



2020 All In-Home Care Providers

Provider Feedback Forms: 45* (-43.75%);

23 Exemplary (+92%)

- Fiscal: 7
- Inadequate Communication: 15
- Inappropriate Behavior: 12
- No Call/No Show: 2
- Not Starting as scheduled: 5
- Other: 5

*Theft/Theft Allegation PFFs not included

Clients Served:

Unduplicated Clients: 903 (-28%)

Average Length of Service: 72 weeks (-15.5%)

2019 Average Length of Service: 85.16 weeks

Clients Served By Service:

- Homemaking: 284
- Homemaking Premium: 464
- Nursing: 44
- Personal Care: 9
- Personal Care Premium: 90
- Respite: 126
- Respite Premium: 107

Audit Summary:

15 audits conducted on home care agencies

Average Number of Days until Fully Compliant: 44.5 (-7.1%)

Goal: <60 days

Most Common Areas of Concern:

- Timeliness of/failure to conduct client supervisory visits
- Billing without documentation of service provided
- BCII checks/database checks conducted late
- 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

Total Home Care Referrals Sent in 2020 (excluding Homemaker Escort): 486

In 2019, a total of **634** referrals were sent, including Homemaker Escort

Referrals Unfilled in 2020: 35 or 7.2% compared to 15 or 2.4% in 2019

Referrals Ultimately Filled in 2020: 18 or 3.7% compared to 11 or 1.7% in 2019

Unit Utilization Rate: 2020: 66.45% (-9%)

Goal: 66.5%

Units Authorized: 82,011.04

Units Delivered: 54,494.8

Transfer Rate:

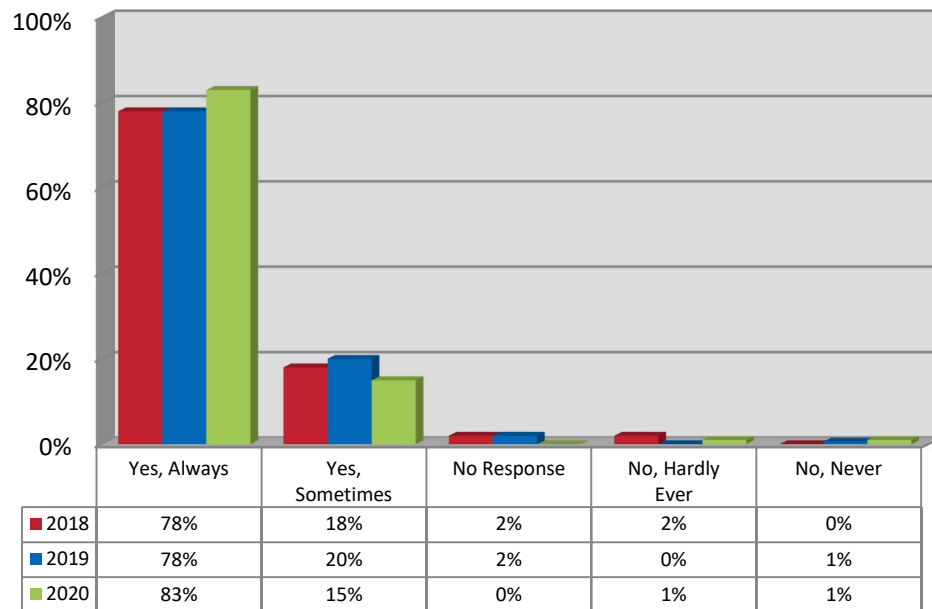
- Overall: 92 (+16.5%)
- Average: 14.05% (+11.9%)

