



**Department of County Human Services
Aging, Disability & Veterans Services Division**

**Quality & Business Services, Data & Evaluation Workunit
&
Adult Care Home Program (ACHP)**

2019 ACHP Resident Satisfaction Survey

Summary

February 2020

Introduction

The goal of the Adult Care Home Program (ACHP) Resident Satisfaction Survey was to gather information from Multnomah County providers and residents to help inform how the ACHP and providers could better support resident quality of life and their overall experience in Adult Care Home settings. This survey has been conducted for multiple years and was first developed with Portland State University’s Institute on Aging and Multnomah County’s Aging, Disability & Veterans Services Division (ADVSD). The evaluation team for 2019 was ADVSD’s Data & Evaluation Workunit. The evaluation questions were maintained from the 2013 Resident Satisfaction Survey so results could be compared over time.

For the 2019 evaluation, a representative number of Adult Care Home residents in Adult and People with Disability (APD) homes were randomly selected. The sample was weighted to include all Medicaid homes with two or more residents of color. All providers and residents were interviewed in person and responded to both multiple choice and open-ended questions.

Ultimately, 130 residents and 75 providers were interviewed. The average age of interviewed residents was 72, 54% were male and 24% identified as a person of color (PoC). Payment sources included: Medicaid (64%), private pay (27%), Elder Place (11%) and other sources (<1%). Residents could have more than one payor source. Residents’ previous setting varied: a third (32%) had been in another adult care home, 17% their own home, and 13% an assisted living facility. The average length of stay at the current Adult Care Home was 2.87 years.

Evaluation Findings: Residents

Residents’ Decision to Move to Home

A fifth (21%) of respondents reported that they had little or no say in the decision to move to the Adult Care Home while 64% said they had final say in that decision. Residents moved to their current Adult Care Home for a variety of reasons. Over a quarter (28%) said they needed more care and/or could not continue to live on their own. Another quarter (23%) said their family or friend found or suggested the home. Another 15% mentioned that their case manager or medical provider was a factor. Based on open-ended interview questions, some residents mentioned their dissatisfaction with their previous Adult Care Home, or other residence as a reason for moving. Some also said they felt that they had no say in the decision to move or were tricked into moving.

Resident Overall Satisfaction with Living in the Home

| | 2004 | 2006 | 2008 | 2013 | 2016 | 2019 |
|-----------------------|------------|------------|------------|------------|------------|------------|
| Very satisfied | 63% | 64% | 64% | 47% | 41% | 75% |
| Satisfied | 26% | 20% | 25% | 41% | 41% | 18% |
| Somewhat dissatisfied | 6% | 9% | 7% | 4.5% | 8% | 5% |
| Very dissatisfied | 2% | 2% | 3% | 4.5% | 8% | 1% |
| No response | 3% | 6% | 1% | 2% | 2% | 1% |
| Average | 3.6 | 3.6 | 3.5 | 3.4 | 3.1 | 3.7 |

Note: This data includes cumulative percent which includes the “no response.” “No response” is not included in calculating the average score. The average is out of 4, with 4=very satisfied and 1=very dissatisfied.

Resident Overall Satisfaction in 2019 by Race/Ethnicity, Age, & Gender

| | Overall | White | PoC | 0-64 | 65+ | Female | Male |
|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Very satisfied | 76% | 76% | 77% | 88% | 72% | 74% | 78% |
| Satisfied | 18% | 18% | 19% | 6% | 23% | 19% | 18% |
| Somewhat dissatisfied | 5% | 6% | 3% | 6% | 5% | 7% | 4% |
| Very dissatisfied | 1% | 0% | 0% | 0% | 0% | 0% | 0% |
| Average | 3.69 | 3.69 | 3.74 | 3.82 | 3.67 | 3.67 | 3.73 |

Note: There was one resident who identified as transgender and is not included in this table. The average is out of 4, with 4=very satisfied and 1=very dissatisfied.

