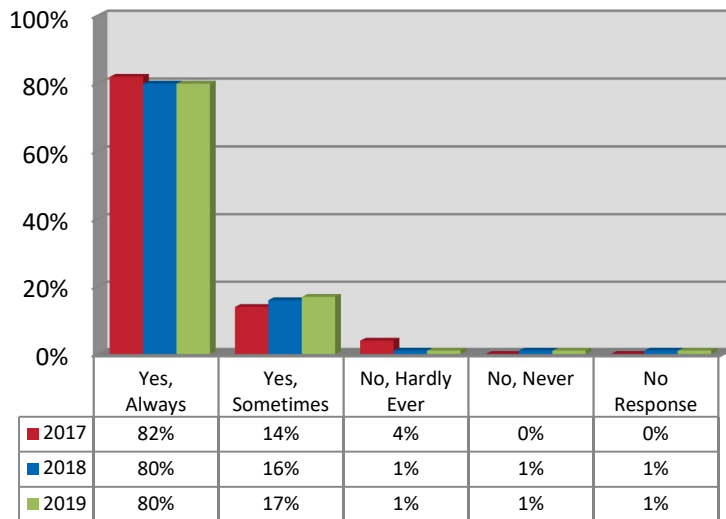
My Worker does a good job: gets things clean, helps me dress, helps me get around safely, etc.:



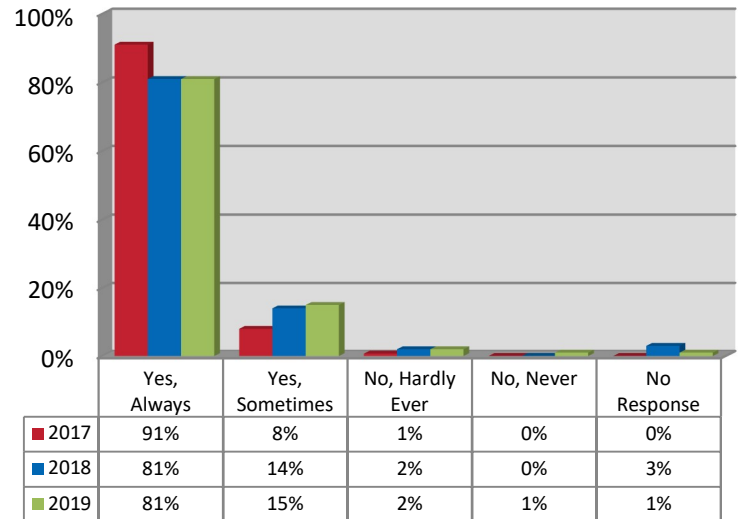
My worker gets here on time and stays as long as suppose to:



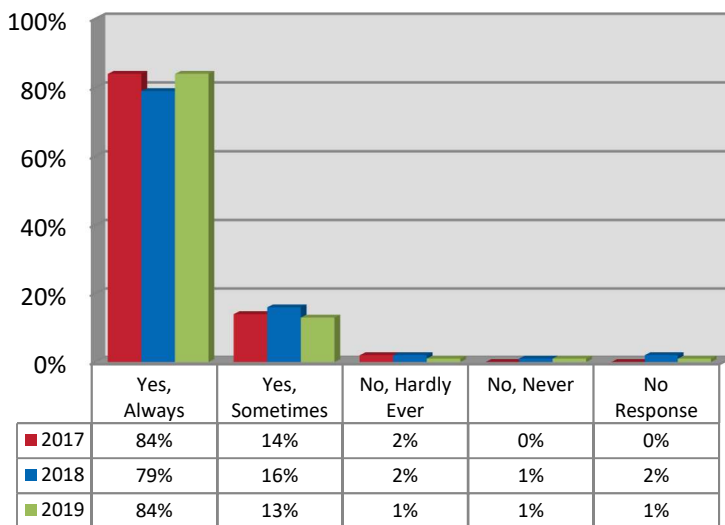
My worker does things the way I want them done:



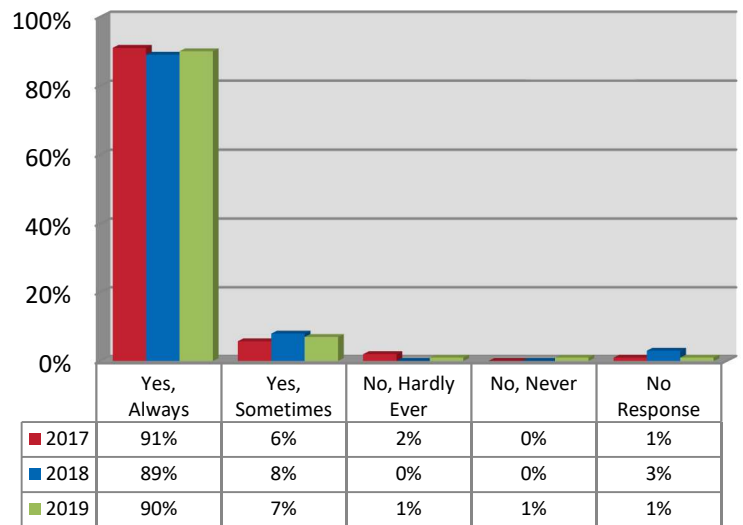
I can depend on my worker:



