

QIO – HCBS Iowa Participant Experience Survey (IPES)

Purpose:

To examine the experience of members receiving home and community-based services (HCBS) including satisfaction, safety, service utilization, choice, and dignity.

Identification of Roles:

Data Warehouse - provides monthly sample of HCBS waiver members for IPES survey participation.

HCBS support staff - mails IPES letters and initiates and completes assigned telephonic IPES surveys. Logs all correspondence activity, reviews incoming IPES correspondence in OnBase, and assigns IPES correspondence to the HCBS specialist.

HCBS operations manager - distributes Data Warehouse sample to HCBS support staff for assignment and provides supervision and consultation to HCBS specialists and support staff.

Performance Standards:

- 90% of data shall be logged within 2 days of activity.
- 100% of monthly surveys shall be completed face-to-face or telephonic completion of the survey or three documented unsuccessful attempts.
- 100% of discovery, remediation, and improvement activities shall be logged with an error rate not to exceed 5%.
- 100% of flagged responses shall be remediated with a case manager or social worker within 15 business days.

Path of Business Procedure:

Step 1: Data Warehouse will provide a random sample of HCBS FFS waiver members to the HCBS operations manager at the beginning of each month.

Step 2: HCBS support staff will enter the monthly sample of IPES into Survey Tracking including:

- a. Member name and SID
- b. Case manager (CM) letter DCN
- c. Specialist assigned
- d. Date the member pre-interview letter mailed
- e. Date survey completed

- f. Complete status:
 - 1) D= Declined
 - 2) I=Interviewed
 - 3) U= Unable to contact
 - 4) R=Refused
- g. Flag
- h. Date CM notified
- i. CM response date
- j. Notes

Step 3: HCBS support staff will email the CM information request form to the CM for each member in the sample and upload the letter to OnBase, creating the main DCN located on the IPES Survey Tracking.

Step 4: When the CM information letter is received completed, HCBS support staff will attach this letter to the main DCN. HCBS support staff will then create the IPES Member Pre-Interview Letter and mail to the member. In cases where the letter is not completed and returned from the CM, HCBS support staff will still mail the Member Pre-Interview letter and begin making attempts to contact the participant based on the information from IoWANS.

Step 5: The interviewer will contact each survey member to schedule the survey date and time within 2 weeks assignment.

- a. IPES set up:
 - 1) Open the IPES survey tool template.
 - 2) Enter all member information obtained from IoWANS, ensure all areas are complete.
- b. The interviewer must attempt to contact the participant at least three times to set up a time for an interview. These attempts must be made on three separate occasions at different times of the day.
- c. Participation is optional. Should the member refuse or decline, this does not affect their services.
- d. May request assistance from the consumer's CM/service worker/service provider(s). If member is a young child, the survey may be completed with a parent or guardian; otherwise, the member should have the right to complete the survey if they are able and wish to complete it themselves.

Step 6: Schedule date and time of interview if not at the time of the call.

- a. Verify participant's address and directions to meeting location.
- b. Arrange necessary accommodations such as translator or an individual knowledgeable in sign language using the guide for interpreter information.

- c. Address any safety concerns for you or the participant.
- d. Mail the IPES Meeting Confirmation letter
 - 1) Confirmation letter is optional.
 - 2) Review the participant's "Info Request" form for communication needs or service information.

Step 7: Conduct the survey

- a. Introduce yourself to the participant and help them feel at ease.
- b. Build rapport by being nonjudgmental, understanding, respectful of the person's culture and appreciative of the information provided.
- c. Note whether participants are in immediate danger (health, safety, welfare). Follow state guidelines if you suspect abuse, neglect, exploitation, etc.
- d. Tell the participant the purpose of the survey (to learn about his/her experiences and to determine if program improvements are needed). If the participant expresses dissatisfaction with their services, refer to his/her CM or service worker.
- e. Emphasize there are no "correct" answers and that we want to know their personal experience about their services.
- f. Address the presence of others. Check with the participant to see if the presence of any other people during the interview is consistent with his/her wishes.
- g. Make sure you and the participant are comfortable. Try to minimize distractions for yourself and the program participant (such as television and radio). Your focus should be on the survey tool and the program participant.
- h. Allow time to answer participant questions before starting the interview.

Step 8: Survey questions:

- a. Answer all questions via direct data entry into the FFS IPES database.
- b. Ask every question on the survey as the database lists them, the database will gray out questions which do not pertain to your specific interview based on the information you have entered.
- c. Ask questions as they are written. You may repeat or paraphrase the question to help clarify the question's intent as long as the meaning of the question does not change.
- b. Answer every question by checking the correct box.
- c. If a question is not answered there must be a note made in the notes section as to why the question was not answered. Example: Do you feel safe with the people you live with? This question is usually skipped if the member lives alone. In the notes document "#33 skipped-member lives alone."
- d. If the question requires you to record a narrative answer, record the answer using the participant's own words. Try to clarify unclear answers.

- e. Participants may choose not to answer questions. If the person does not answer or chooses not to answer, record “No Response”.
- f. Do not leave any questions blank. Participants have the right to stop the interview altogether. In this case, thank them for their time and end the visit. Record “no response” for the remainder of the unanswered questions. Include a note in the notes section indicating the member declined to continue the survey.
- g. Record only responses provided by the participant. The interview instrument is designed to be a participant interview. If other people provide a response, verify the answer with the program participant before recording. You may gently remind family or friends who are trying to help with information that we are interested in hearing directly about the program participant’s experiences.
- h. Be sensitive to the participant’s emotional and physical state.
- i. Thank the participant for participating in the survey and leave your contact information, making sure the participant also has the contact information for his/her CM/service worker.
- j. The interviewer will save the completed tool on the IPES shared drive.
- k. The interviewer will create the IPES thank you letter and mail it to the member.

Step 9: Flagged IPES: Remediation must be initiated for 100 percent of flagged responses with a CM or social worker within 15 business days by the HCBS specialist or support staff performing the survey.

- a. The interviewer will create the IPES Case Manager Flag Letter, located in SharePoint under IPES letters, identifying any flags or concerns identified during the survey.
- b. Save the letter as a PDF and attach to the main DCN.
- c. Email the letter (with a read receipt) to the CM and CM supervisor and copy the HCBS specialist for the member’s region (see specialist by county) within 15 business days and attach to the main DCN. The CM supervisor is located in loWANS.
- d. Once notified of the read receipt, attach the CM response to the main DCN.
- e. Response from the CM should be received within 30 days of the IPES case management flag letter being emailed. When the response is received document this in the IPES SharePoint tracking sheet and database. Attach the response to the main DCN in OnBase.
 - 1) If there is no response from the case manager after 30 days send email a second time following the above instructions and send the PDF of the original flag letter. Prior to sending the second request complete a thorough search of OnBase to ensure a remediation plan has not been received.
 - 2) If there is no response to the second request, speak with HCBS operations manager to determine the next course of action.

- 3) HCBS specialist must review the remediation plan submitted by the CM to ensure the flagged concerns have been appropriately resolved. The HCBS specialist will work with the CM until the flagged issue is remediated appropriately.
- 4) Once the flag has been resolved, the interviewer will update the IPES SharePoint tracking with the CM response date. The interviewer will update the IPES database with the resolution.

Step 10: Staff will check IPES SharePoint tracking or the location identified above for completed surveys. HCBS support staff will then mail the letter, attach it to the main DCN, and enter date. Thank you letter is sent in SharePoint.

Forms/Reports:

NA

RFP Reference:

I.3.4.4

Interfaces:

IoWANS, SharePoint, OnBase

Attachments:

NA