Additional Elements of Resident Satisfaction

| | 2004 | 2006 | 2008 | 2013 | 2019 |
|--|------|------|------|------|------|
| Comfort with having visitors in the home | 95% | 94% | 93% | 93% | 98% |
| How they are treated by owner & staff | 91% | 94% | 94% | 89% | 98% |
| Services and care in the home | 94% | 93% | 94% | 92% | 95% |
| Would recommend the home | 88% | 93% | 90% | 90% | 92% |
| Feels at home | 87% | 91% | 90% | 86% | 91% |
| Food in the home | 84% | 87% | 90% | 83% | 89% |
| Would choose the home again | 84% | 90% | 88% | 85% | 84% |
| Feels very free expressing things they do not like | 71% | 73% | 88% | 73% | 82% |

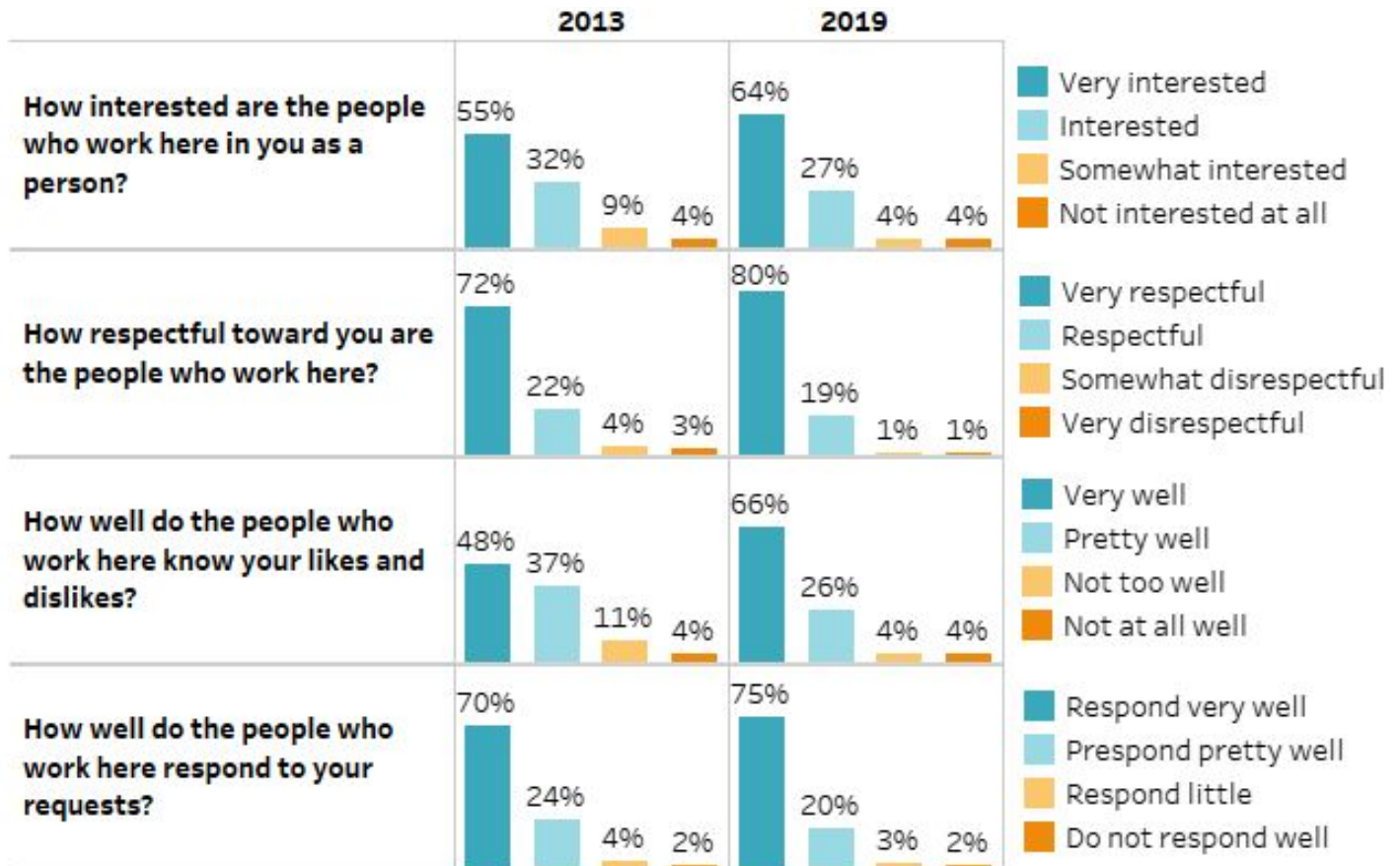
Note: For 2013 and 2019 responses: The % reported either combines the two positive ratings (e.g. “very satisfied” and “satisfied”) or reflects the percentage of “yes” responses.

