

Long Term Care / Screener Survey

Results and Discussion

Randy Chadwick, MPH

Shula Minsky, Ed.D.

UBHC - Technical Assistance Center

Long Term Care / Screener Survey

Survey Designers:

- ▶ Carol Weiss, DMHS
- ▶ Elyse Perweiler, UMDNJ
- ▶ Gary Barrett, DMHS
- ▶ Virginia Mosca, DMHS
- ▶ UBHC-Technical Assistance Center staff

Additional support gratefully acknowledged from:

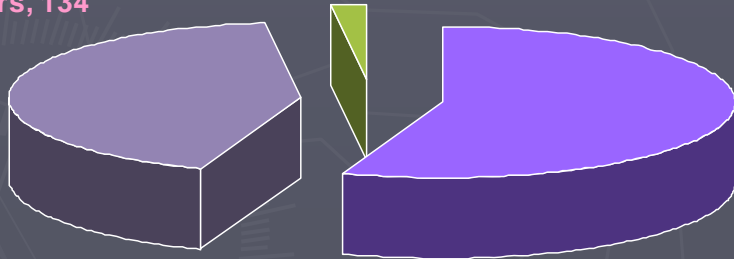
- ▶ Division of Mental Health Services
- ▶ Division of Health and Senior Services
- ▶ Long Term Care Industry staff

