

Annual Anonymous Caregiver Survey Results

In Fiscal Year 2015-2016 the following report provides data received during the annual anonymous Case Management Caregiver Survey:

Return Rate:

25% return rate (123 surveys sent; 31 returned)

1. Has your case manager completed an in home assessment with you and your loved one during the past year?

90.3% Yes

3.2% No

6.5% No Response

2. Does your case manager exhibit professionalism?

90.3% Yes

0.0% No

9.7% No Response

3. Were your needs and your loved one's needs discussed in developing your plan of care?

90.3% Yes

3.2% No

6.5% No Response

4. Were your needs and your loved one's needs met by the Case Manager?

87.1% Yes

0.0% No

12.9% No Response

5. Do you know how to contact your Case Manager when necessary?

90.3% Yes

3.2% No

6.5% No Response

6. Has your Case Manager maintained patient and caregiver confidentiality?

90.3% Yes

0.0% No

9.7% No Response

7. Have you felt comfortable speaking to your Case Manager if you had problems or concerns?

90.3% Yes
3.2% No
6.5% No Response

8. Did your case manager provide information to you regarding Alzheimer's Disease when necessary?

87.1% Yes
0.0% No
12.9% No Response

9. How would you rate the accuracy of the information provided to you by your Case Manager?

71.0% Excellent
16.1% Good
0.0% Fair
3.2% Poor
9.7% No Response

10. How would you rate the response time from your case manager when requests for assistance were made?

54.8% Excellent
25.8% Good
0.0% Fair
3.2% Poor
16.1% No Response

11. How would you rate the overall case management services received from Alzheimer's Community Care?

74.2% Excellent
9.7% Good
0.0% Fair
3.2% Poor
12.9% No Response

12. What type of other services are being provided to you by Alzheimer's Community Care?

25.8% Specialized Day Services
0.0% Support Group
0.0% ID Locator Services

3.2% Information
0.0% Crisis Line
0.0% Magazine
42.8% Multiple Services
25.8% No Response

13. Do you have access to a computer?

67.7% Yes
22.6% No
9.7% No Response

14. What is your email account?

15. Have you been to Alzheimer's Community Care website www.alzcare.org?

32.3% Yes
58.1% No
9.7% No Response

16. Do you follow Alzheimer's Community Care through social media (Facebook/Twitter)?

3.2% Yes
83.9% No
12.9% No Response