Goal: 5.46%

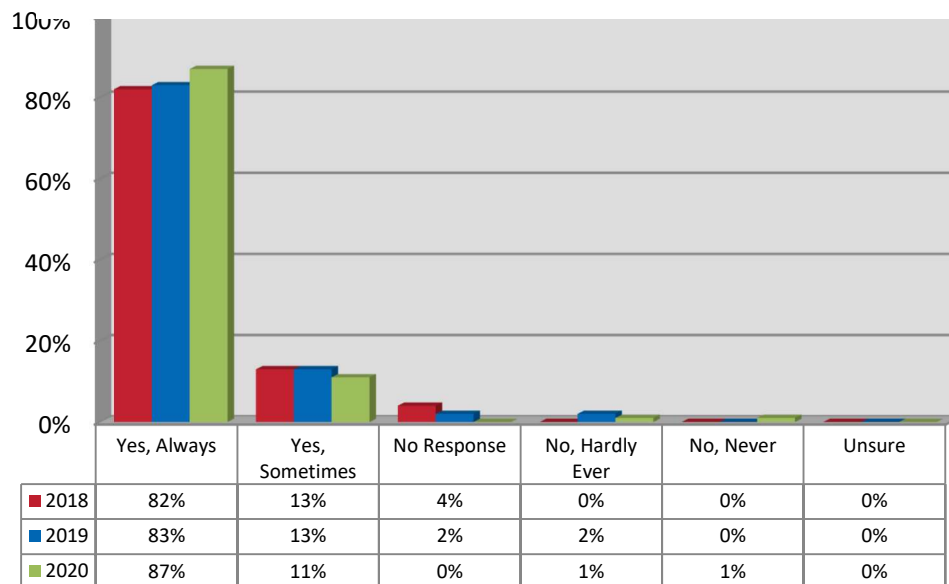
Client Satisfaction Surveys:

Survey Responses: 300 (+68%)

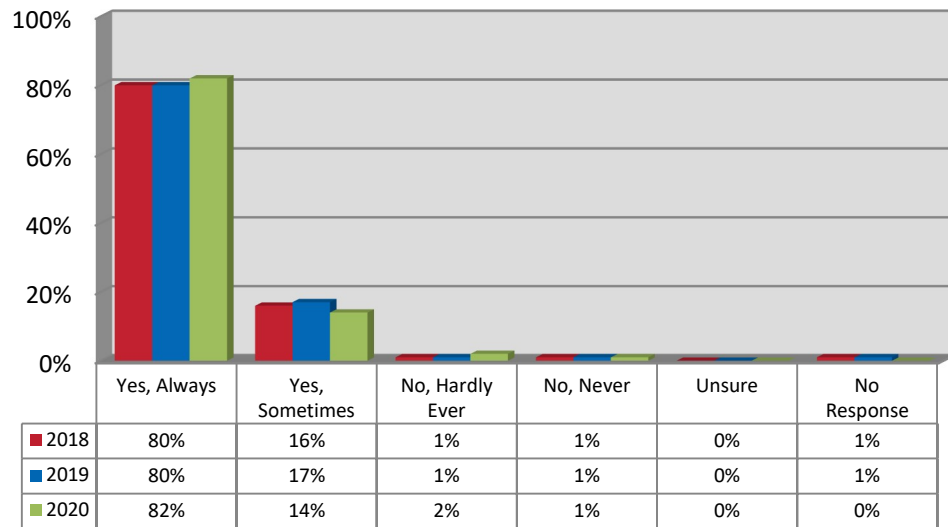
My worker does a good job: gets things clean, helps me dress, helps me get around safely, etc.:



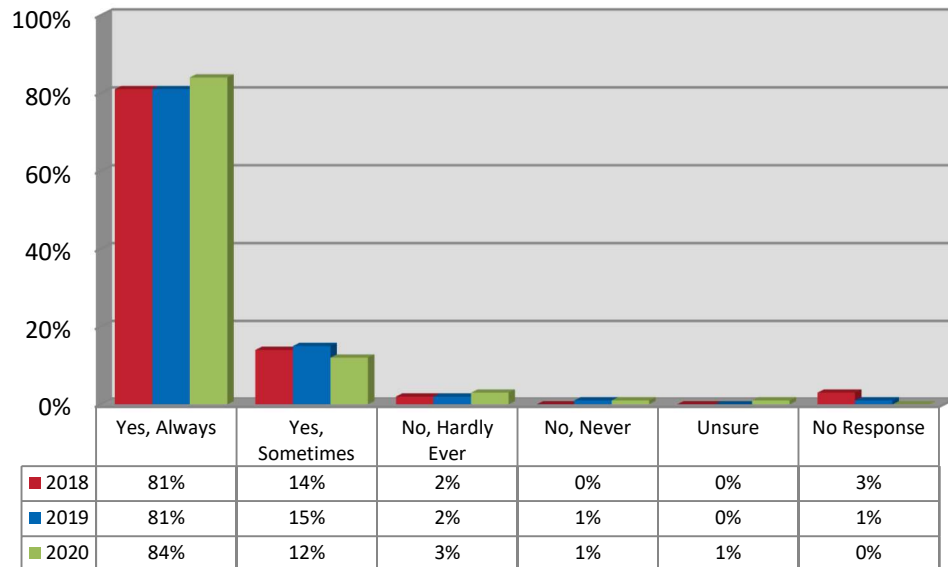
My worker gets here on time and stays as long as supposed to:



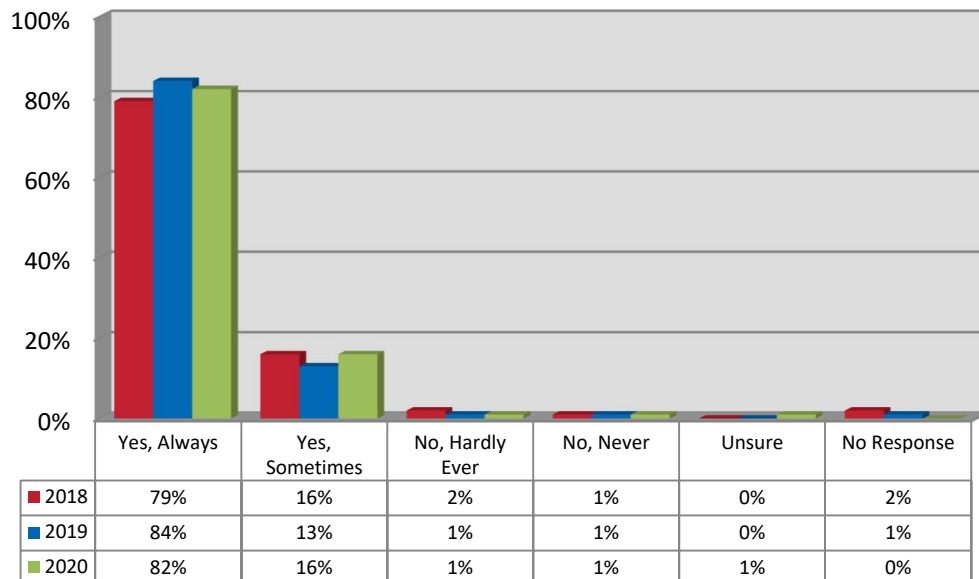
My worker does things the way I want them done:



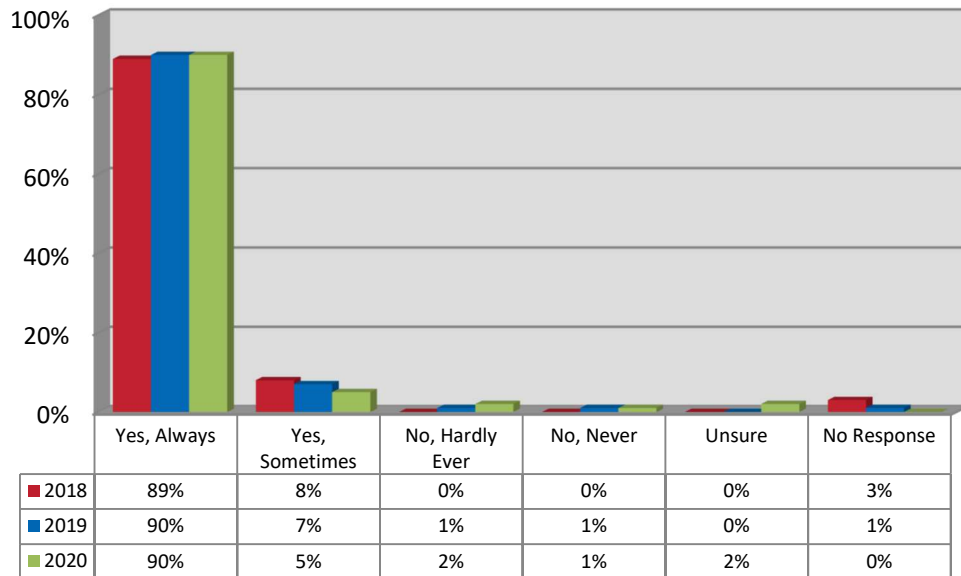
I can depend on my worker:



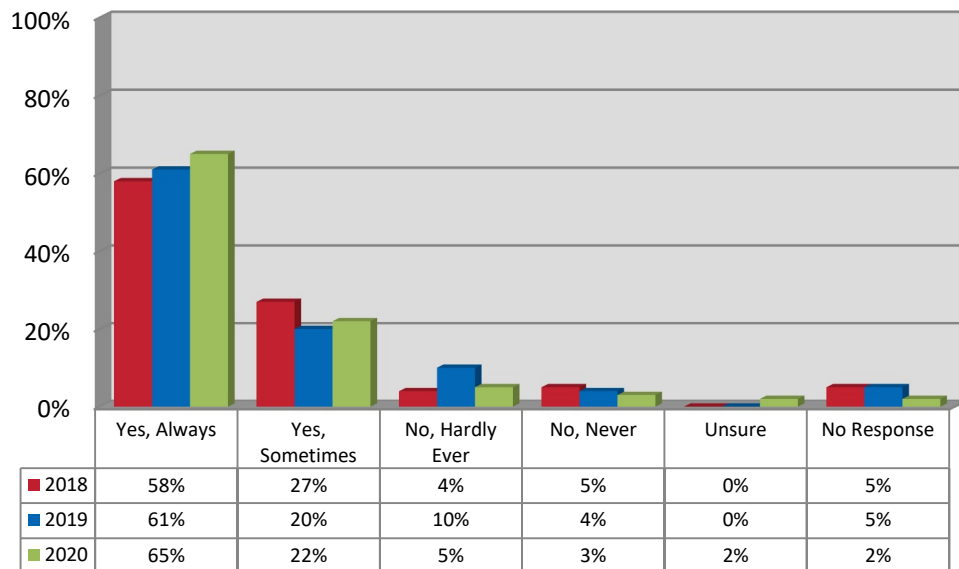
My worker knows what tasks or jobs he/she needs to do:



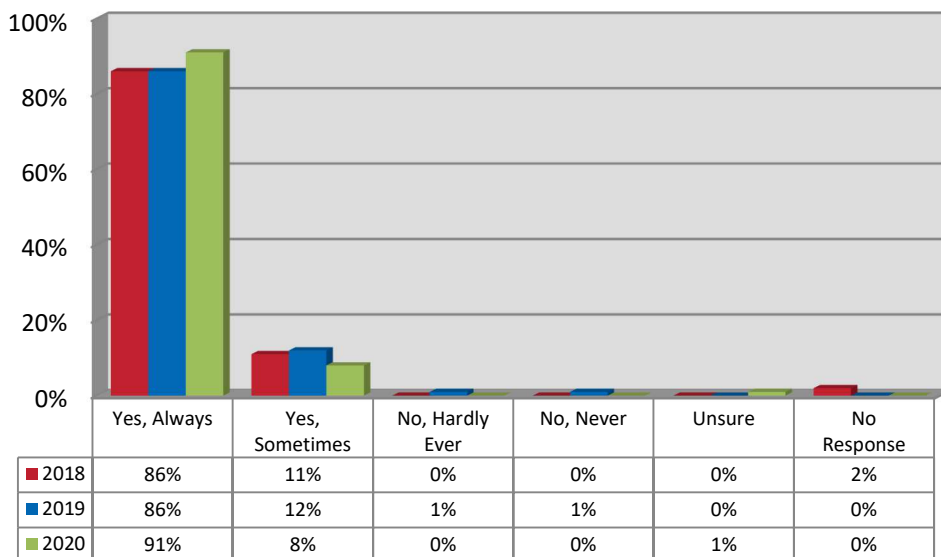
I trust my worker:



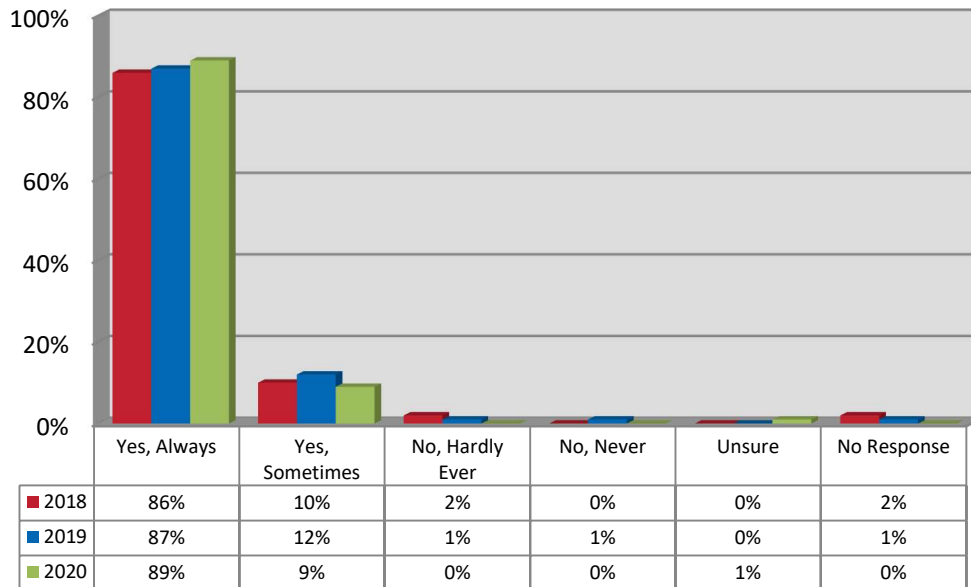
My Agency tells me when there is a change in my worker's schedule:



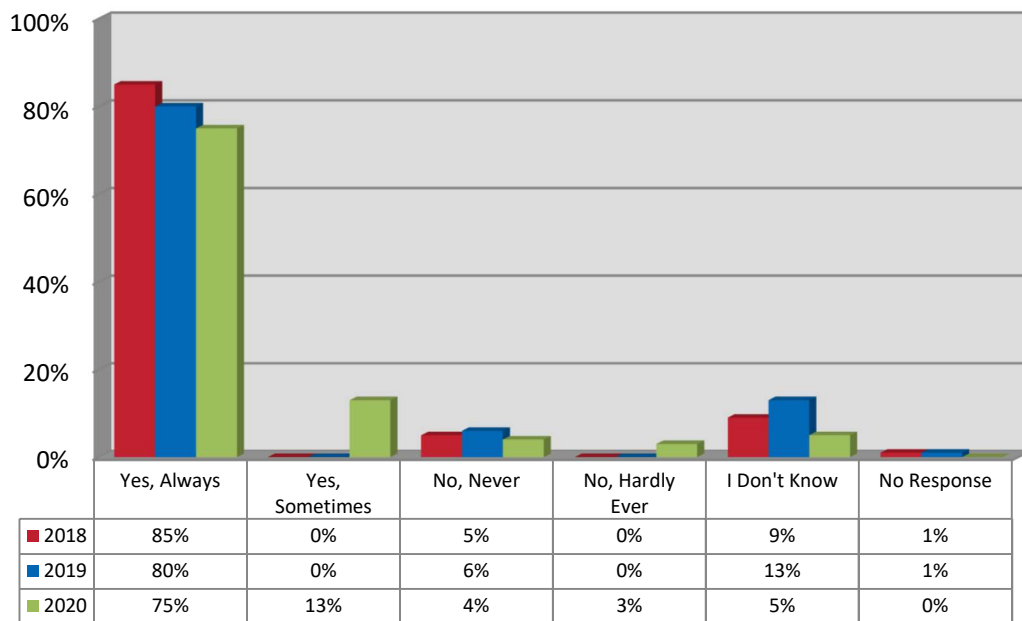
My worker does not complain to me and is pleasant to be around:



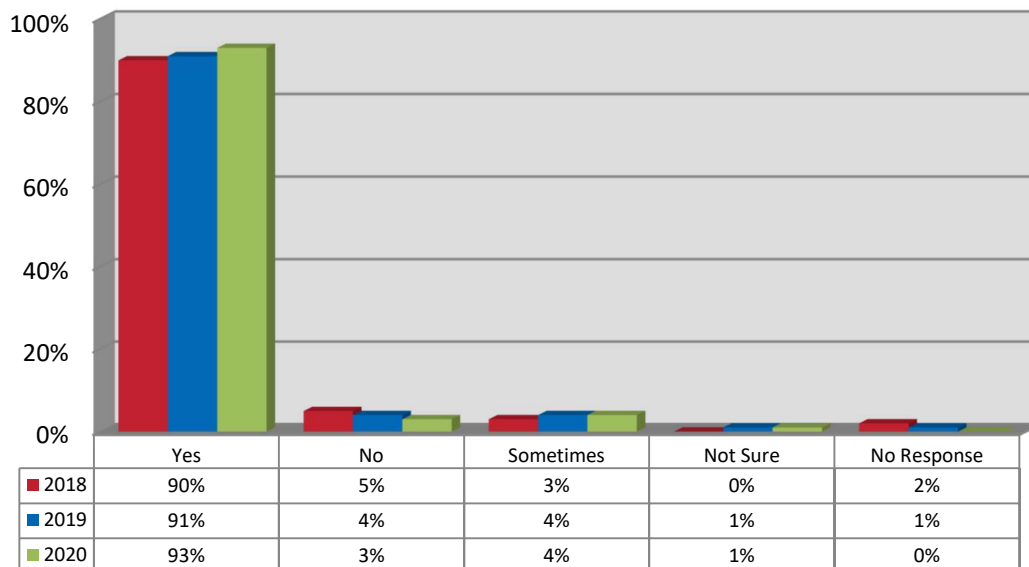
My worker follows the rules of his/her job: does not talk on cell phone, does not eat, respects my property, etc.:



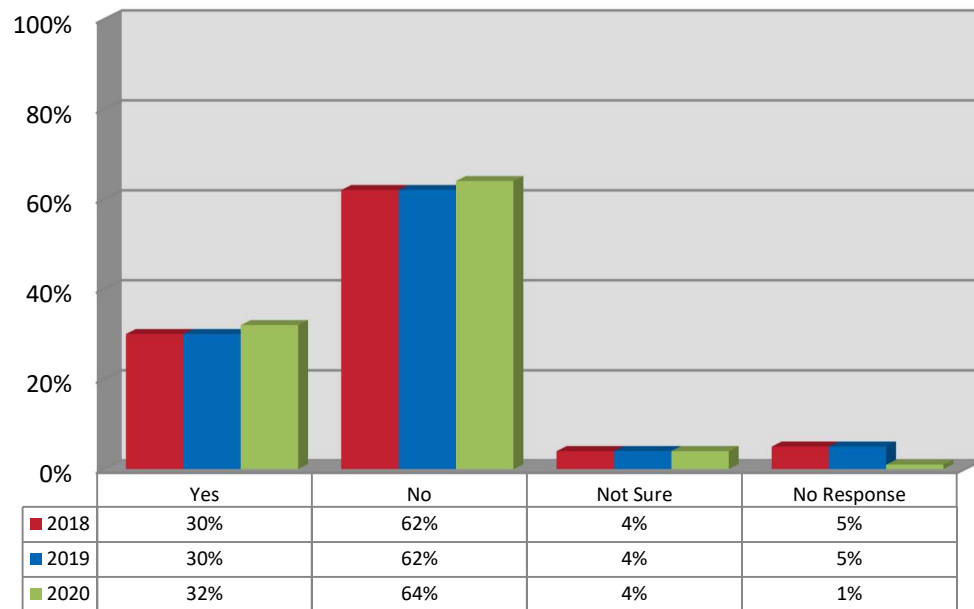
Would you recommend your agency to another family member or friend?



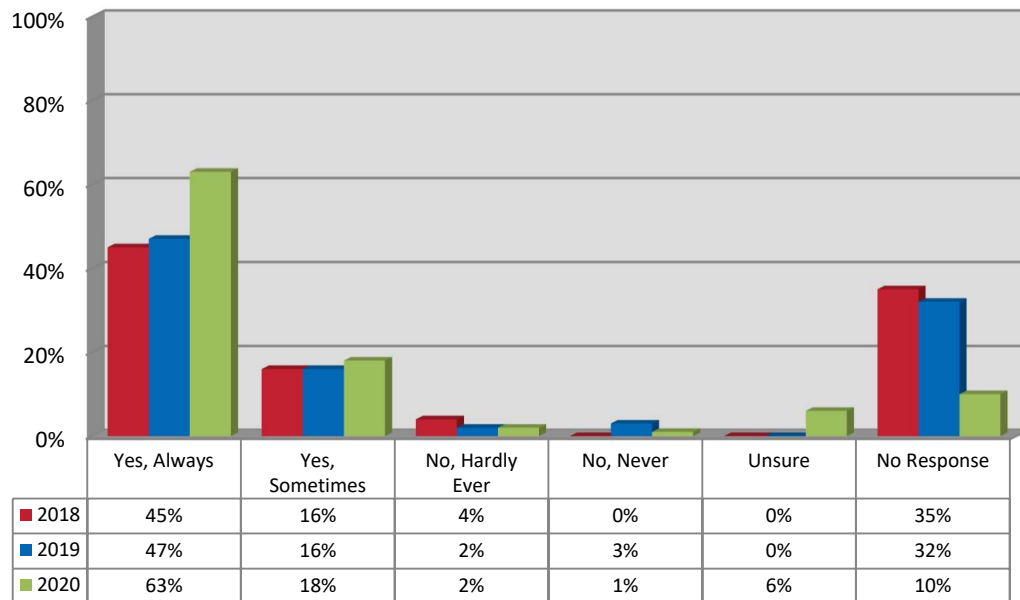
My worker(s) is/are assigned enough time to do everything I need done:



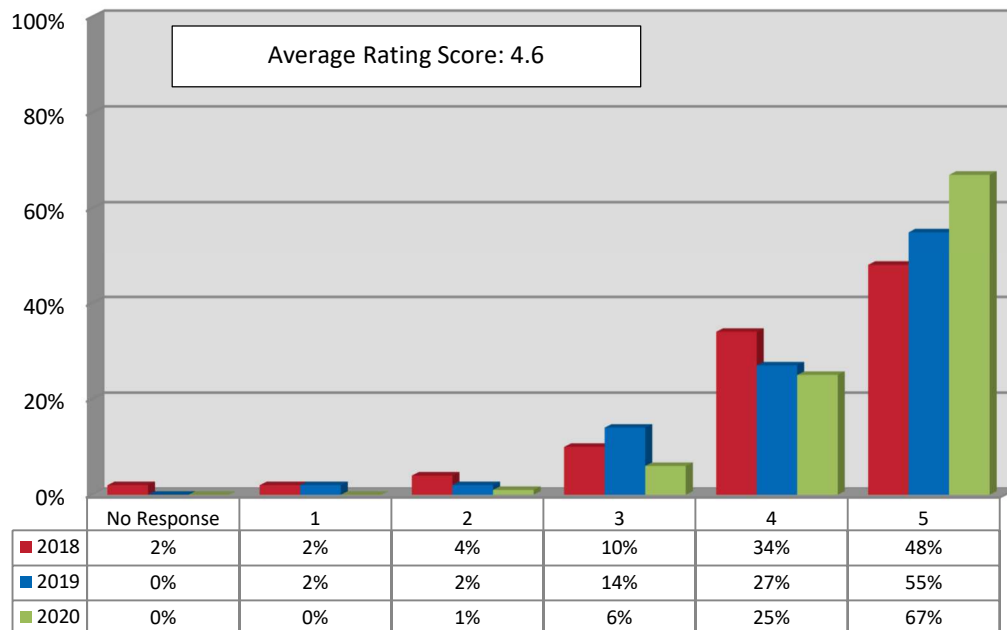
Have you ever called your agency or your care consultant about a worker problem?



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:

- 2020 saw a significant drop in the number of negative Provider Feedback Forms, even with the exclusion of Theft and Client Incident reports. This demonstrates an increase in adherence to SourcePoint's Conditions of Participation and Service Specifications, better communication between clients, providers and SourcePoint staff overall, and improvement in quality of service(s).
- The number of Exemplary Provider Feedback Forms jumped dramatically, showing that provider staff, including both direct care service and office-based staff are going above and beyond for clients.
- The number of days it took for providers to become fully compliant with SourcePoint's Conditions of Participation and Service Specifications after audits are completed dropped somewhat. This indicates that providers are quicker to remedy any citations found during their reviews conducted by COAAA.
- Unit Utilization rate (rate at which units authorized were provided) was just about on goal.
- The average rating score indicated by the Client Satisfaction Surveys improved by about 8%, demonstrating overall improvements in quality of service and communication.
- The number of Theft/Theft Allegation reports decreased by 50% from 2019 to 2020 (eight (8) reports in 2019 down to four (4) reports in 2020).

Areas for improvement:

- Significantly fewer clients were served in 2020 compared to 2019; this drop could be attributed to multiple factors including the impact of the COVID-19 pandemic. Fewer clients may have been comfortable having additional individuals in their homes, and hiring/staffing became a major challenge for many providers, leading to an inability to accept new referrals.
- The average length of service dropped as well. This could be attributed to several factors such as client-imposed service suspension; staffing shortage/unable to continue to serve client(s) so client(s) were "given back" to SourcePoint for provider reassignment; etc.
- The Transfer Rate, the rate at which a client is transferred from one provider to another for the same service, rose when compared to 2019. One main reason was the prevalence of clients being "given back" for reassignment due to staff shortages.
- Many of the audit citations found from the 2020 audits were also seen during 2019 audits, including background checks done prior to start of service; late supervisory visits; and billing without documentation of service provision. Adhering to the SourcePoint Criminal Background Check Policy, following a supervisory visit schedule, and entering billing based on actual service provided are just some ways to prevent these types of audit citations going forward.

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.