Long Term Care / Screener Survey

LTC Survey Respondents

Nursing
Directors, 134

Missing Data, 6



Administrators,
175

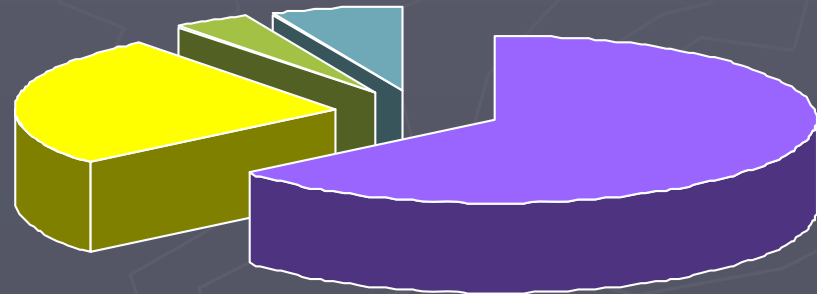
Total Surveys = 315



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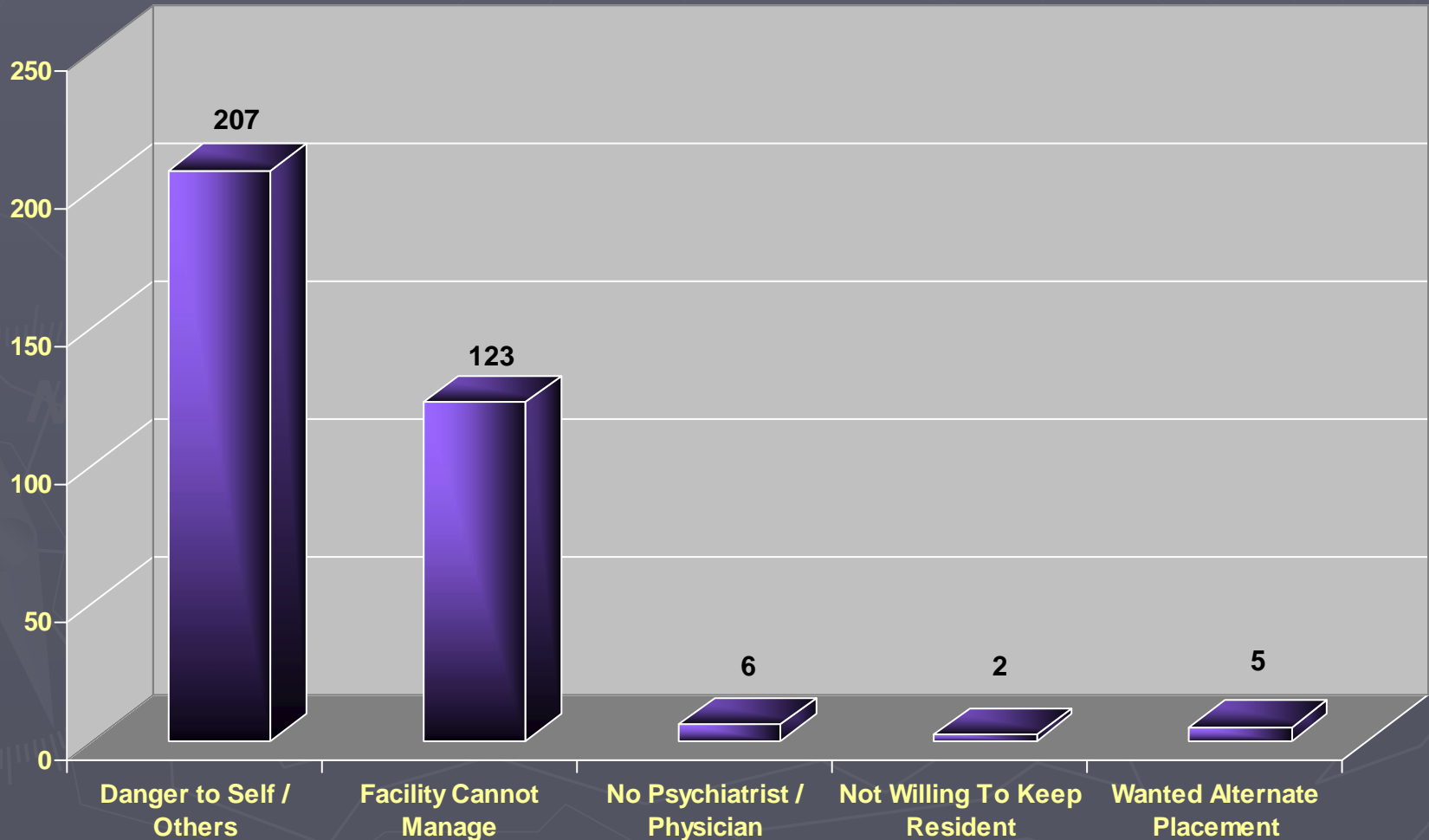
Type of Facilities



- | | |
|--|---|
| ■ Nursing Home | ■ Assisted Living |
| ■ CPCH | ■ Missing Data |

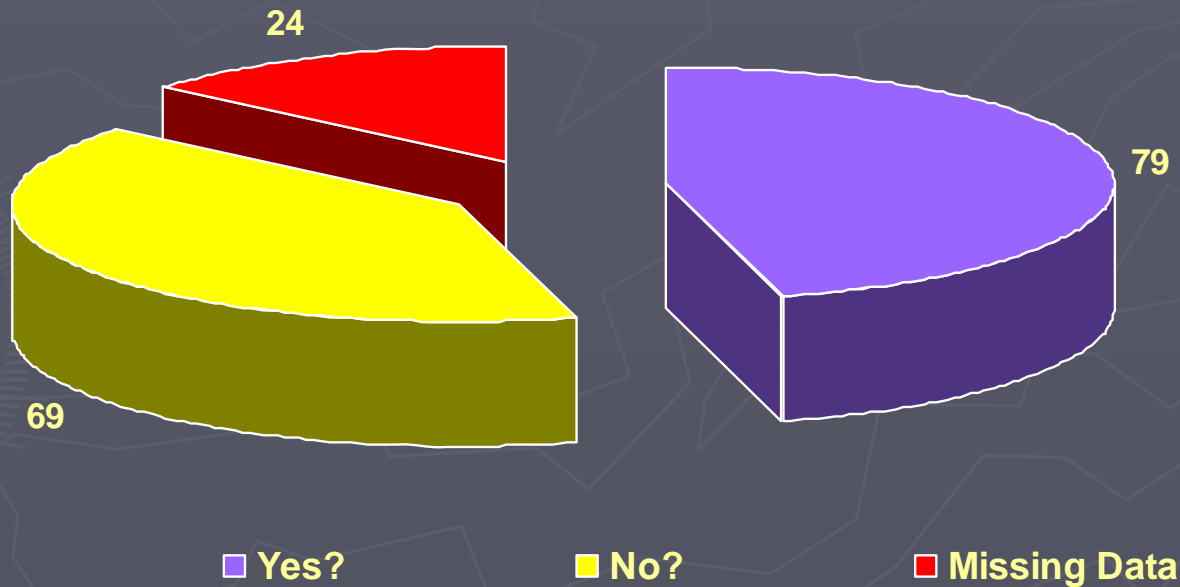
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Reasons For LTC Referrals to Screening Centers