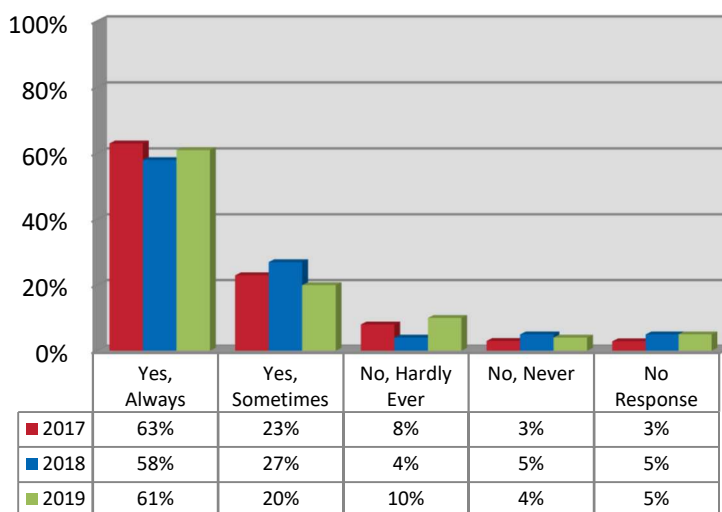
My worker knows what tasks or jobs he/she needs to do:



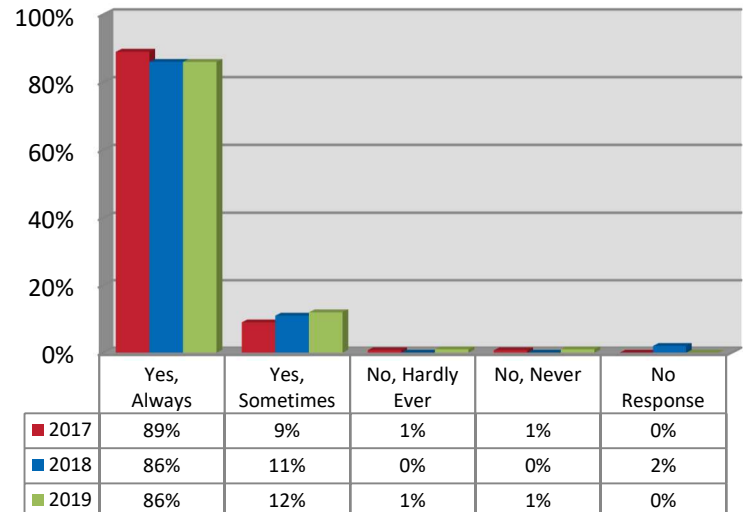
I trust my worker:



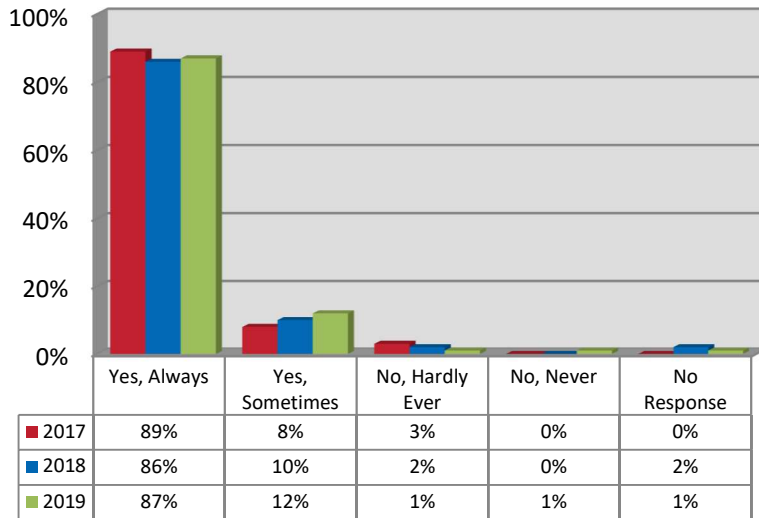
My Agency tells me when there is a change in my worker's schedule:



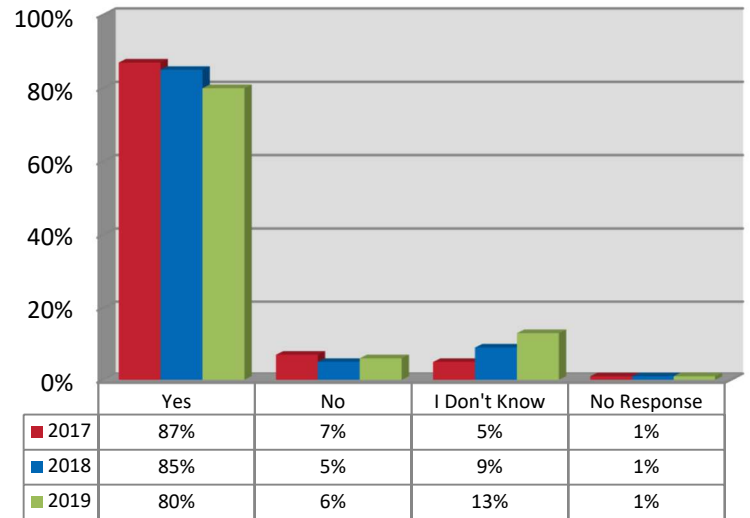
My worker does not complain to me and is pleasant to be around:



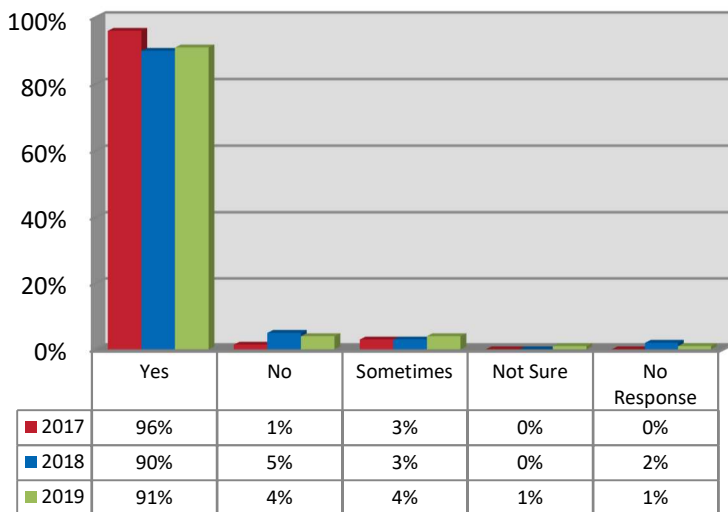
My worker follows the rules of his/her job: does not talk on cell phone, does not eat, respects my property, etc.:



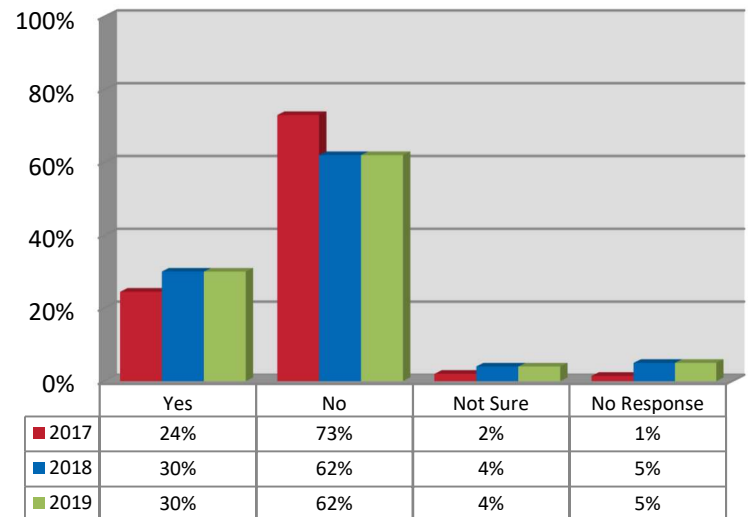
Would you recommend your agency to another family member or friend?