Resident Quality of Life Measures (2019 Disaggregated by Race/Ethnicity)

| | 2004 | 2006 | 2008 | 2013 | 2019 | White | PoC |
|---|------|------|------|------|------|-------|------|
| Is satisfied or very satisfied with the way they are treated by other residents | 81% | 88% | 88% | 89% | 97% | 96% | 100% |
| Gets as much to eat as they want all of the time | - | 84% | 93% | 76% | 85% | 87% | 80% |
| Has much contact with family and friends as they would like most of the time | 57% | 76% | 72% | 65% | 70% | 69% | 71% |
| Has interesting things to occupy their time most of the time | 58% | 59% | 62% | 63% | 68% | 69% | 63% |
| Has something to look forward to most of the time | 42% | 54% | 62% | 63% | 65% | 66% | 63% |
| Gets out of the home as often as they would like | - | - | - | 58% | 59% | 59% | 58% |
| Gets as much exercise as desired most of the time | 50% | 49% | 50% | 53% | 52% | 51% | 55% |

Although residents of color were slightly more likely compared to white residents to report having as much contact with family and friends as they would like most of the time, they were also more likely to report a lower frequency of phone contact (44% vs 59%) and visits from family and friends (48% vs 51%). These findings together could suggest that residents of color face a greater threat of social isolation from friends and family. Residents of color also had lower rates of having interesting things to occupy themselves most of the time and getting as much to eat as they want all of the time.

Person Centered Care Measures



Resident Relationships

Residents were asked what makes them feel at home in an open-ended question. A common response was caregivers being responsive to resident needs. Others explained feeling comfortable in their surroundings and having their own room. Residents also mentioned that they like to feel surrounded with family, have independence and freedom, and see their own things around them.

The 22 residents who said that they do not feel “very free” to express what they do not like at their home were asked why. Some said that they expected no change or that it was not in their personality to complain or express what they don’t like. Others explained that they did not feel allowed to express issues or were afraid of damaging their relationships with the operator or caregiver.

