

A thick dark blue vertical bar runs down the left side of the page. A blue arrow-shaped banner points to the right from this bar, containing the text 'Spring, 2015'. Below the banner, several thin, curved lines in dark blue and light blue sweep upwards from the bottom left corner.

Spring, 2015

Value of Care Managers: Responsible Party Perspective

A Survey of Responsible Parties
on Care Management Services

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PRODUCED FOR THE FLORIDA GERIATRIC CARE MANAGERS ASSOCIATION

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Value of Care Managers: Responsible Party Perspective

Final Report: Spring 2015

Summary

The professional **Care Manager** is a health and human services specialist who works with a variety of professional and lay people to improve the well-being of his or her clients. The **client**, often an older person in fragile health, is the primary focus of care. However, the relationship between the Care Manager and the **Responsible Party** - someone who is involved with the client and who authorizes care management services - is central to the care plan.

The *Survey of Responsible Parties on Care Management Services* gathered opinions from **more than 170 Responsible Parties of Care Manager clients across Florida**. These Responsible Parties pay bills for Care Manager services for a client using their own funds or the client's funds. Although the vast majority of Responsible Parties surveyed were family members of the clients, some had other relationships such as trust officer, attorney, or professional guardian. The Responsible Parties were contacted by the clients' Care Managers and invited to access the survey online through an anonymous Internet link.

The Responsible Parties were asked to respond to **16 questions** about their experiences with Care Manager services. The questions ranged from describing why and how they engaged a Care Manager, to rating the importance of different Care Manager functions. The survey included questions about Responsible Parties' use of Care Managers to assist with and advocate for clients' medical needs. It also examined the emotional value that Care Manager services contributed to them as Responsible Parties and to their clients.

Responsible Parties were found to use and value different aspects of the Care Managers' services. **Overwhelmingly, they reported that engaging the Care Manager had had a positive effect on their lives and the clients' lives.** Among the most common benefits of Care Manager services that the Responsible Parties cited were: peace of mind for both Responsible Party and client, having a professional on call to handle emergencies, and receiving objective assessments of the client's status and needs.

Statement of Purpose & Objectives

This survey research concerned the value of professional Care Management from the perspective of the Responsible Parties of Care Manager clients. The study was conducted to provide the members of the **Florida Geriatric Care Managers Association (FGCMA)** with information that could help them better understand how their work impacts the lives of Responsible Parties, and how they might improve their services.

Additional issues that were explored were the following:

- Motivations for Responsible Parties to seek Care Manager services.
- Ways Responsible Parties learned about Care Managers and to what extent they valued the Care Managers' credentials and training.
- Opinions about the cost of Care Manager services relative to the practical and emotional benefits derived.
- How Care Manager advocacy supports the client's quality of life.

Previous Studies

Two previous studies by members of this research team examined similar subject matter. One (Horne, 2011) described the roles of professional Care Managers in working with clients. The other (Ortiz & Horne, 2013) analyzed the value of Care Manager services from the Care Recipient's (client's) perspective. The "Survey of Responsible Parties on Care Management Services" builds on the previous studies by expanding the knowledge of professional Care Managers' roles in serving clients and their Responsible Parties.

Family members traditionally have provided about 80% of the care for aging adults in the U.S. More recently, however, many Responsible Parties have demonstrated a need for Care Managers to perform services they are not able to provide because they live in areas distant from the client, or because of demands of their daily lives. The Family Caregiving Alliance estimates that caregiving responsibilities can cost employees and their employers significantly in terms of lost productivity, and that the psychological stresses on the caregiver can be extreme (Curry, Walker & Hogstel, 2006).

Care Managers can help to alleviate caregivers' stresses. They often enter the picture when family members become concerned about an elder's safety or health. The Care Manager can assess the client's situation and coordinate services as well as offer support to the client and family members (Nowitz, 2005).

Methods

This research involved a survey that was carried out in several distinct phases, beginning with preparing the survey themes and questions, followed by sending out the electronic survey link, and ending with a follow-up questionnaire to the Care Managers.

Survey Development and Distribution

To develop ideas for the survey questions, the researchers conducted interviews with five Responsible Parties: a nephew, a daughter, a trust officer, a guardian and an attorney. Each interviewee was asked 10 open-ended questions about the services the professional Care Manager performs for the client. Questions also examined how and why the Responsible Party engaged the Care Manager's services, and explored the quality of the Responsible Party-Care Manager communication.

The interviewees' responses were coded and tabulated to arrive at common themes. The themes that helped shape the survey were: Choosing a Care Manager (skills, experience, personality,

recommendations); Managing medical care (assessments, communication, paperwork, advocacy); Affecting client's relationship with family (peace of mind, quality time, uncovering information, effective use of resources); and Other Care Manager functions (counseling, legal/financial issues, preserving client's dignity and sense of well-being, safety and emergency help, working with facilities).