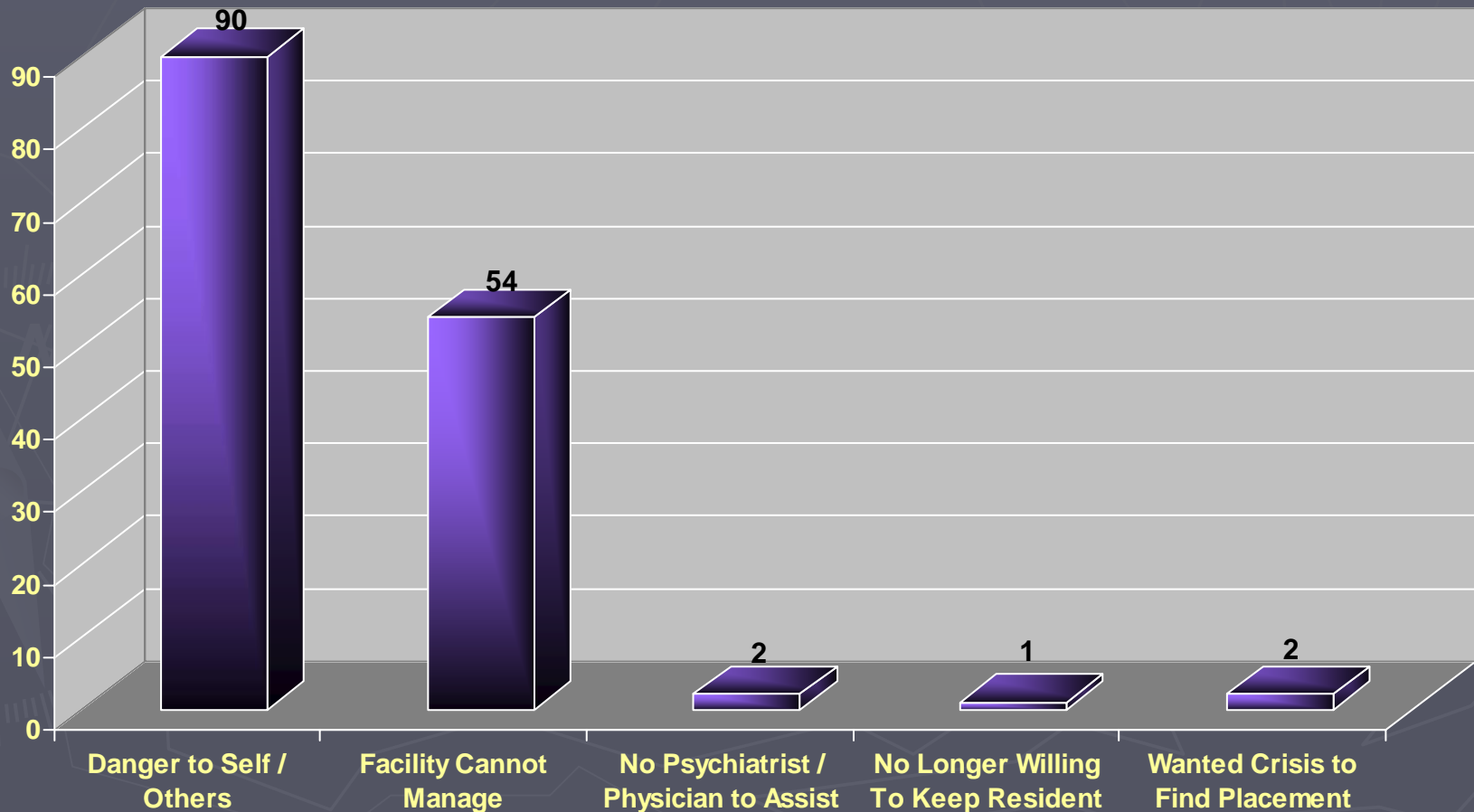
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Question: Of the LTC facilities which sent referrals to a screening center within the last six months, what proportion said that the screening center met their expectations?



