

Seniors and People with Disabilities

Angela Munkers

Authorized Signature

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Topic: Long Term Care

Subject: CMS/LTC/CCO Study Group

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees
<input checked="" type="checkbox"/> Area Agencies on Aging
<input type="checkbox"/> Children, Adults and Families
<input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> County Mental Health Directors
<input type="checkbox"/> Health Services
<input checked="" type="checkbox"/> Seniors and People with Disabilities
<input type="checkbox"/> Other (please specify): |
|---|---|

Message:

DHS and OHA are partnering in a stakeholder and data driven, exploratory workgroup to produce a report requested by the Centers for Medicare/Medicaid. This report will identify opportunities, barriers and strategies for integrating long term care. The report content is not pre-determined: it is up to the stakeholder group: composed of consumers, providers and advocates. More information about the report and the workgroup, the CMS/LTC/CCO Study Group, can be found at:

<http://www.oregon.gov/dhs/cms/Pages/message.aspx>

As part of the CMS/LTC/CCO Study Group work, the group is seeking consumer input through a survey administered by Long Term Care Ombudsmen to a randomized list of consumers living in residential settings (AFH, ALF & RCFs only). The survey consists of 14 yes or no questions and interviews are expected to be no more than 30 minutes. Interviews will be completed between Friday, July 19th and Tuesday, August 6th. The survey results will be used to inform the study group work. A copy of the survey is attached for your convenience.

APD/AAA staff do not have to take any action regarding this survey. This email is just notification to you that an ombudsman may be talking with a consumer you know.

If you have any questions about this information, contact:

Contact(s):	Chelas Kronenberg, Operations & Policy Analyst		
Phone:	971-600-7892	Fax:	
E-mail:	Chelas.Kronenberg@state.or.us		

CONSUMER SURVEY

The Oregon Health Authority (OHA) and the Department of Human Services (DHS) meet once a month with a group of people who use and provide health care and long-term care. The purpose of the group is to look at ways to improve care for people receiving long-term services and supports and Medicaid. The group is interested in the experience of people like you who have made a recent change in the way you get care. You have been selected for this survey to learn how you are getting your long-term services and support needs met since your recent move, or since you started new care services. We would like to know about the help you are getting to meet your daily living needs like moving around, housekeeping, bathing, and shopping, and health care needs, such as help with doctors, hospitals, other medical providers, and insurance coverage.

1. Current Residence of Consumer

- Adult Foster Care
- Residential Care Facility
- Assisted Living Facility

2. Location of Consumer

- Urban (Portland, Wilsonville, Wood Village, Beaverton, Clackamas & surrounding cities, Eugene, Springfield, Albany, Lebanon, Salem, Monmouth, Corvallis, Roseburg, Grants Pass, Medford)
- Rural (all cities that are not included above under 'urban')

3. The questions in this survey will be answered by

- Consumer
- Guardian, family member or friend

4. Gender of the consumer

- Female
- Male
- Other information if offered

5. Age of the consumer

- 18-64
- 65 plus

6. Before my current situation, I was in:

- Hospital
- Nursing facility
- Own home
- Other

If "other" please specify where: _____ and how long _____

7. It was my choice to live where I live now.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

8. My doctors, hospital staff and other medical providers were effective in coordinating my care needs with the long-term services and supports providers when I moved to this setting.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

9. There should be a single point of contact between long-term services and supports and Oregon's healthcare system that could help to coordinate care.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

10. When I am not able to speak up for myself, I have someone who effectively advocates for my healthcare and living situation needs.

- Always
- Almost always
- Sometimes
- Usually not
- Never
- Not applicable, I do not need an advocate

11. The overall quality of my long-term care is excellent.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

12. The overall quality of my healthcare is excellent.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

13. My healthcare providers and long-term services and supports providers care about my goals and desires. They directly involve me in planning for my care services and supports.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14. If there are other aspects of your long-term care and healthcare experiences that you would like to share, please describe them.

(INTERVIEWER: You might need to give examples of problems or successes in long-term care and healthcare to get some consumers to understand what you are looking for in this question. Write down their responses below if they decide to respond to the question.)

INTERVIEWER'S OBSERVATIONS

After thanking the consumer for participating in the study and helping you complete the questionnaire, find a quiet place to debrief yourself. If you have any comments or observations about your interaction with the consumer that you feel impacted the results of this interview, record them below. You may have noticed that there is a contradiction in the consumer's responses to the items in the questionnaire to what you have observed is actually the case, or you may have observed that the consumer did not fully understand the questions being asked within this survey.

Again, this is a voluntary task, if you feel that none of your observations about a particular consumer need to be recorded, please feel free to leave this section blank for that person.