Client outcomes survey tool

Use this tool to assess client outcomes in order to become a better partner in a value-based purchasing space. Collect this information in order to capture data that demonstrates value.

From OASIS: Rate level of assistance on a scale of 0 - 5

1. Current ability to tend safely to personal hygiene needs – washing face, brushing teeth, hair care, shaving or make up.
2. Current ability to dress upper body safely
3. Current ability to dress lower body safely
4. Current ability to wash entire body safely
5. Currently ability to get to and from the toilet/bedside commode & transfer on/off toilet/commode
6. Current ability to move safely from bed to chair, ability to turn & position self in bed
7. Current ability to prepare meals
8. Current ability to get to doctor appointments

Client satisfaction questions

1. How likely are you to recommend this agency to others?
2. How would you rate the impact of the services on your daily life?
3. How would you rate your caregiver’s work ethic?
4. How would you rate the ability of the caregivers to provide the care needed?
5. How would you rate the compassion of the caregivers?
6. How satisfied were you with the communication & overall helpfulness of the office staff?
7. How well were the caregivers matched with your needs and preferences?

Care team satisfaction questions

1. How likely are you to recommend working for this agency to an interested friend?
2. How would you rate the training you’ve received from this agency?
3. How clearly has this agency shared the importance of your role and set proper job expectations?
4. How would you rate your comfort level in voicing your ideas and opinions?
5. How would you rate your employer’s recognition of your accomplishments?
6. How would you rate the office staff and the communication you receive from them?
7. How would you rate your employer’s ability to match you with a client?

Rehospitalization

1. In the past 60 days have you had an ER/Urgent Care visit?
2. In the past 60 days have you had an unplanned a hospitalization?

Source: Guy Tommasi, Jr., executive director at LIFETIME Care at Home in Guilford, Conn.