



## 2023 All SourcePoint Home Care Providers

**Provider Feedback Forms:** 52 negative (-27.8%);  
18 Exemplary (-33.3%)

- Fiscal: 14
- Inadequate Communication: 8
- Inappropriate Behavior: 5
- No Call/no show: 2
- Not Starting as scheduled: 9
- Starting Prior to Authorization: 1
- Other: 13

**Incident Reports:** 14

### **Audit Summary:**

15 audits conducted on home care agencies

Average Number of Days until Fully Compliant: 58 days (+30%)      Goal: <60 days

Most Common Areas of Concern:

- *Missing database checks*
- *Late BCII checks*
- *Missing personnel qualifications and documentation*
- *Policies and procedures not present at time of audit*

**Total Home Care Referrals Sent in 2022:** 620 (-14%)

**Referrals Unfilled in 2023:** 111 (-67%)  
(18% of all home care referrals)

**\*49** additional referrals were filled in 2023 (-29%).  
Further efforts from SourcePoint staff and providers brought the unfilled home care referral rate down to **10%**.

### **Clients Served:**

Unduplicated Clients: 1074 (+12.2%)

Average Length of Service: 49.3 weeks (-19%)  
Goal: 36.4 weeks

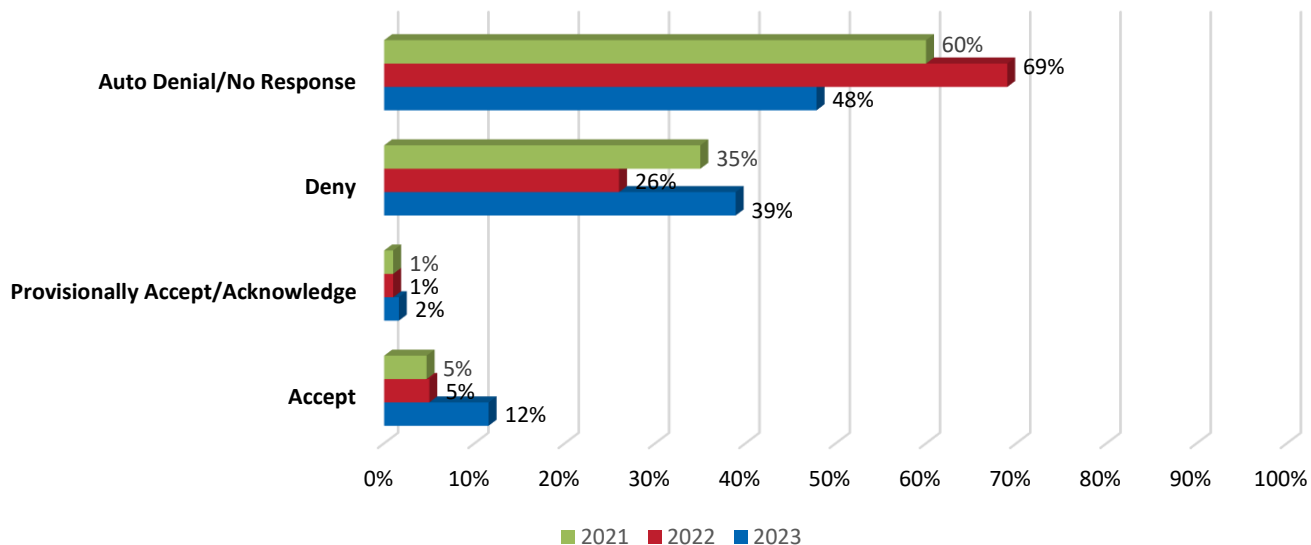
### **Clients Served By Service:**

- Homemaking: 180
- Homemaking Premium: 615
- Homemaker Escort: 38
- Homemaker Escort Premium: 66
- Nursing: 36
- Personal Care: 14
- Personal Care Premium: 120
- Respite: 122
- Respite Premium: 130

### **Most Unfilled Referrals by Percentage by Zip Code (top five):**

- 43015
- 43082
- 43061
- 43065
- 43074

### Referral Responsiveness\*



**\*Direct awards not reflected above**  
*Auto Denial/No Response Goal <30%*

**Unit Utilization Rate: 60% (-3%)**

Goal: 68%

Units Authorized: 120,252.25 (+53.6%)

Units Delivered: 57,993.55 (+19.7%)