Survey Questionnaire Development: The researchers developed a 16-question survey to distribute to Responsible Parties in an online format, using Qualtrics survey technology. Members of the FGCMA Research Committee helped to develop the survey by sharing with the survey researchers their experiences with clients and Responsible Parties. Committee members also reviewed the questions to make sure topics essential to the research purpose were covered and that data gathered were likely to be useful to the Care Managers.

Pre-test: The researchers conducted a pilot test of the survey by distributing the preliminary questionnaire to 10 Responsible Parties. This pre-test group of Responsible Parties received an email cover letter with a link to the Qualtrics survey. They were asked to take the survey and to record their responses electronically. In addition to the 16 regular survey questions, a free-response question was posed: "Please describe any ways you think this survey or the survey-taking experience could be improved."

The pre-test group offered feedback, describing some formatting problems and making a request that one question be streamlined. Besides the survey responses and feedback from the 10 Responsible Parties, the pre-test was also sent to several FGCMA Research Committee members to give them an opportunity to review the survey in its electronic form, and to offer feedback. The researchers modified the Responsible Party survey according to this feedback before creating the final version of the *Survey of Responsible Parties on Care Management Services*.

Survey Distribution: The FGCMA Research Committee briefed members on the survey plan at the FGCMA's annual conference in early 2015. An electronic link to the final survey was distributed to 183 Care Managers across the state in February of 2015.

The Care Managers who chose to participate in the survey then sent the link to more than 600 Responsible Parties through email. The link was attached to a letter from the researchers, outlining the purpose of the survey and explaining that their participation was voluntary and that their responses would be confidential.

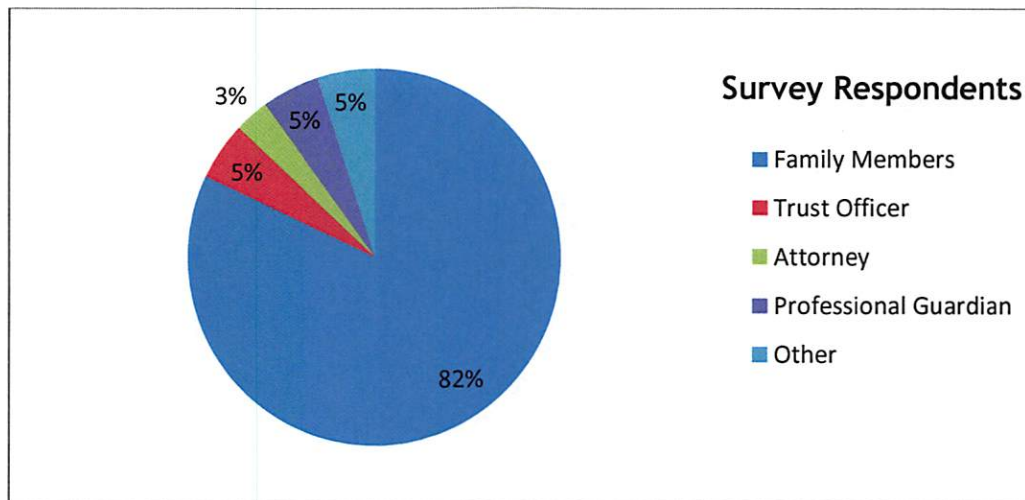
Follow-up Survey for Care Managers: At the close of the main survey, the researchers distributed a brief email to the Care Managers, thanking them for their participation and providing them with a 5-question follow-up survey. The follow-up survey asked the Care Managers to share how many Responsible Parties they served, how many survey links they had distributed, and whether they had received any feedback from the Responsible Parties.

Twenty-five Care Managers responded to the follow-up survey. They reported that they (or their companies) serve a combined total of 740 Responsible Parties and that they had distributed the survey

link to 598 Responsible Parties. It is unknown (beyond this group of 25) how many Care Managers distributed the survey link or how many Responsible Parties they reached.

Results

At the close of the survey, 177 Responsible Parties had responded to at least one of the questions. Most Responsible Parties were family members of the clients (82%). A significant minority (13%), however, were professionals who work with Care Management clients - trust officers, attorneys or professional guardians. Most of the remaining participants described themselves as friends.