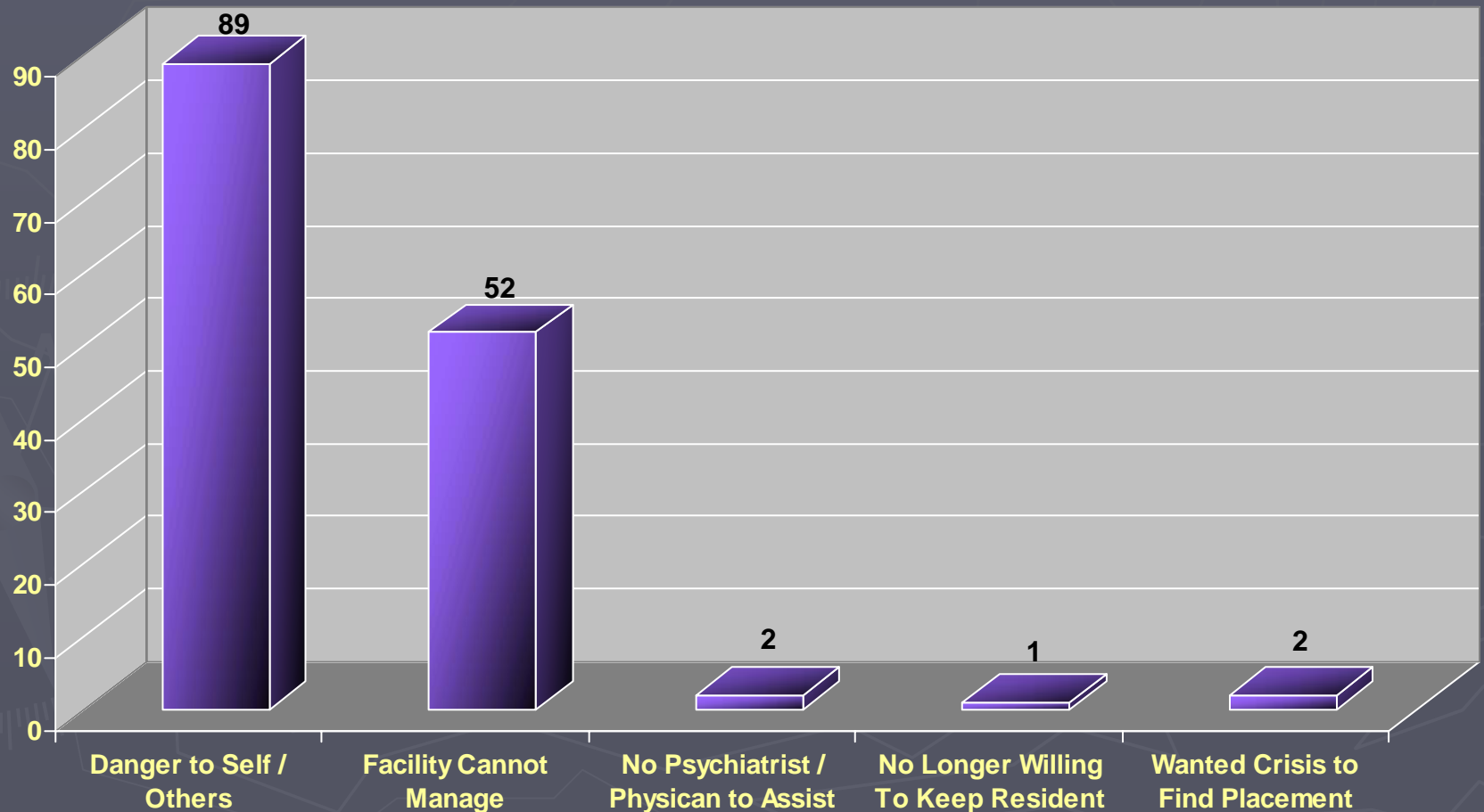
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Purpose of Referral: Facilities Whose Expectations Were Met