**Transfer Rate:**

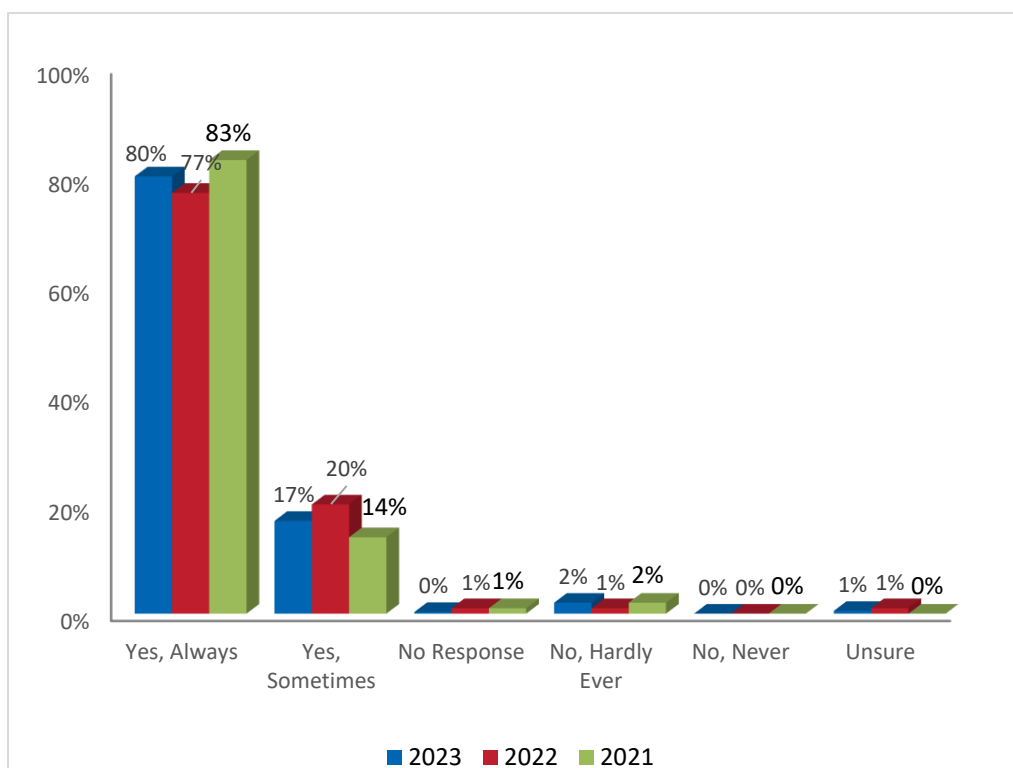
Goal: 9.9%

Overall: 132 clients (+28%)

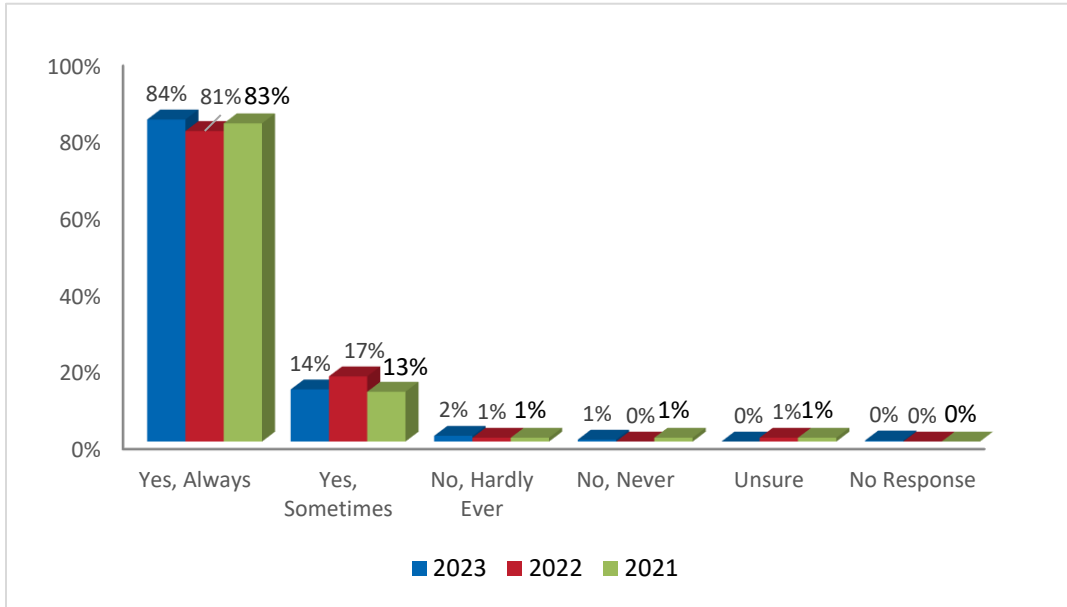
Average: 13.8% (-27%)