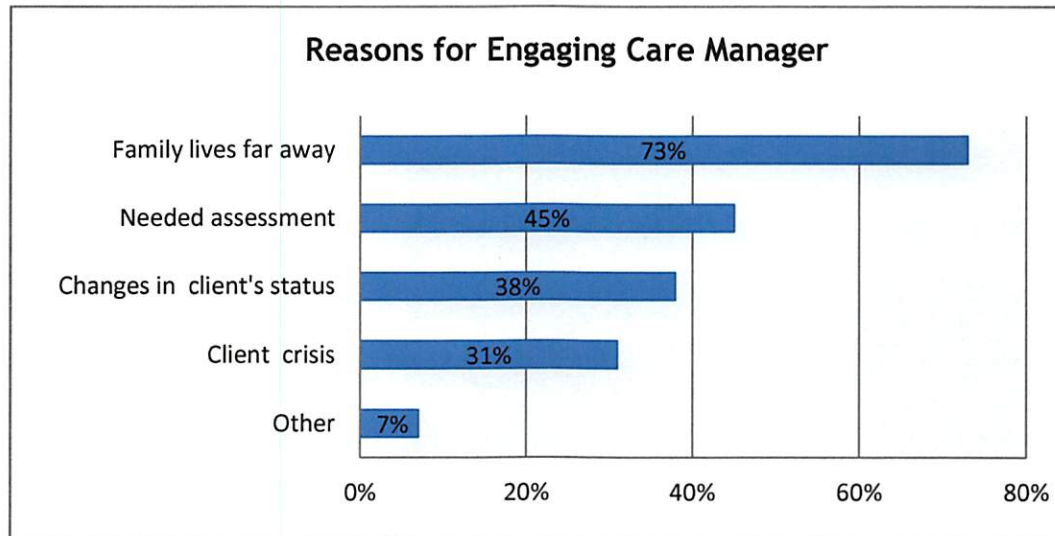
Selecting a Care Manager

Asked why they had engaged a Care Manager, most Responsible Parties (73%) responded that the client's family lived far away and needed local professional help; another 45% were seeking a professional assessment to explore options for the client's current or future care. Another common situation involved Responsible Parties' concern about changes in the client's status (38%), or the client's experiencing a crisis (31%).

Participants were also offered an "other" category and asked to describe the situation that led to engaging care. Answers included: "Caregiver had a crisis," "Needed guidance navigating options for dementia/Alzheimer's care," and "family dissention."

Respondents were asked to choose from a list of factors all those that contributed to their choice of a Care Manager. Most Responsible Parties (69%) seemed primarily concerned about the Care Manager's professional background and credentials. The next most influential factors were whether the Care Manager was referred by another professional source (63%), and the Care Manager's level of experience (60%).

Another 28% said they considered whether the Care Manager belonged to a professional association, such as the National Association of Professional Geriatric Care Managers or the Florida Geriatric Care Managers Association.



Only 16% said they considered either the Care Manager's website or marketing materials, and 16% said they considered a recommendation from a former client of the Care Manager.

Care Manager Services

Respondents were asked to indicate all services that their Care Manager associates provided. Although services provided by the Care Managers cover a wide range and are individualized according to each client's situation, a few services seem to be used most often.

The Care Manager services named as "most common" by Responsible Parties were: providing assessments and updates on the client's needs (89%), followed by "managing crises, safety concerns and conflicts in the client's life" (80%), and coordinating and advocating for the client's medical concerns (75%).

Other common services that were identified include: helping preserve the client's independence (58%); providing mental health referrals, counseling and emotional support for the client (34%); offering activities that enhance the client's social support and quality of life (30%); providing impaired memory support (26%); and completing paperwork (25%).

Respondents were asked to describe any additional services that were not listed in the survey. Some responses were: "monitoring finances;" and "coordinating and updating medications."

The Responsible Party respondents were asked if the Care Manager accompanies the client on doctor's visits or other medical appointments. Most (63%) indicated that they did.

Their most common functions during the doctor's visit involved communication, such as "ensures accurate information is conveyed to medical personnel and to the Responsible Party" (90%), "facilitates communication between the doctor and the client" (86%), and "advocates for the client's needs" (84%).

Most Common Services Performed by Care Managers	
Assessing, monitoring, updating me on client's needs	89%
Managing crises, safety concerns or conflicts in the client's life	80%
Coordinating and advocating for the client's medical concerns	75%
Providing services that preserve the client's independence	58%
Providing mental health referrals, counseling, emotional support	34%
Offering activities that enhance the client's social support	30%
Providing impaired memory support and services	26%
Completing paperwork associated with the insurance, benefits, finances	25%
Other	9%

Asked to rate the importance of various Care Manager functions, **90%** of the Responsible Parties surveyed pointed to assisting during emergencies, with **74%** of them rating this function as “Extremely Important” and another **16%** rating it as “Very Important.”

The next highest-rated function was “advocating for the client,” with **84%** rating it as “Extremely Important” or “Very Important.” “Facilitating communication among client, family and healthcare facility” was identified as “Extremely Important” or “Very Important” by **81%** of the respondents. Monitoring medical care was rated “Extremely Important” or “Very Important” by **74%**.