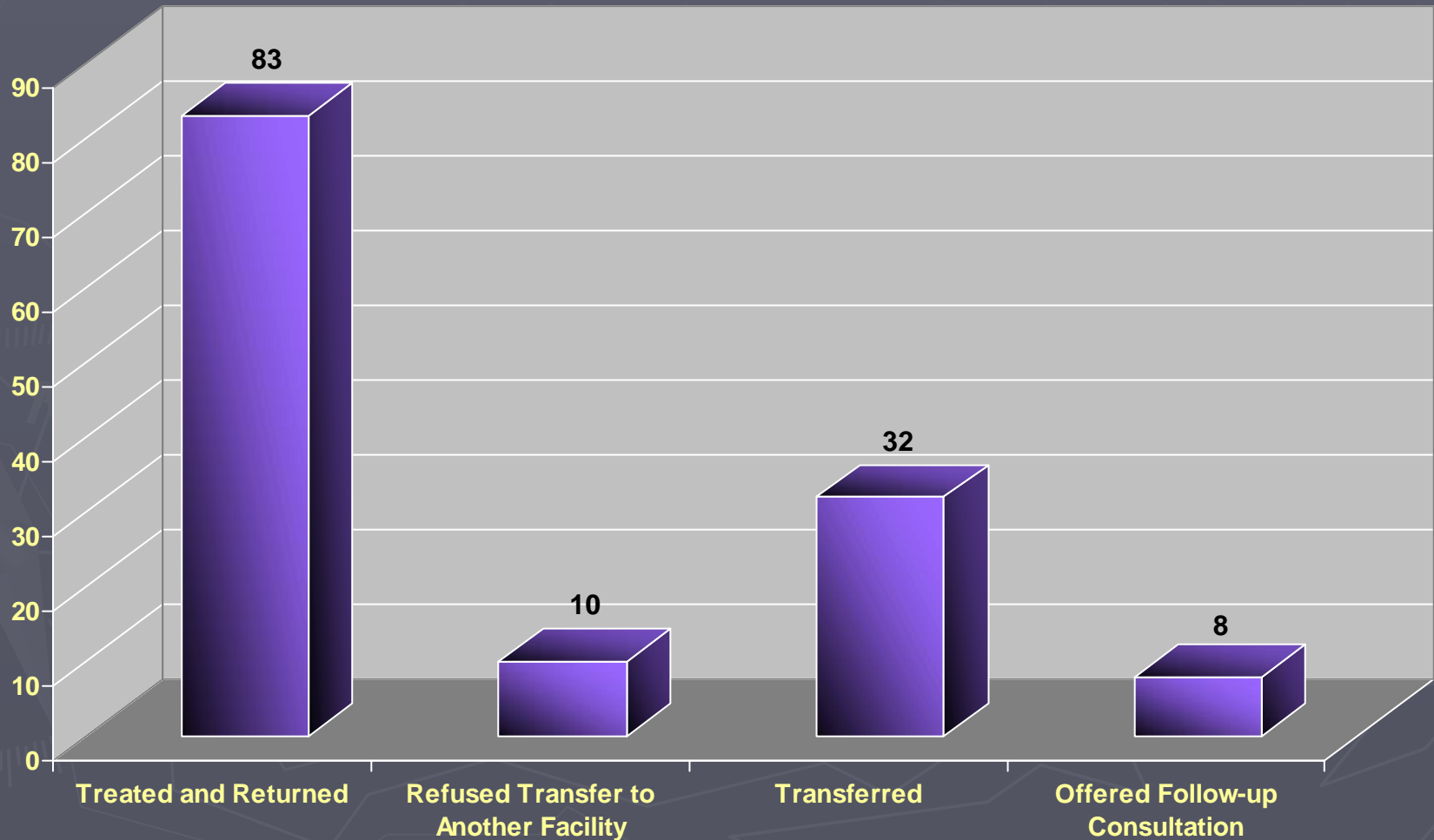
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Purpose of Referral: Facilities Whose Expectations Were NOT Met