Quality of Services

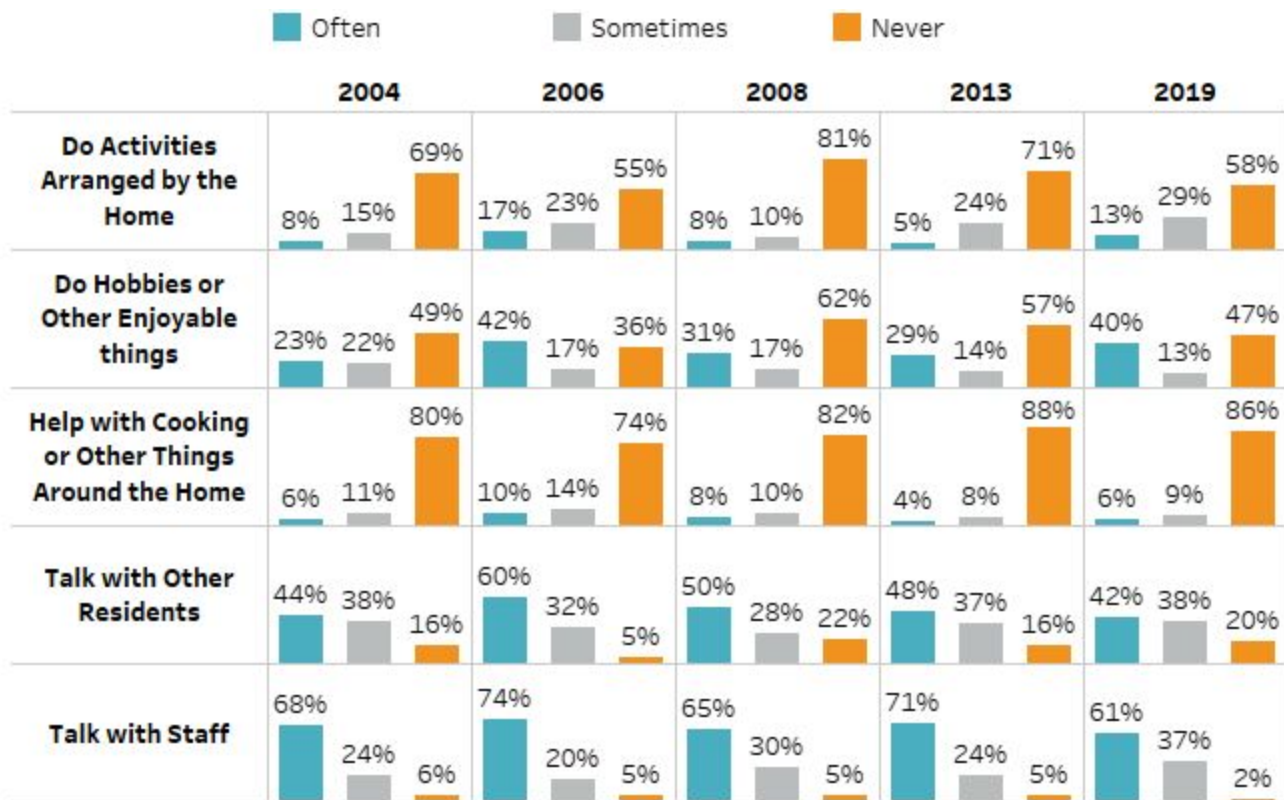
Care Plans: In 2019, 59% of interviewed residents said they did contribute to their care plan as compared to 46% in 2013. Providers in 2019 reported that they included residents in developing care plans 80% of the time and included residents’ families 64% of the time. Over half (57%) said they included others such as case managers, medical staff, previous caregivers, etc. This shows an

increase from 2013 when providers said they included residents 58% and their families 61% of the time. Providers in 2013 said they included others 82% of the time.

Safety: Residents were asked about their concerns with physical safety in their current Adult Care Home. In 2019, 0% said they had many concerns while 8% said they had some concern. In 2013, 3% of residents said they had many concerns and 9% of residents reported some concerns. Residents were also asked about their concerns with the safety of their possessions. There was less concern in 2019 with 0% saying they had many concerns and 6% saying they had some concerns. In 2013, 4% said they had many concerns and 9% said they had some.

Activities: Based on an open-ended question, residents were asked what they would like to do that they do not do now. While half said nothing, others said they would like to go outside of the home, have physical activities, access to creative activities or more socializing and human interaction. Some said they want to use recreational drugs, drink or smoke. Others said they would like to play games or read. Of all the activities they do at the home, residents were asked which they most enjoy. The most common response was watching television. Other mentions were socializing, playing games, reading, creative activities, leaving the house, listening to or playing music, physical activities, using a computer, sleeping, meals, or writing letters.