Importance of What the Care Manager Does					
Care Manager Function	Extremely Important	Very Important	Important	Somewhat Important	Unimportant
Assist during emergencies	74%	16%	7%	2%	0.6%
Advocate for the client	60%	24%	13%	1%	2%
Monitoring medical care	55%	19%	23%	2%	1%
Facilitating communication among client, family and healthcare facility	55%	27%	10%	4%	6%
Assessing and planning for current and long-term needs	44%	25%	20%	10%	2%
Preserving the client's independence	36%	28%	18%	9%	9%
Providing memory care support	26%	14%	20%	12%	28%
Getting the client to “open up”	19%	20%	19%	19%	23%
Referring legal/financial issues	15%	16%	20%	13%	36%
Arranging outside activities	15%	12%	27%	22%	23%

Care Managers often play a significant role overseeing services they do not provide directly. For most Responsible Parties (82%), Care Managers coordinated or monitored other service providers that work as home health professionals or as staff in assisted living or nursing home facilities. The most common type of service providers were home health aides/companions (63%), followed by staff at assisted living or skilled nursing facilities (56%), therapists (40%), nurses (36%), and household helpers (26%).

The Value of Engaging a Care Manager

When the respondents moved from describing Care Manager services to judging the value of those services, they continued to identify the need to have someone on call to assure them that the client was well looked after.

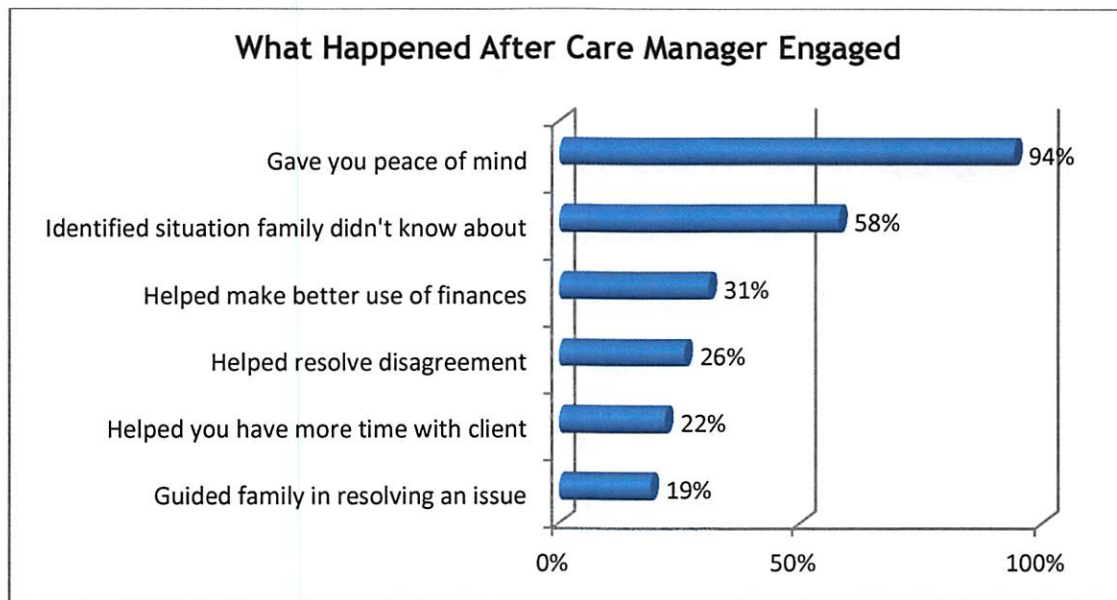
Respondents were asked about the most valuable services that Care Managers provide to them as Responsible Parties, and which were most valuable, in their opinion, to the clients. From a list of nine services, 93% of Responsible Parties cited “providing me peace of mind by being the local professional I can call on at all times” as the most valuable. The next most common choices were “assessing the client’s needs” (83%), “preventing or managing crises” (75%), and “advocating for medical needs with providers” (72%).

When asked to identify which service(s) they considered most valuable to the client (from a separate list of eight), “monitoring and advocating for medical needs” was rated slightly higher (78%) than “providing peace of mind” (68%). “Providing direct counseling and emotional support” was also rated among the most valuable services for the client by the Responsible Parties (51%).

Services Most Valuable to Responsible Parties	
Providing me peace of mind	93%
Assessing client’s needs	83%
Preventing/managing crises	75%
Advocating for medical needs with providers	72%
Preserving client’s independence	44%
Navigating/recommending community resources	43%
Managing residential transition	40%
Mediating/resolving conflicts	28%
Providing memory care/support	20%

Services Most Valuable to the Clients	
Monitoring/advocating for medical needs	78%
Providing peace of mind by being on call	68%
Coordinating/monitoring service providers	61%
Providing counseling and emotional support	51%
Enhancing social and quality-of-life activities	33%
Making/recommending home safety changes	30%
Providing memory care/support	28%
Coordinating government assistance, insurance or other benefits	18%

Respondents were given a series of situational statements and asked to identify ones that describe something that had happened since the Care Manager was employed. An overwhelming number of Responsible Parties (94%) chose the following: “Care Manager’s availability to help the client gave you peace of mind.” The next most common situation, chosen by 58% of the survey participants, was: “Care Manager identified a situation involving the client, of which family members were not aware.” This was followed by: “Care Manager helped make better use of the client’s and/or your financial resources” (chosen by 31% of the participants).