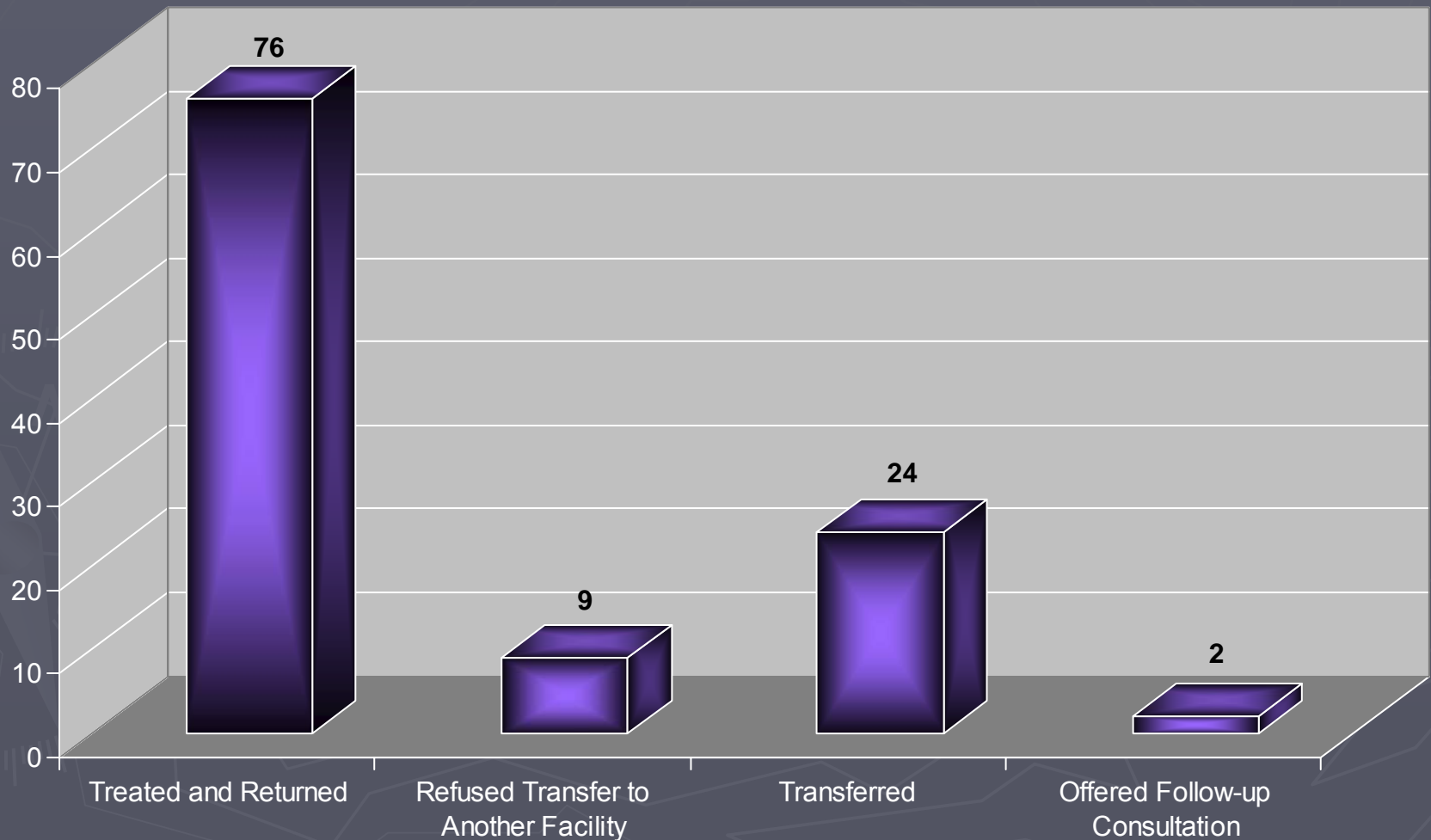
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If expectations were met, what was the outcome?



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If expectations were NOT met, what was the outcome?



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Analysis of Written Comments

Top 4 Reasons for Dissatisfaction with Screening Center

- | | |
|--|----|
| 1. Returned to facility/No intervention | 33 |
| 2. No treatment except medication then returned | 24 |
| 3. Lack of communication / Collaboration | 17 |
| 4. Did not place elsewhere / Did not understand LTC capacity to serve. | 15 |

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Analysis of Written Comments

Top 3 Reasons for Satisfaction with Screening Center

- | | | |
|----|---|----|
| 1. | Patient receives proper Tx and returns stable | 33 |
| 2. | Good communication, collaboration | 21 |
| 3. | Crisis responds quickly / Does outreach | 14 |

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“But I can’t help wondering, what would the screening centers have to say about these issues?”



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Has your screening center met LTC expectations?