**Client Satisfaction Surveys: 392 (+6%)**

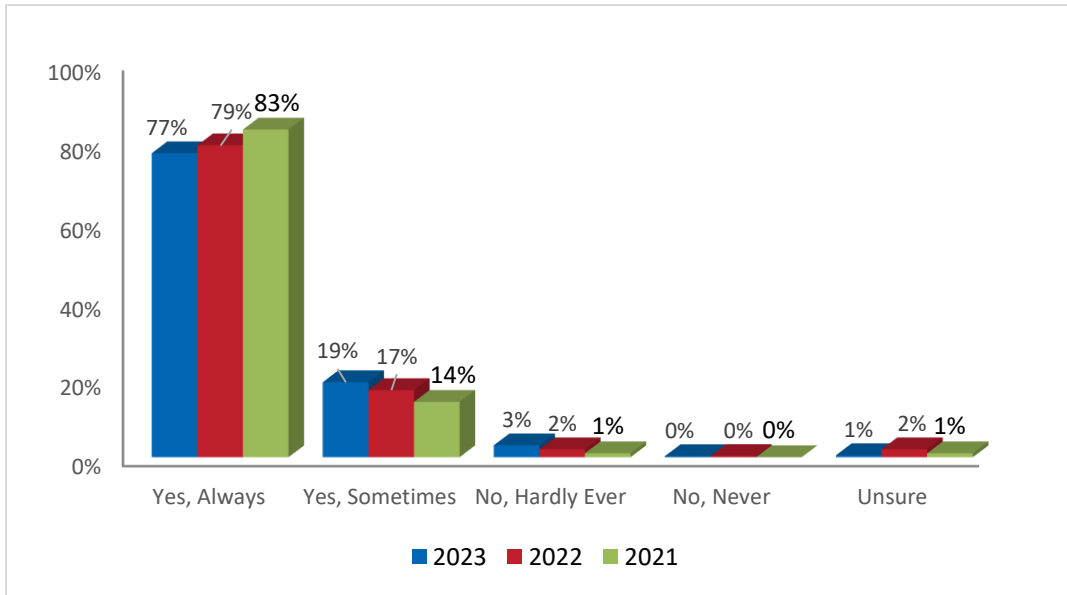
**My worker does a good job, gets things clean, helps me dress, helps me get around safely, etc.**



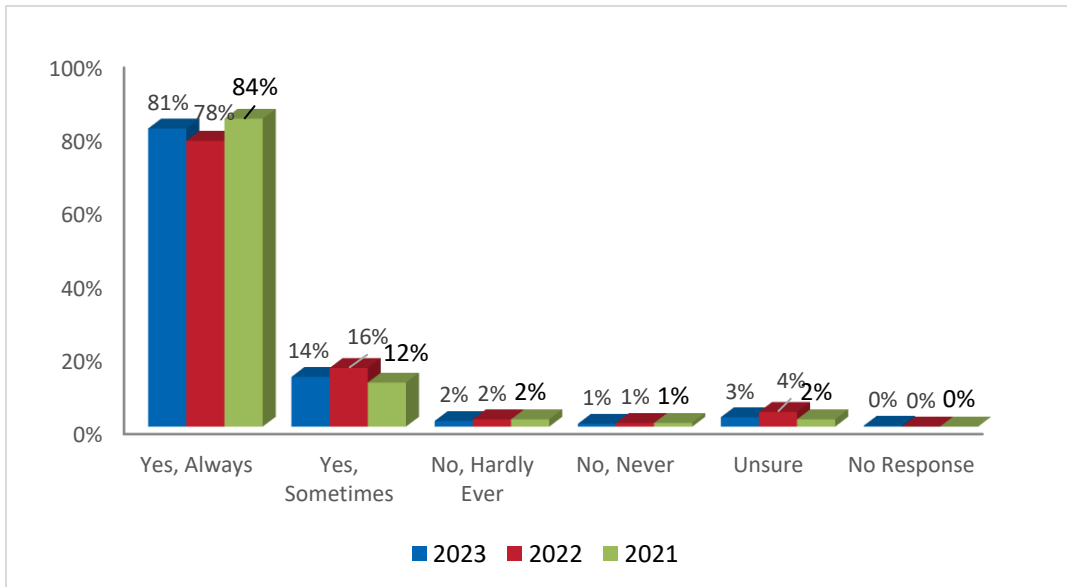
**My worker gets here on time and stays as long as supposed to:**