Finally, the Responsible Parties were asked about the overall effect the Care Manager had on the client. In response, almost all (97%) felt that engaging a Care Manager had a positive overall effect on the client. An even larger number (99%) said that engaging Care Manager services had a positive effect on their own lives.

Conclusions

The *Survey of Responsible Parties on Care Management Services* examined and described experiences Responsible Parties had with Care Managers. Several conclusions about the Care Manager selection process, the services provided, and their value to Responsible Parties can be made based on this research:

- Most Responsible Parties (73%) engaged a Care Manager because the client’s family was not available to manage care directly. However, almost as many (69%) identified a turning-point event for engaging care -- including changes in the client’s status (38%), and the client’s experiencing a crisis (31%).
- Professional background, credentials and experience are the most persuasive factors for Responsible Parties in choosing a Care Manager. While relatively few respondents reported

that they were swayed by the Care Manager's marketing materials or website, those tools can call attention to the Care Manager credentials. Referrals from other professionals and the Care Manager's membership in a professional association also factored into their selection process, indicating the importance of Care Managers' connecting with others in their field and associated fields.

- **Responsible Parties cited keeping them informed about the client's status as the most common Care Manager function**, followed by emergency management and medical management. All these services work together to set the Responsible Parties' minds at ease.
 - When asked about the importance of Care Manager functions, "managing emergencies" was a clear top choice, with **90%** of respondents identifying it as "Extremely Important" or "Very Important." That choice was followed by three functions associated with medical care of the client -- advocating for the client during visits to the doctor (**84%** identified it as "Extremely Important" or "Very Important"); facilitating communication among client, family and health care facility (**82%**); and monitoring medical care (**74%**).
- She helped me discern the right times to add daycare, and then placement in memory care. Helped me refine a back-up care plan ... Emotional support for me when I need it.*

Survey Participant describing services performed by the Care Manager
- The professional Care Manager often acts as a "team leader" with other service providers and professionals who are involved in the client's care, including those who worked as home health professionals or as staff in assisted living or nursing home facilities. In this role, the Care Manager is often the point of contact along with the Responsible Party, even for services provided by others.
 - Care Managers assist clients in a variety of situations, including helping clients to change living situations. Almost half the Responsible Parties (**48%**) reported that the Care Manager had helped the client change residence, with **18%** indicating that this type of assistance was a primary reason for engaging the Care Manager's services.
 - Almost all Responsible Parties who worked with Care Managers over a period of time felt that their own lives, and the lives of the clients with whom they were associated, had improved through the use of the Care Manager's services.

Recommendations for Future Research

This research described Responsible Parties' perspectives regarding three aspects of the Care Manager profession: Selecting a Care Manager, Care Manager Services, and the Value of Engaging a Care Manager. It built on earlier research and opened up new topics for investigation.

Care Managers' work often takes place in assisted living or nursing facilities, as Responsible Parties' responses to various questions show:

47% said the clients they represent don't live at home.

56% named coordinating or monitoring staff at facilities as something their Care Manager does.

82% said facilitating communication with facilities is "extremely" or "very" important.

40% named "managing residential transition and continuing care in a facility" as among the most valuable services their Care Manager performs.

Among these topics are:

- Research concerning facilities: Since almost half the survey respondents reported that the clients they are responsible for do not live at home, future research is needed to describe **Care Managers Services** in assisted living and nursing facilities. Also, more than half the respondents mentioned that they rely on the Care Manager to coordinate and/or monitor the staff of these facilities. This would suggest that more research into the working relationships between the Care Manager and service providers in these locations might be helpful, especially if a portion of the research captured the points of view of the assisted living or skilled nursing staff members.
- General attitudes about professional Care Managers: Future research is needed in public perceptions of professional care management. This could offer insight into needs of potential Responsible Parties, how services can best be provided to them, and what they expect in terms of **Value by Engaging a Care Manager**.

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Acknowledgments






The Florida Geriatric Care Managers Association was instrumental in completing this research. Members facilitated the contacts with Responsible Parties that made it possible to reach this very specific group. They also gave insights into Care Managers' work situations.

These tables were generated by Qualtrics Survey Software for each question in the Survey of Responsible Parties on Care Management Services. They show the number of responses, as well as the percentage for each answer selected.