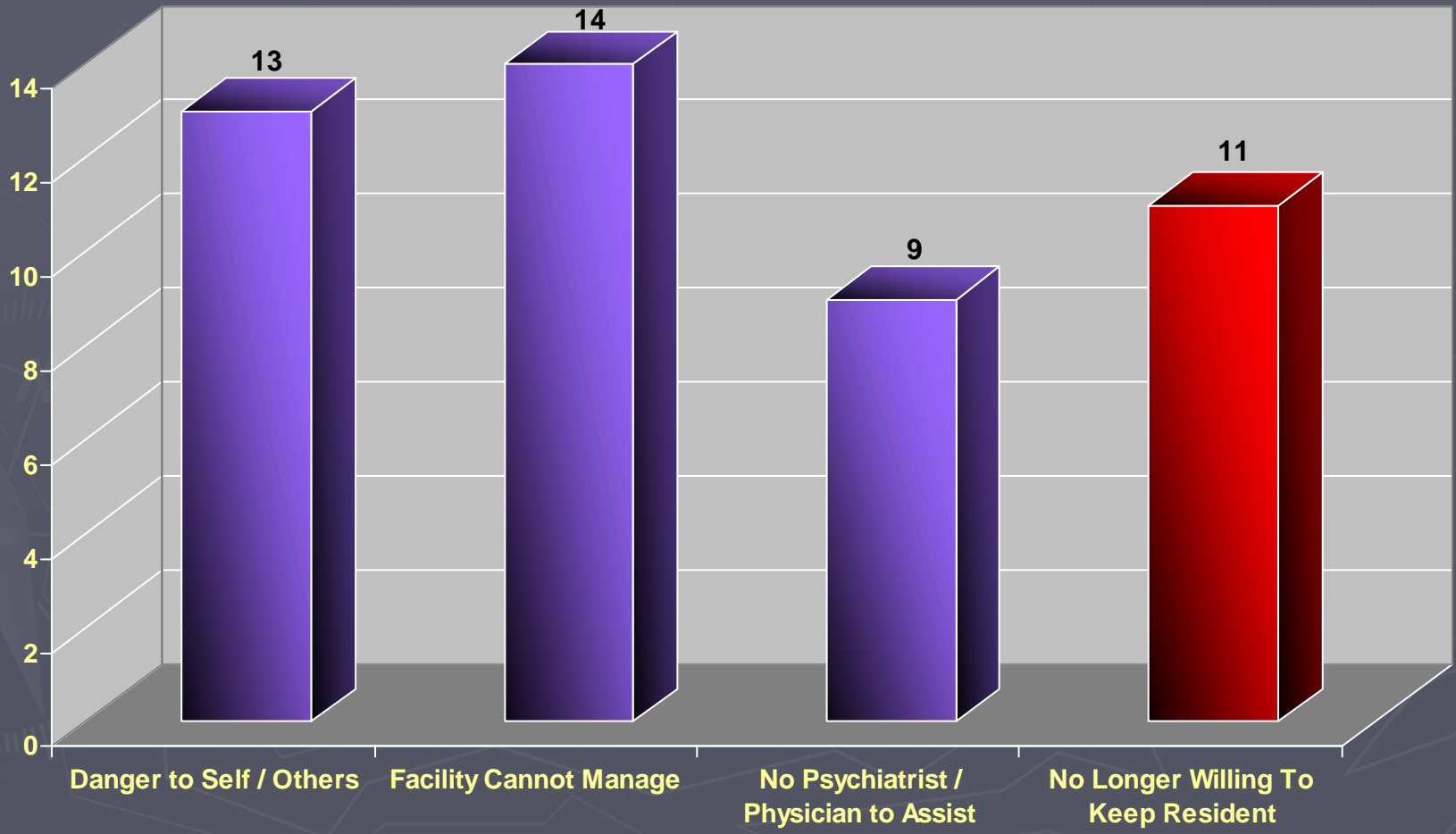


■ Yes ■ No

(This was attributed to the impression the referral was for hospitalization.)