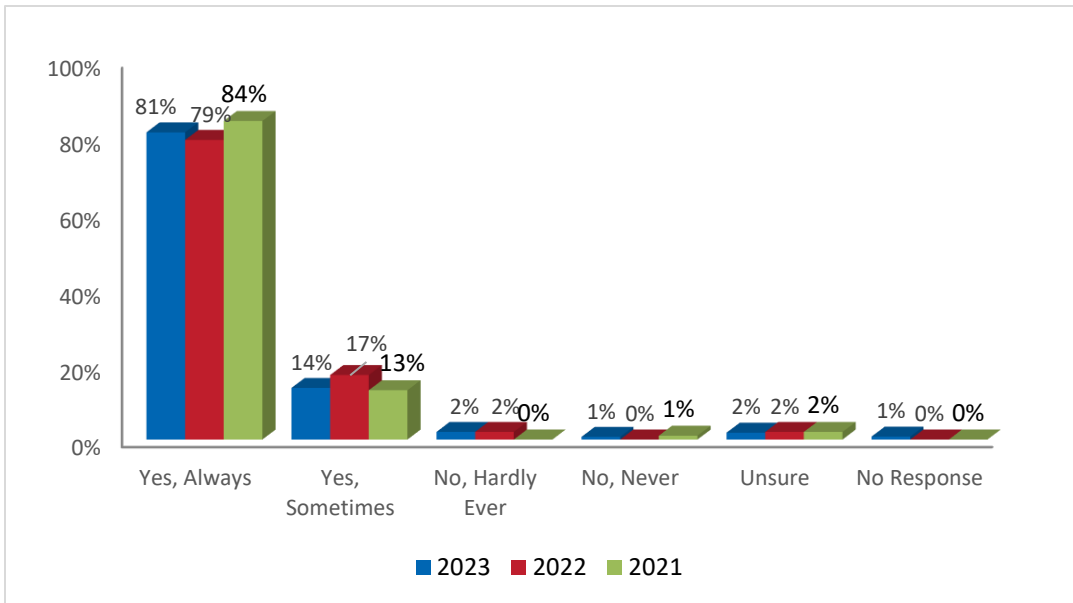
**My worker does things the way I want them done:**



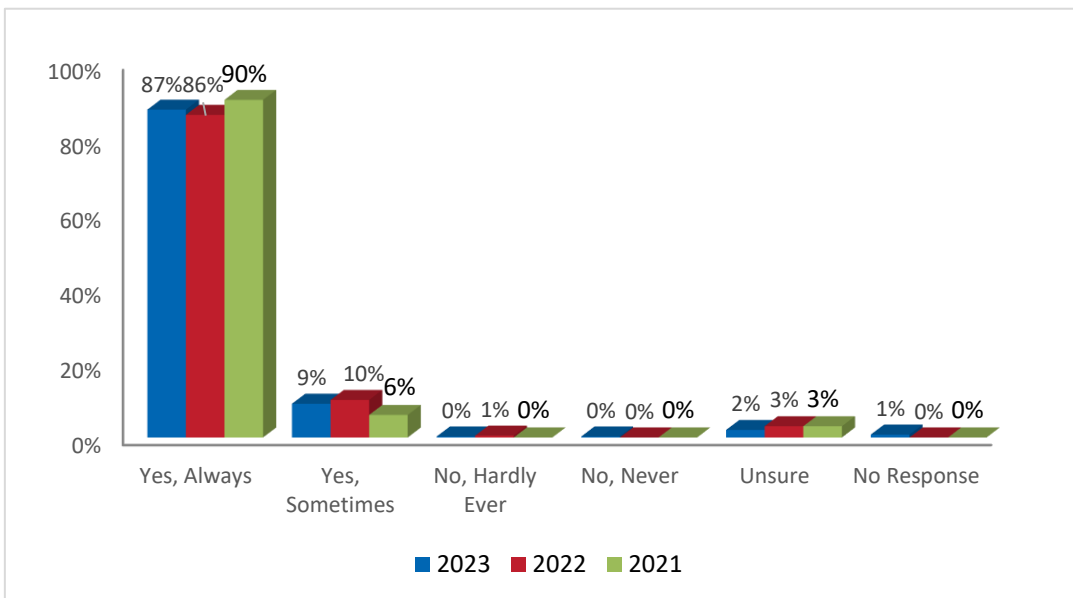
**I can depend on my worker:**



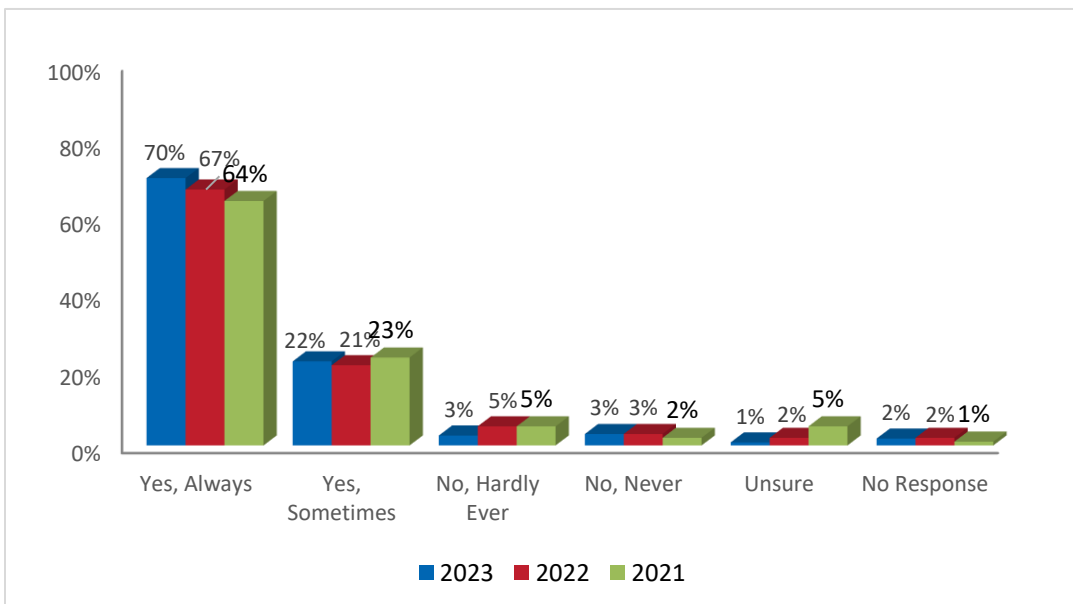
**My worker knows what tasks or jobs he/she needs to do:**