Frequency of Activities

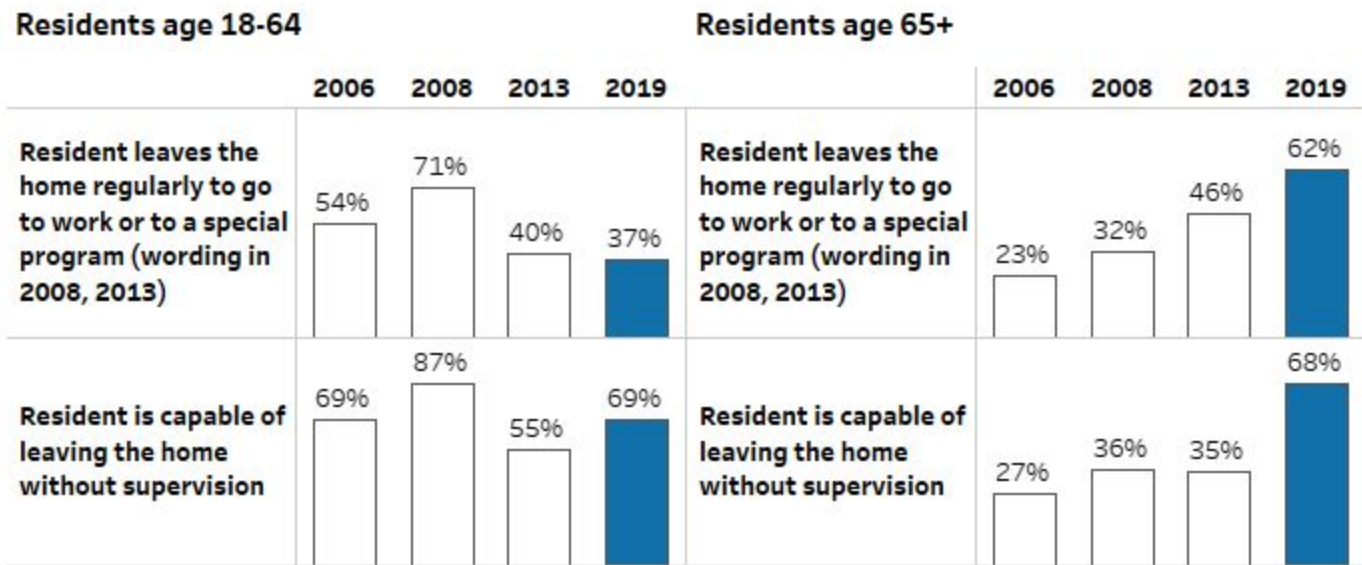


Resident Health Care Directives

Providers were asked about the health care directives for their residents. In 2019, residents who were 18-64 had an Advance Directive for Health Care Decision 6% of the time, a Physician Orders for Life Sustaining Treatment 40% of the time and 29% had both directives. A quarter (26%) had neither directive. Residents who were 65 and over had an Advance Directive for Health Care Decision 4% of

the time, a Physician Orders for Life Sustaining Treatment 59% of the time and 27% had both directives. A tenth had neither directive.

Resident Activities Outside of the Home by Age Group (Reported by Providers)



Resident Feedback about Living in an Adult Care Home

Why do residents recommend their home?

- The quality of care provided
- Unspecified positive feelings about the people or the home
- The comfort, privacy, cleanliness, or safety of the home
- The quality of the food
- The independence and accommodation
- It feels like home and being with family
- Positive feelings about other residents
- Would recommend to the “right” person

What would make it better for residents in the home?

- Have more activities or opportunities to go out
- Improve the environment of the home such as its comfort, privacy, cleanliness, and safety
- Improve the care from the operator or caregivers
- Greater independence and flexibility
- Increase or improve the food
- More frequent visits or visitors
- Increased transportation or mobility

Evaluation Findings: Providers

Home & Provider Characteristics

In 2019, 88% of the people living in the Adult Care Home with the residents were the owner/operator and 12% were a resident manager. The percentage of live-in owners/operators was 86% in 2013, 94% in 2008, 93% in 2006, and 98% in 2004. The age of the primary caregiver living in the Adult Care Home varied. Most (31%) live-in caregivers were aged 51-60 followed by 27% who were 41-50, 21% who were 31-40, 11% who were 21-30, and 11% who were over 60 years old.