1. What is your relationship to the care management client?

#1	Answer		Response	%
1	Family member		145	82%
2	Trust officer		9	5%
3	Attorney		5	3%
4	Professional guardian		9	5%
5	Other (PLEASE DESCRIBE)		9	5%
	Total		177	100%










2. Why did you engage a Care Manager? (CHOOSE ALL THAT APPLY)

#	Answer		Response	%
1	Family lived out-of-state and needed a reliable, local professional resource.		127	73%
2	Noticeable changes in the client's status were very concerning.		67	38%
3	The client needed a professional assessment to explore options for present and future care.		79	45%
4	The client had a crisis, which resulted in immediate need for supportive services.		55	31%
5	Other (PLEASE DESCRIBE)		12	7%



3. Which of these did you consider when selecting the Care Manager? (CHOOSE ALL THAT APPLY)

#	Answer		Response	%
1	Experience		102	60%
2	Professional background and/or credentials		118	69%
3	The Care Manager's website or marketing materials		27	16%
4	Referral from a professional source		107	63%
5	Recommendation from a current or former client of the Care Manager		28	16%
6	The Care Manager's membership in the National Association of Professional Geriatric Care Managers or the Florida Geriatric Care Managers Association		48	28%


4. What are the most common services the Care Manager provides you? (CHOOSE ALL THAT APPLY)

#	Answer		Response	%
1	Assessing, monitoring and updating me on the client's needs		153	89%
2	Providing support and services to preserve the client's independence		100	58%
3	Managing crises, safety concerns or conflicts that arise in the client's life		138	80%
4	Completing paperwork associated with the client's insurance, government benefits or finances		43	25%
5	Coordinating and advocating for the client's medical concerns, including physician visits		129	75%
6	Providing mental health referrals, counseling and emotional support for the client		58	34%
7	Providing impaired memory support and services for the client		45	26%
8	Offering activities that enhance the client's social support and quality of life		51	30%
9	Other (PLEASE DESCRIBE)		16	9%



5. Does the Care Manager usually accompany the client to doctor's visits and/or other medical appointments?

#	Answer		Response	%
1	Yes		106	63%
2	No (IF THIS RESPONSE IS SELECTED, YOU MAY SKIP TO QUESTION 7)		63	37%
	Total		169	100%






6. What does the Care Manager do when he/she accompanies the client on a medical visit? (CHOOSE ALL THAT APPLY)

#	Answer		Response	%
1	Facilitates communication between the doctor and the client		98	86%
2	Assists with paperwork		60	53%
3	Advocates for the client's needs		96	84%
4	Ensures compliance with doctor's orders		68	60%
5	Ensures accurate information is conveyed to medical personnel and to you		103	90%
6	Other (PLEASE DESCRIBE)		6	5%







7. Does the Care Manager coordinate and/or monitor other service providers who help with the client's care?

#	Answer		Response	%
1	Yes		136	82%
2	No (IF THIS RESPONSE IS SELECTED, YOU MAY SKIP TO QUESTION 9)		30	18%
Total			166	100%





8. What types of service providers does the Care Manager coordinate and/or monitor? (CHOOSE ALL THAT APPLY)

#	Answer		Response	%
1	Household helpers		36	26%
2	Home health aides/companions		88	63%
3	Nurses		50	36%
4	Therapists (physical, occupational, speech, mental health, etc.)		56	40%
5	Staff at assisted living or skilled nursing facility		79	56%
6	Other (PLEASE DESCRIBE)		8	6%





9. Have any of these things occurred since the Care Manager was employed to assist the client? (CHOOSE ALL THAT APPLY)

#	Answer		Response	%
1	Care Manager helped you to have more quality time with the client.		36	22%
2	Care Manager guided you in resolving a disagreement concerning the client.		43	26%
3	Care Manager guided the client's family members in resolving an issue among themselves.		31	19%
4	Care Manager identified a situation involving the client, of which family members were not aware.		97	58%
5	Care Manager helped make better use of the client's and/or your financial resources.		52	31%
6	Care Manager's availability to help the client gave you peace of mind.		157	94%

10. If the client lives at home, how often does the Care Manager suggest changes or strategies to make the home safer?

#	Answer		Response	%
1	Often		27	17%
2	Sometimes		52	32%
3	Never		7	4%
4	Client does not live at home		76	47%
Total			162	100%










11. Has the Care Manager helped the client regarding a change in residence, such as moving from the client's home to an assisted living facility or nursing home?

