

POMP HOME-BASED SERVICES SURVEY IMPLEMENTATION INSTRUCTIONS

November 19, 2007

This document presents instructions for the personnel who will be administering and conducting the Home-Based Services Survey. The personnel conducting the survey should adhere to the following procedures and scripts.

(*Note:* If the client or proxy does not speak English, please contact your local survey coordinator for guidance. If a translator is used, please document this on the questionnaire.)

BEFORE YOU START

- **Carefully complete all training exercises with the questionnaire.**
- **Study the Home-Based Services Definitions Card to obtain a clear understanding of the definitions of each of the services that are being used for the purpose of this survey.**
- **Read through the questionnaire *several times* to make sure you understand all questions. Ask your trainer to explain anything you don't understand.**
- **Practice reading the questions *out loud*. Repeat until you are comfortable with all questions.**

USING THE CALL SHEET

Your survey coordinator should have provided you with a call sheet of names of all service recipients to be contacted in this survey. This should be a sample of service recipients from the entire population of eligible clients. Ideally, this list should include the name, sex, age, and ID for service recipient, as well as the client's telephone number.

You must attempt to contact all service recipients on the call sheet. Some recipients may have to be called several times in order to reach them. All attempts to contact a service recipient should be recorded in the call sheet, along with the time and date of the call. Please use the call sheet to record the status of each attempt to contact the service recipient. In addition, the call sheet contains a field called 'Final Result' for reporting issues such as completed interview, the recipient has not been contacted after five (5) phone calls, recipient is deceased, or that recipient has refused to complete the questionnaire.

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CALLING THE SERVICE RECIPIENT

If you reach the person you are calling, please read the introduction provided on the questionnaire as written, **before** administering the questionnaire:

Hello, my name is {INTERVIEWER NAME} and I am calling from {AGENCY NAME}. May I please speak with {NAME OF CLIENT, CAREGIVER OR PROXY}?

Respondent is:

Client.....	1	
Caregiver	2	
Name: _____		Rel. to Client: _____
Other?.....	91	
Name: _____		Rel. to Client: _____

Our agency is interested in finding out about the quality and effectiveness of services you receive as part of the (_____) program. Our records indicate that you receive or recently received services in your home.

I1. Is that correct? (If prompting is needed because the respondent is not sure, suggest services such as home delivered meals, homemaker, or assistance with bathing or dressing.)

Yes.....	1	→ CONTINUE WITH THE INTERVIEW
No	2	↑ THANK THE PERSON FOR THEIR REFUSED.....
REFUSED.....	-7	° TIME AND TERMINATE CALL
Don't Know	-8	→

IF NO, RECORD ANY COMMENTS RESPONDENT MADE ABOUT FORMER SERVICE RECIPIENT (E.G., RESPONDENT IN NURSING HOME, DECEASED, ETC):

THANK THE RESPONDENT AND TERMINATE THE INTERVIEW

[IF YES, INTERVIEWEE IS STILL THE PRIMARY CLIENT:] This survey typically takes about 5 minutes or so. Some people want to talk more, others talk less. Is this a good time for you?

[IF NO] What is another time that is better for you?

(Get time and phone number where they can be reached.)

Day: _____ Time: _____ Date: _____

Telephone number? _____

[CONFIRM TIME AND PHONE NUMBER WHERE THEY CAN BE REACHED. TERMINATE INTERVIEW.]

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If respondent is PROXY, only accept a proxy when the service recipient is not able to speak for themselves or unavailable (such as in the hospital); otherwise, ask the person if there is another time that you can reach the service recipient.

Ineligible proxies: The survey may not be administered to a paid employee. If the person is a paid employee, explain that the survey may only be answered by the primary caregiver, a family member, or a close friend of the care recipient.

Introduction for proxy: Please state that “for this survey, you will be acting as a proxy for [CLIENT'S NAME]. Please try to answer the questions as they pertain to the services for him/her. Thank you for participating, now let's begin the survey.”

[IF YES, THIS IS A GOOD TIME:] Now, let's begin the survey. Your participation is voluntary and very important to the success of this study. Your answers to the questions will be kept confidential to the extent the law allows and will be used **only** for the purpose of this study. Your eligibility for services will not be affected by your decision to participate nor by any answers you give.

If you get the person's answering machine, please read the following message into the answering machine: "This is [INTERVIEWER'S NAME] calling on behalf of [AGENCY'S NAME]. We are conducting a short survey to find out the quality and effectiveness of services you receive as part of the [PROGRAM'S NAME]. It is very important that we speak with you. We will call back within the next few days. Thank you."

If the service recipient is not at home but someone else answers the phone, just tell the person who answers that you will call the service recipient back. Ask the person if they know when would be a good time to reach the recipient. Mark this call on the Call Sheet as an unsuccessful attempt.

If you call and no one answers, mark this on the Call Sheet as an unsuccessful attempt.

If you call and get a busy signal, mark this on the Call Sheet as an unsuccessful attempt.

If you don't reach the service recipient on the first call, make at least four (4) **more** attempts to contact them on different days of the week and at different times of the day (i.e., morning, afternoon).

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ADMINISTERING THE QUESTIONNAIRE

Before asking any questions, read the introductory script at the beginning of the survey. If the client tells you that this is a bad time to talk, ask them to tell you a better time for them to talk and call them back then.

Read the questions exactly as written.

- **If the service recipient asks for clarification on a question**, please tell them that they should answer the question in terms of what it means to them. Do NOT try to explain what the question means to you.
- **If the service recipient does not know the answer a question**, check *Don't Know* in the appropriate box.
- **If the service recipient refuses to answer a question**, check *Refused* in the appropriate box.

IMMEDIATELY AFTER THE QUESTIONNAIRE IS FILLED OUT

- Thank the service recipient for responding. End the interview.
- **REVIEW YOUR WORK!** Make sure that all questions are completely and legibly answered. If not, someone should call the service recipient back to obtain the missing information.
- In the Office Use Only memo box at the bottom of the *first page* of the survey, indicate:
 - the method for administering the questionnaire (Telephone or Mail),
 - the Interview Date,
 - the Client ID, and
 - record the 'Final Result' (Result Code) of the call on the first page **and** on the Call Sheet. A short list of final result codes are on the Call Sheet. Depending on the agency, a more detailed list of result codes may be used like those below:
 - ♦ Completed interview CO
 - ♦ Partially complete PC

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♦ Ineligible [recipient less than 60 yrs]	IE
♦ Client deceased	DC
♦ Final refusal / breakoff	RF
♦ No answer after 5 tries	NA
♦ Not able to locate client	NL
♦ Language/hearing/speech problems	LH
♦ Other non-response [Specify !]	OT

- **Store the completed questionnaires in a dedicated file or folder.** On a weekly basis, all questionnaires and a copy of the logbook should be delivered to the survey coordinator for processing. The survey coordinator will be responsible for the coding of the questionnaires, the data entry process, and final storage of all materials related to this survey. (Coding is a process that occurs before actual data entry. It involves making sure the questionnaire follows the codebook rules (such as entering a "-9" for a missing answer or upcoding an "other" response if it fits into one of the given answer categories).)