In 2019, 56% of the Adult Care Homes had 5 residents, 24% had 4 residents, 16% had 3 residents and 4% had 2 residents. Operators reported that 59% of their homes allow residents to smoke outside while 41% said residents were not allowed to smoke. No operator reported indoor smoking. A large majority (96%) said the home is completely accessible to wheelchairs while 4% said the home is partially accessible.

Person-Centered Environments

Qualitative interviews were conducted with 75 Adult Care Home providers who answered open-ended questions about things they did to make residents feel at home as well as get to know and support their preferences. Responses were qualitatively analyzed and below are the primary themes.

What kinds of things do providers do to make residents feel at home?

- 43% Providing residents choice and quality in food and meals
- 43% Engaging with residents and developing strong relationships
- 37% Providing activities for residents
- 37% Offering residents flexibility and accommodation
- Other things mentioned include: Building a home-like environment, allowing residents to personalize their space, encouraging resident independence and respecting residents' privacy in the home such as providing private rooms and lockable doors

What techniques do providers use to know and support residents' preferences?

- 93% Communicating and engaging with residents about their preferences, including asking residents directly about their preferences and offering options
- 27% Communicating with residents' families
- Other techniques mentioned include: Supporting staff to deliver care and provide comfort, communicating with medical providers, staff, case workers, and others, and reviewing formal documentation and assessments

How do providers help residents feel comfortable expressing their needs or preferences?

- 95% Communicating with residents, asking about their preferences, and encouraging residents to express themselves
- 24% Adapting to residents' needs and providing person-centered care
- 8% Communicating with residents' families

Recommendations

Recommendations for Providers

- Offer more diverse activities for residents in and out of the home, including physical activities, creative activities, chances to socialize, exercise, and pursuing their hobbies.
- Ensure residents feel free and encouraged to express their needs, preferences, and concerns.
- Reassure residents that their concerns will not be dismissed or damage relations with staff.
 - Follow up on requests even if to explain why the request cannot be met.
- Honor and support resident privacy and comfort in the home, including creating private space and allowing residents to have their own things around them.

Recommendations for the Adult Care Home Program

- Search for ways to better support Adult Care Home operators and staff to deliver services that are responsive to resident needs and preferences.

- Examine the overall administrative burden of operating an Adult Care Home so providers and caregivers can spend more time caring for residents.
 - Reduce the paperwork and other administrative requirements of operating an Adult Care Home.
- Formalize person-centered practices and provide more training to Adult Care Home providers.
- Work with the State of Oregon to reduce the length of time and complexity of required background checks for new homes, providers, and their caregivers.
- Revise rules for operating an Adult Care Home, including reducing the number of rules and making them more flexible, simple, and clear.
 - Assemble a work group with existing providers to revise rules.
- Build more support and trust with providers and their staff who feel residents are too often better heard and unfairly favored.
- Increase equity and fairness of investigations, such as using a third party evaluator.
- Assist with understanding the gap in how providers attempt to make residents feel at home and residents feeling that they had choice in their environment.
- Examine how meaningful socialization can occur for residents and train providers on strategies to reduce the risk of social isolation for their residents.
- Determine if there are structural differences contributing to visitation and phone access for residents of color and work with them to determine if changes are needed.

Additional Recommendations for Future Surveys

- The Adult Care Home Program should work with the resident population to design further evaluative efforts that could improve their overall satisfaction.
- Examine differences in satisfaction and quality of life factors for more targeted population groups such as the residents 65+ and residents of color with additional statistical analysis.
- Redesign the evaluation questions and data collection instruments to reflect known best practices and informational needs of the Adult Care Home Program instead of prioritizing the replication of prior editions of the Resident Satisfaction Survey.

Contact

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