#	Answer		Response	%
1	Yes. This was the main reason the Care Manager was engaged.		30	18%
2	Yes. The change in residence became necessary after the Care Manager was engaged.		50	30%
3	No, but it is likely that the Care Manager will help the client if there is a need to change his/her residence.		58	34%
4	No. The Care Manager is not likely to help the client move.		31	18%
Total			169	100%









12. Indicate how important you consider each of these Care Manager functions to be for you and the client.

#	Question	Extremely Important	Very Important	Important	Somewhat Important	Unimportant	Total Responses	Mean
1	Getting the client to "open up" and share goals	30	32	31	31	37	161	3.08
2	Referring legal/ financial issues to appropriate professionals	24	25	33	20	57	159	3.38
3	Preserving the client's independence	58	46	29	14	15	162	2.27
4	Facilitating communication among client, family and healthcare facility	90	43	16	6	10	165	1.81
5	Assisting during emergencies	121	26	12	4	1	164	1.40
6	Arranging outside activities to support the client's needs	24	19	42	34	36	155	3.25
7	Providing Alzheimer's or other memory care support	40	21	31	18	43	153	3.02
8	Monitoring medical care	89	31	38	3	2	163	1.76
9	Assessing and planning for current and long-term needs	71	40	32	16	4	163	2.03
10	Advocating for the client	99	39	21	2	4	165	1.62

13. What are the most valuable services the Care Manager provides for you as a responsible party? (CHOOSE ALL THAT APPLY)

#	Answer		Response	%
1	Assessing the client's needs		137	83%
2	Navigating and/or recommending community resources		71	43%
3	Managing residential transition and continuing care in a facility		67	40%
4	Mediating and/or resolving conflicts with family members or service providers		46	28%
5	Advocating for medical needs with providers		119	72%
6	Providing memory impairment care and support		33	20%
7	Preventing or managing crises		124	75%
8	Preserving the client's independence		73	44%
9	Providing me peace of mind by being the local professional I can call on at all times		154	93%

14. What are the most valuable services the Care Manager provides for the client? (CHECK ALL THAT APPLY)

#	Answer		Response	%
1	Monitoring and advocating for medical needs		128	78%
2	Providing direct counseling and emotional support		84	51%
3	Coordinating government assistance, insurance and other benefits		30	18%
4	Coordinating and monitoring service providers		100	61%
5	Making or recommending home safety changes		49	30%
6	Providing Alzheimer's, dementia or other memory care and support		46	28%
7	Enhancing social and quality-of-life activities		54	33%
8	Providing the client peace of mind by being the local professional to call on at all times		112	68%

15. Do you think engaging the Care Manager's services has had a positive overall effect on the client's life?

#	Answer	Response	%
1	Yes	160	97%
2	No	5	3%
Total		165	100%

16. Do you think engaging the Care Manager's services has had a positive overall effect on the client's life?

#	Answer	Response	%
1	Yes	163	99%
2	No	2	1%
Total		165	100%

Full Text of Questions

A Survey of Responsible Parties on Care Management Services

Produced for the Florida Geriatric Care Managers Association

Judith Ortiz, Ph.D. & Mary Ann Horne, M.H.A.
Spring, 2015

This is the full text of the survey questions as they appeared in Qualtrics Survey Software. Respondents were directed to the survey through an Internet link.

The authors filed for copyright on the *Survey of Responsible Parties on Care Management Services* on March 2, 2015.

SURVEY OF RESPONSIBLE PARTIES ON CARE MANAGEMENT SERVICES

*We very much appreciate your taking a few minutes to complete this survey by **March 7, 2015**. Your input is very important to us. This survey is part of a research project on the value of care management from the responsible party's perspective. Identities of all participants are confidential. You must be 18 years of age or older to take part in this study. Taking part in this project is entirely up to you, and no one will hold it against you if you decide not to do it. If you take part, you may stop at any time without penalty. This project has been approved by the Institutional Review Board at Webster University.*

Q1. What is your relationship to the care management client?

- ☐ Family member
- ☐ Trust officer
- ☐ Attorney
- ☐ Professional guardian
- ☐ Other (PLEASE DESCRIBE)

Q2. Why did you engage a Care Manager? (CHOOSE ALL THAT APPLY)

- ☐ Family lived out-of-state and needed a reliable, local professional resource.
- ☐ Noticeable changes in the client's status were very concerning.
- ☐ The client needed a professional assessment to explore options for present and future care.
- ☐ The client had a crisis, which resulted in immediate need for supportive services.
- ☐ Other (PLEASE DESCRIBE)

Q3. Which of these did you consider when selecting the Care Manager? (CHOOSE ALL THAT APPLY)

- ☐ Experience
- ☐ Professional background and/or credentials
- ☐ The Care Manager's website or marketing materials
- ☐ Referral from a professional source
- ☐ Recommendation from a current or former client of the Care Manager
- ☐ The Care Manager's membership in the National Association of Professional Geriatric Care Managers or the Florida Geriatric Care Managers Association

Q4. What are the most common services the Care Manager provides you? (CHOOSE ALL THAT APPLY)

- ☐ Assessing, monitoring and updating me on the client's needs
- ☐ Providing support and services to preserve the client's independence
- ☐ Managing crises, safety concerns or conflicts that arise in the client's life
- ☐ Completing paperwork associated with the client's insurance, government benefits or finances
- ☐ Coordinating and advocating for the client's medical concerns, including physician visits
- ☐ Providing mental health referrals, counseling and emotional support for the client
- ☐ Providing impaired memory support and services for the client
- ☐ Offering activities that enhance the client's social support and quality of life
- ☐ Other (PLEASE DESCRIBE)

Q5. Does the Care Manager usually accompany the client to doctor's visits and/or other medical appointments?