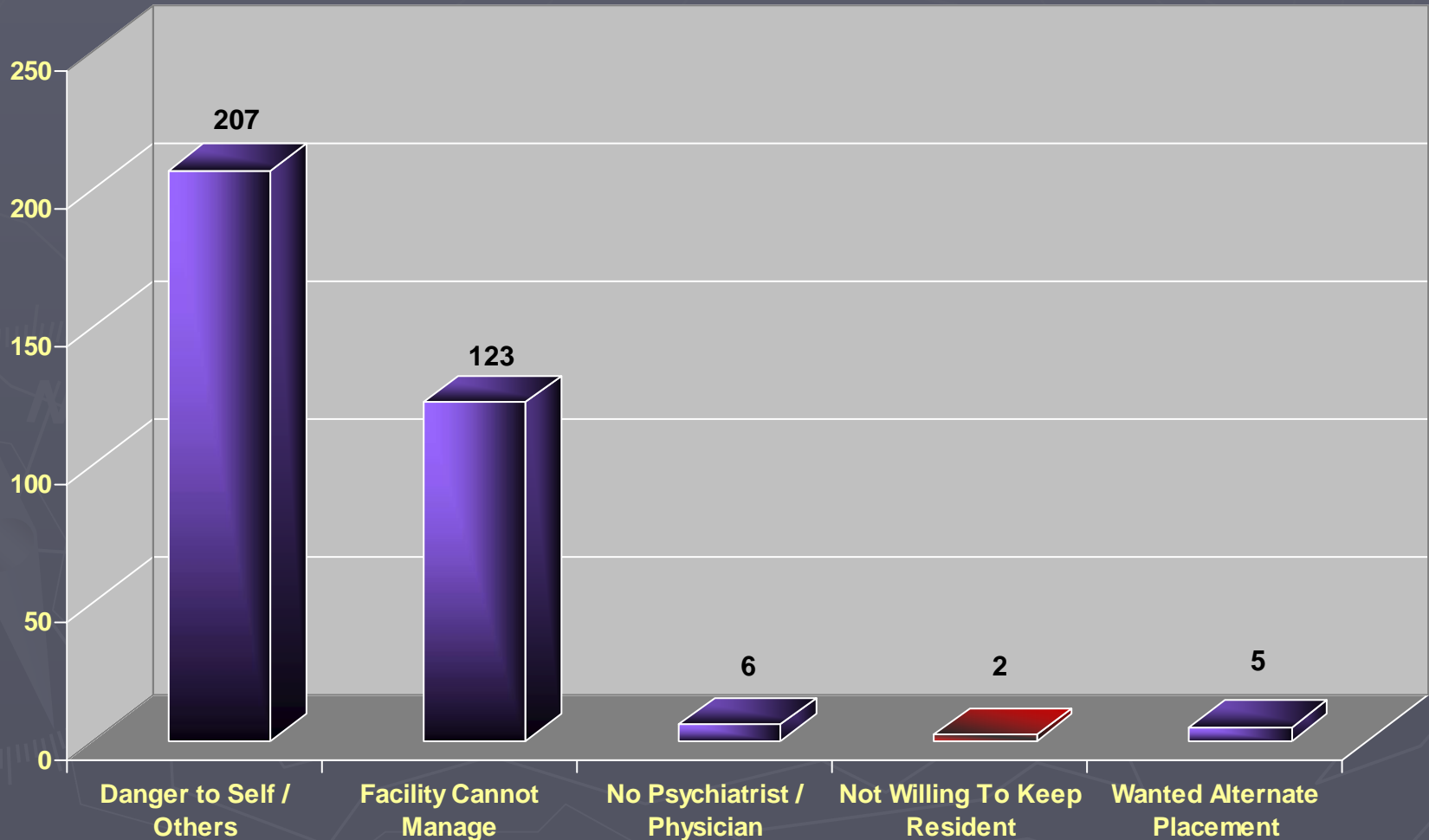
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Perceived Reasons Why LTC Facilities Refer



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Reasons For LTC Referrals to Screening Centers



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Instances of clear disagreement.

Feedback from both services

1. “Need for greater care” (LTC) vs. “Desire to place patient elsewhere” (Screeners)
2. They should be able to resolve the behavioral and/or follow-up care issues. (The “Why do they just send them back” vs. “They have social workers / psychiatrists on site” syndrome.)
3. “Their psychiatrist / physician / staff won’t talk to us.”
4. “They don’t understand our capacities and regulations.”
5. “They won’t come to us (directly or at all)”

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Examples of common ground.

1. Lack of service options for older adults with non-committable behavioral issues.
2. Services are often understaffed and/or overwhelmed.
("I often feel I'm working with an already overworked staff who tries to put us off as long as they can.
What's worse is at times I understand this.")
3. Desire for collaboration during the screening process including face-to-face contact.