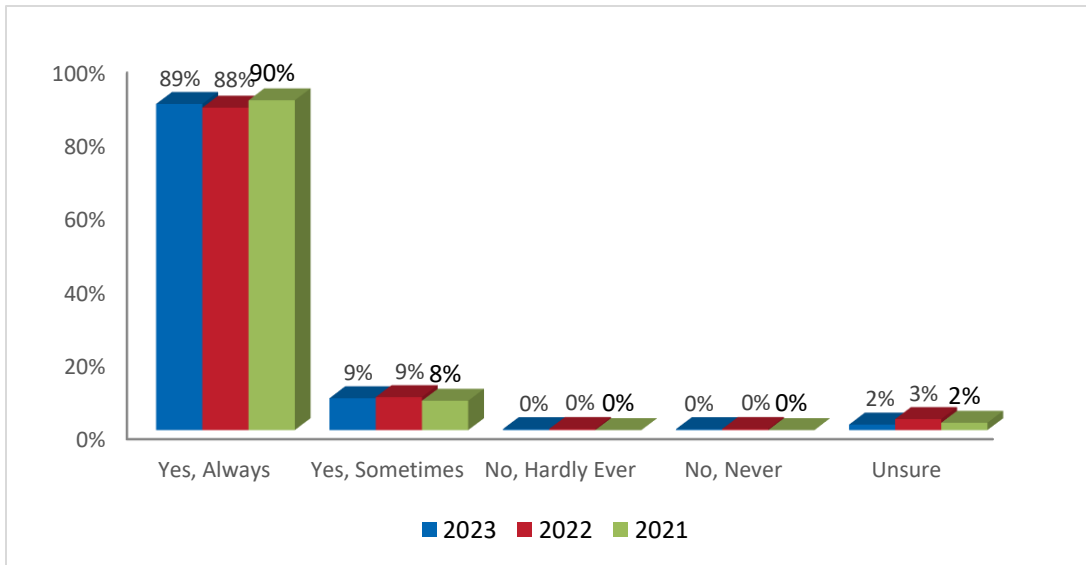
**I trust my worker:**



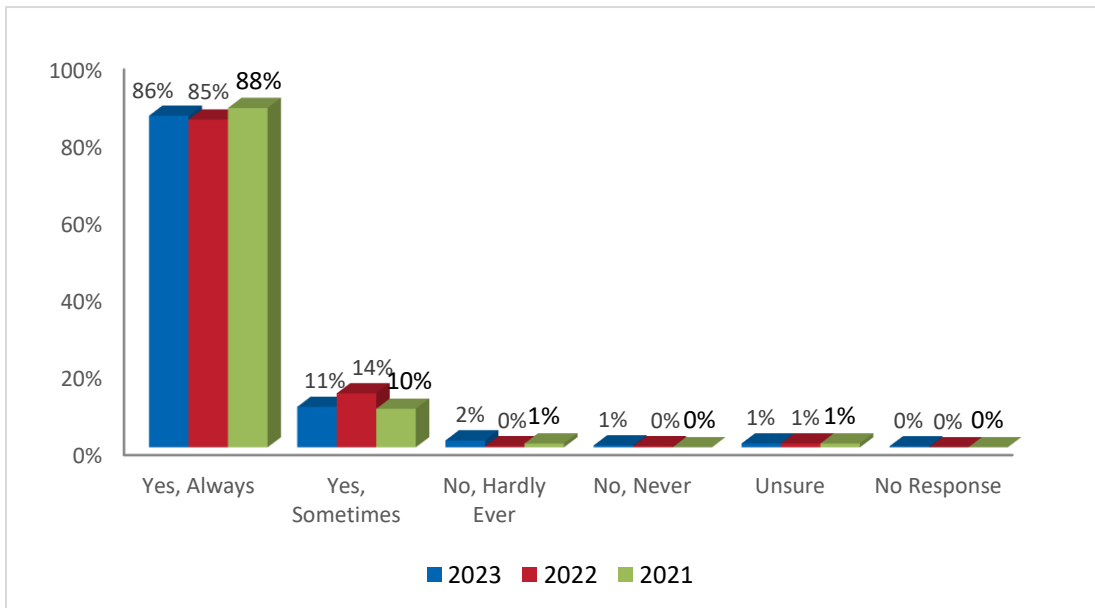
**My agency tells me when there is a change in my worker's schedule:**