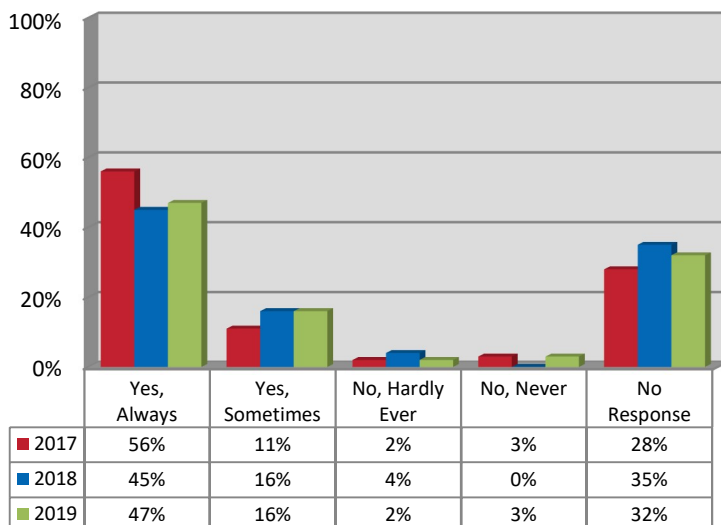
My worker(s) is/are assigned enough time to do everything I need done:



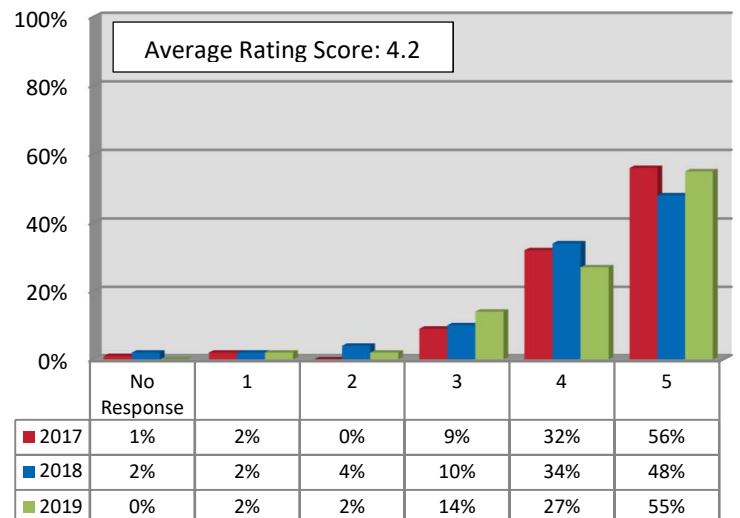
Have you ever called your agency or your care consultant about a worker problem?



My Agency responds quickly to me when I contact them:



On a 1-5 scale, with 1 being terrible and 5 being fantastic, I rate the services I receive from My Agency a:



Highlights:

- SourcePoint's In-Home Care Services saw a substantial increase of nearly one-third in the number of in-home care clients served in 2019 from the year prior. This reflects the growing number of new client enrollments, more existing clients needing home care services, and providers' ability to take on additional clients.
- Negative provider feedback forms received in 2019 decreased by nearly half from 2018, indicating an overall increase in service quality, good communication and better adherence to SourcePoint's Conditions of Participation and Service Specifications.
- In-Home Care service providers served SourcePoint clients for a greater number of weeks compared to previous years. On average, SourcePoint clients are being served for well over 1.5 years by the same agency, demonstrating overall client and SourcePoint staff satisfaction with services.
- Unit Utilization went up, which shows in part an increase in reliability of provider staff.
- The significant decrease in the Transfer Rate, meaning the rate at which clients switched to another provider for the same service(s), indicates clients and SourcePoint staff were highly satisfied with service(s).
- Client Satisfaction Survey results remain fairly consistent compared to those from 2018, with most 2019 results being the same or slightly better compared to the previous year's figures; in 2019, the average rating score was 4.2 out of 5.

Areas for improvement:

- The percentage of referrals receiving no response was 39% in 2019 (the same figure as in 2018), which can contribute overall to inadequate service delivery to clients. This figure was calculated only using data derived from the Q system, which was replaced with FAMCare in October 2019. One of SourcePoint's goals is that Referral Response rate will increase with the implementation of FAMCare, as this system notifies service providers when a new referral has been sent.
- The percentage of referrals accepted between January and September 2019 decreased slightly by 2%. With FAMCare, providers are now being notified via e-mail of all new referrals; it is SourcePoint's hope that the acceptance rate will increase in part as a result of these e-mail notifications.
- Common areas for improvement found: adherence to SourcePoint's Criminal Background Check Policy; conduct supervisory visits and direct service staff observation visits in a timely manner according to requirements; enter billing in .25 unit increments; maintain written procedures/waivers regarding the monitoring system; and maintain complete personnel records
- Inadequate communication was one of the biggest complaint areas cited in provider feedback forms and accounted for 21% of all feedback forms submitted. While this was a drastic improvement over 2018, any lack of communication leads to frustration among clients and care consultants and can put a great strain on the relationship between the agency and SourcePoint.

SourcePoint would like to thank you for all the work your agency and staff do to provide the highest quality of care to Delaware County older adults. It is only through partnerships such as the one with your agency that SourcePoint is able to continue to support older adults in our community.