- ☐ Yes
- ☐ No (IF THIS RESPONSE IS SELECTED, YOU MAY SKIP TO QUESTION 7)

Q6. What does the Care Manager do when he/she accompanies the client on a medical visit? (CHOOSE ALL THAT APPLY)

- ☐ Facilitates communication between the doctor and the client
- ☐ Assists with paperwork
- ☐ Advocates for the client's needs
- ☐ Ensures compliance with doctor's orders
- ☐ Ensures accurate information is conveyed to medical personnel and to you
- ☐ Other (PLEASE DESCRIBE)

Q7. Does the Care Manager coordinate and/or monitor other service providers who help with the client's care?

- ☐ Yes
- ☐ No (IF THIS RESPONSE IS SELECTED, YOU MAY SKIP TO QUESTION 9)

Q8. What types of service providers does the Care Manager coordinate and/or monitor? (CHOOSE ALL THAT APPLY)

- ☐ Household helpers
- ☐ Home health aides/companions
- ☐ Nurses
- ☐ Therapists (physical, occupational, speech, mental health, etc.)
- ☐ Staff at assisted living or skilled nursing facility
- ☐ Other (PLEASE DESCRIBE)

**Q9. Have any of these things occurred since the Care Manager was employed to assist the client?
(CHOOSE ALL THAT APPLY)**

- ☐ Care Manager helped you to have more quality time with the client.
- ☐ Care Manager guided you in resolving a disagreement concerning the client.
- ☐ Care Manager guided the client's family members in resolving an issue among themselves.
- ☐ Care Manager identified a situation involving the client, of which family members were not aware.
- ☐ Care Manager helped make better use of the client's and/or your financial resources.
- ☐ Care Manager's availability to help the client gave you peace of mind.

Q10. If the client lives at home, how often does the Care Manager suggest changes or strategies to make the home safer?

- ☐ Often
- ☐ Sometimes
- ☐ Never
- ☐ Client does not live at home

Q11. Has the Care Manager helped the client regarding a change in residence, such as moving from the client's home to an assisted living facility or nursing home?

- ☐ Yes. This was the main reason the Care Manager was engaged.
- ☐ Yes. The change in residence became necessary after the Care Manager was engaged.
- ☐ No, but it is likely that the Care Manager will help the client if there is a need to change his/her residence.
- ☐ No. The Care Manager is not likely to help the client move.

Q12. Indicate how important you consider each of these Care Manager functions to be for you and the client.

	Extremely Important	Very Important	Important	Somewhat Important	Unimportant
Getting the client to "open up" and share goals					
Referring legal/ financial issues to appropriate professionals					
Preserving the client's independence					
Facilitating communication among client, family and healthcare facility					
Assisting during emergencies					
Arranging outside activities to support the client's needs					
Providing Alzheimer's or other memory care support					
Monitoring medical care					
Assessing and planning for current and long-term needs					
Advocating for the client					

Q13. What are the most valuable services the Care Manager provides for you as a responsible party? (CHOOSE ALL THAT APPLY)

- ☐ Assessing the client's needs
- ☐ Navigating and/or recommending community resources
- ☐ Managing residential transition and continuing care in a facility
- ☐ Mediating and/or resolving conflicts with family members or service providers
- ☐ Advocating for medical needs with providers
- ☐ Providing memory impairment care and support
- ☐ Preventing or managing crises
- ☐ Preserving the client's independence
- ☐ Providing me peace of mind by being the local professional I can call on at all times

Q14. What are the most valuable services the Care Manager provides for the client? (CHECK ALL THAT APPLY)

- ☐ Monitoring and advocating for medical needs
- ☐ Providing direct counseling and emotional support
- ☐ Coordinating government assistance, insurance and other benefits
- ☐ Coordinating and monitoring service providers
- ☐ Making or recommending home safety changes
- ☐ Providing Alzheimer's, dementia or other memory care and support
- ☐ Enhancing social and quality-of-life activities
- ☐ Providing the client peace of mind by being the local professional to call on at all times

Q15. Do you think engaging the Care Manager's services has had a positive overall effect on the client's life?

- ☐ Yes
- ☐ No

Q16. Has engaging the Care Manager's services had an overall positive effect on your life?

- Yes
- No