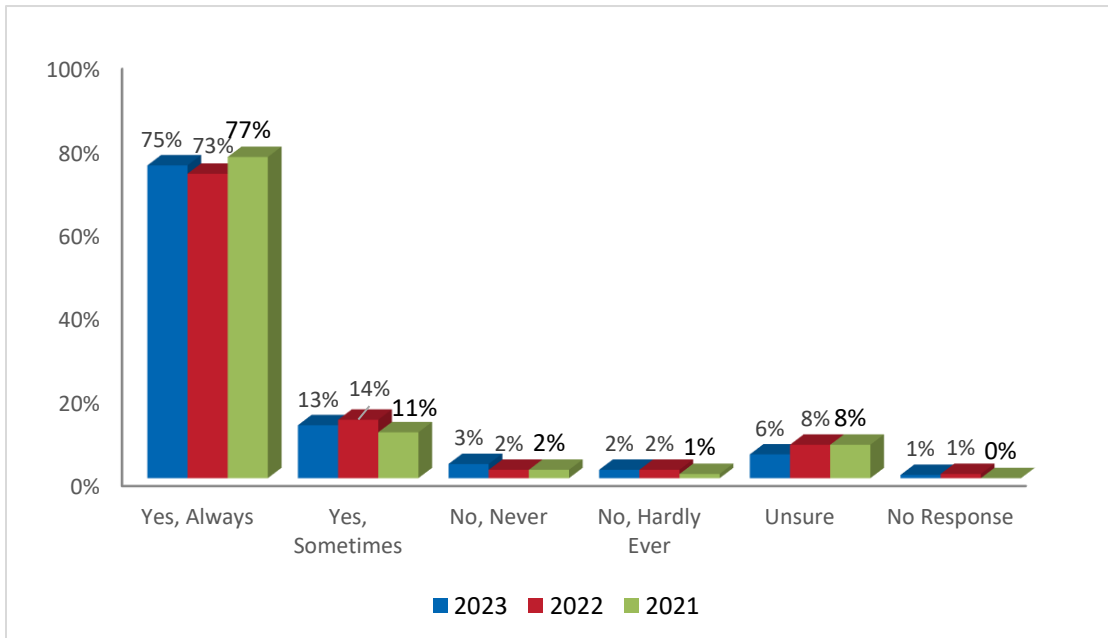
**My worker does not complain to me and is pleasant to be around:**



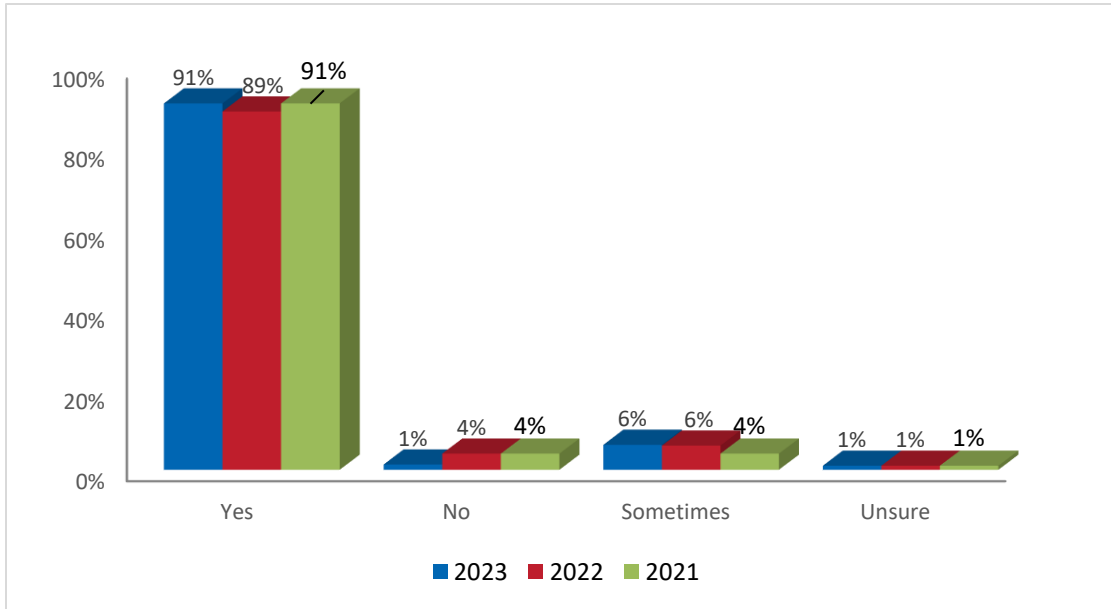
**My worker follows the rules of his/her job: does not talk on cell phone, does not eat, respects my property, etc.:**



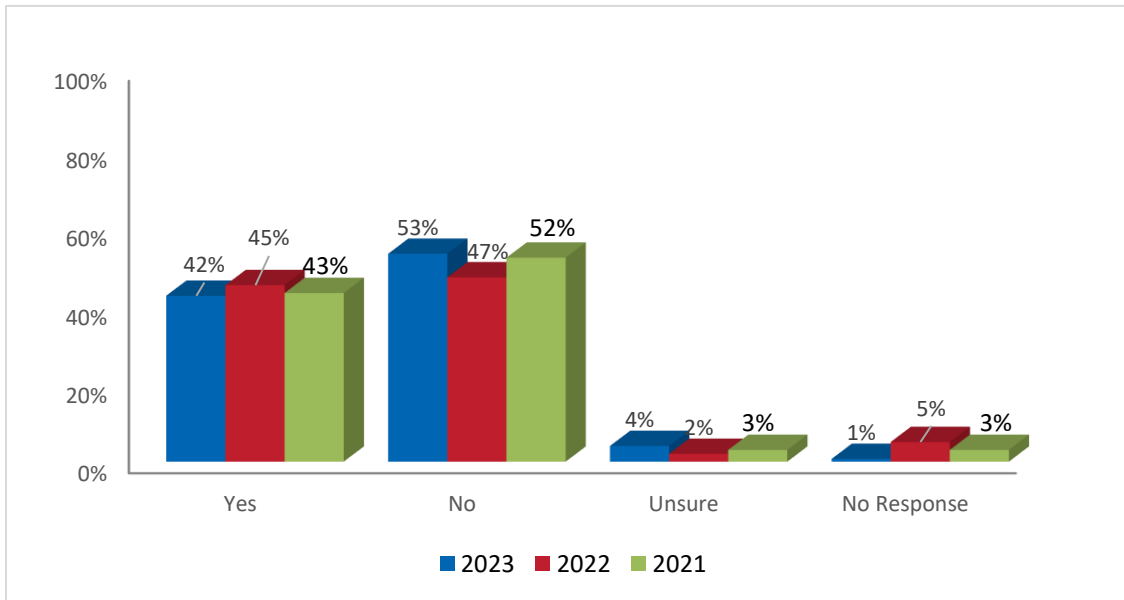
**Would you recommend your agency to another family member or friend?**



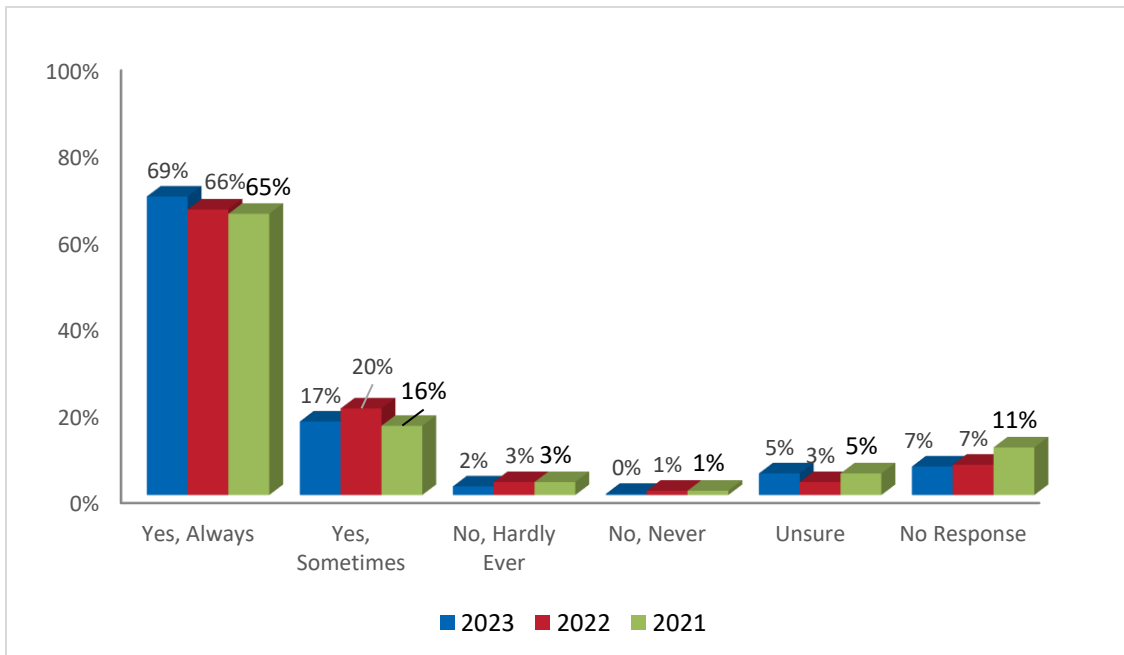
**My worker(s) is/are assigned enough time to do everything I need done:**



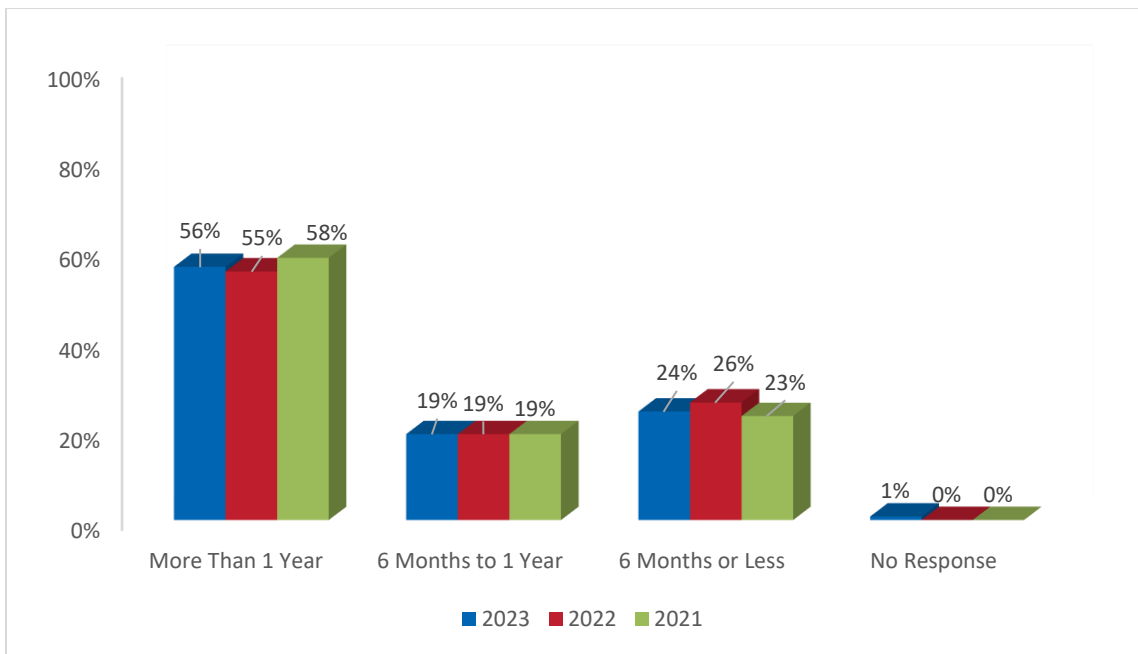
**Have you ever called your agency or your care consultant about a worker problem?**



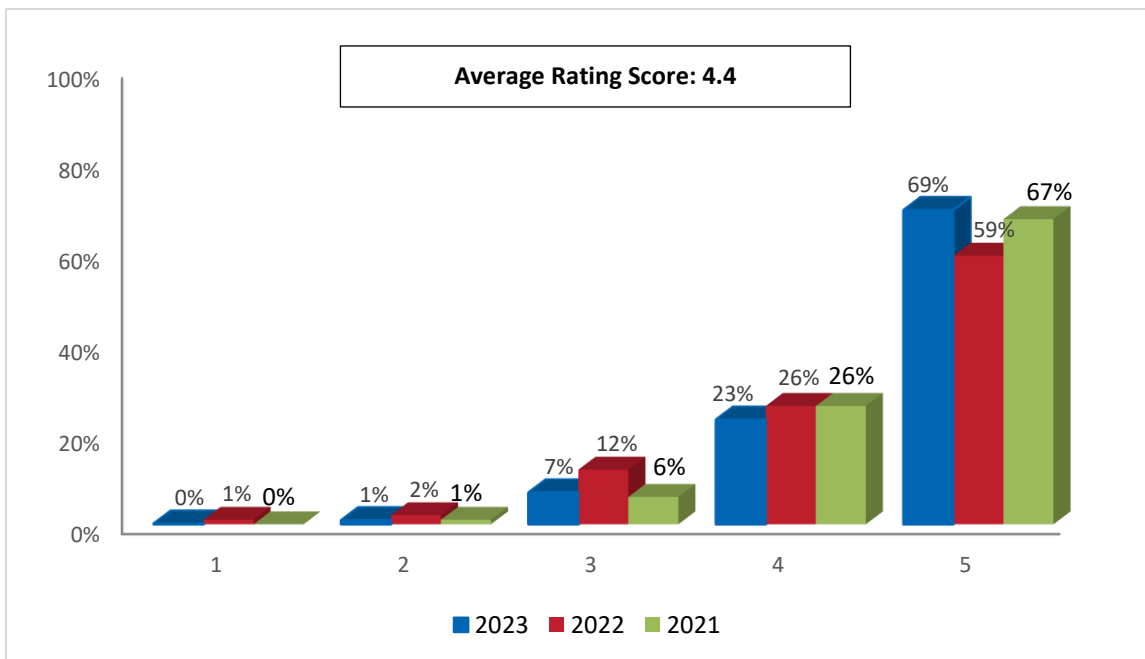
**My Agency responds quickly to me when I contact them:**



### Length of Time with Provider



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



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.