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Bringing It Home: AARP Iowa Member Opinion on Direct Care Worker Quality and Long-Term Care Access

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Bringing It Home: AARP Iowa Member Opinion on Direct Care Worker Quality and Long-Term Care Access

Report Prepared by Susan L. Silberman, Ph.D.

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AARP is a nonprofit, nonpartisan membership organization that helps people 50+ have independence, choice and control in ways that are beneficial and affordable to them and society as a whole. We produce *AARP The Magazine*, published bimonthly; *AARP Bulletin*, our monthly newspaper; *AARP Segunda Juventud*, our bimonthly magazine in Spanish and English; *NRTA Live & Learn*, our quarterly newsletter for 50+ educators; and our website, www.aarp.org. AARP Foundation is an affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

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Background

According to the U.S. Bureau of Labor Statistics, nursing home and home care employment opportunities will grow much faster than average until 2015.¹ This dramatic growth is due to the increasing number of persons needing long-term care services as well as high turnover in these jobs. High turnover rates among nursing home and home care workers (people who provide hands-on personal care) have many causes including modest entry requirements, low pay, high physical and emotional demands, and limited opportunity for advancement. Consequently, many people are unwilling to perform these jobs, limiting the number of entrants into the field.¹ Furthermore, retention issues pose challenges including ensuring quality of care, access to services, and affordable costs. With a wave of baby boomers turning 60, increasing personal care staff shortages are anticipated in the future.

In an effort to address anticipated personnel shortages, advocacy groups in multiple states have been supporting strategies to upgrade the working conditions of people who provide hands-on personal care. The intent is to attract new personnel as well as retain those currently working in the field. In order to “professionalize” the jobs, advocates are seeking to increase wages, expand benefits, enhance preparation and training of personal care workers, and increase public awareness of the important tasks performed by people who provide hands-on personal care.

AARP Iowa, along with the Iowa CareGivers Association, is part of the Better Jobs Better Care (BJBC) Coalition.² The Coalition was established to develop and demonstrate practices and policies effective in the recruitment and retention of direct care workers. Specifically, AARP Iowa and its partners seek to influence recruitment and retention of people who provide hands-on personal care by: 1) creating a work environment

¹ U.S. Department of Labor, Bureau of Labor Statistics, Occupational Outlook Handbook, Nursing, Psychiatric, and Home Health Aides, <http://www.bls.gov/oco/ocos165.htm>, page 5, March 22, 2006.

² Iowa is one of five states to receive a \$1.3 million dollar BJBC grant with the Iowa CareGivers Association (ICA) serving as the lead agency. A Coalition of nearly twenty organizations that represent workers, providers, and advocates was established to develop and demonstrate practices and policies effective in the recruitment and retention of direct care workers. The National Better Jobs Better Care (BJBC) Program is a \$15.5 million research and demonstration program funded by The Robert Wood Johnson Foundation and The Atlantic Philanthropies. For more information visit these websites: www.bjbc.org or www.iowacaregivers.org

that fosters cooperative relationships among families and people who provide hands-on personal care resulting in high quality care, and 2) engaging families in advocating for people who provide hands-on personal care resulting in high quality care. Moreover, AARP Iowa is committed to ensuring that high-quality long-term care services are available for all Iowans who need care.

To understand the opinions, experiences, and expectations that AARP Iowa members have about people who provide hands-on personal care, two surveys were fielded in October 2005. The 2005 Iowa Nursing Home Care Survey (NHCS) focused on people who provide hands-on personal care in nursing homes, and the 2005 AARP Iowa Home Care Survey (HCS) examined people who provide hands-on personal care in the home. Most questions in both surveys were very similar or identical. Key themes explored in both surveys are:

- Consumer expectations about oversight and qualifications of people who provide hands-on personal care
- Wages and benefits for people who provide hands-on personal care
- Access to resources and information about long-term care
- Personal experience with long-term care
- Interactions and relationships with people who provide hands-on personal care

Both surveys were sent to a random sample of 2,500 AARP Iowa members. The 2005 Iowa Nursing Home Care Survey received 1,000 responses by the cut-off date and has a response rate of 40 percent with an error rate of +/- 3.1 percent. The 2005 AARP Iowa Home Care Survey received 1,187 responses by the cut-off date and has a response rate of 48 percent with an error rate of +/- 2.8 percent. This report combines findings from both surveys. The annotated questionnaire for the Iowa Nursing Home Care Survey is contained in Appendix I. The annotated questionnaire for the Iowa Home Care Survey is located in Appendix II.

Highlights

- At least eight in ten survey respondents believe it is important that the State of Iowa test and certify all people who provide hands-on care in nursing homes (88%) and in the home (79%).
- At least eight in ten home care survey respondents agree with the statement, “Staff people who provide hands-on personal care in the home should have affordable health care insurance coverage.” Eighty-four percent of nursing home care survey respondents agree with the statement, “Staff people who provide hands-on personal care should have affordable health care insurance coverage.”
- When thinking about a relative’s care in the home, seventy-three percent of Iowa members would prefer to obtain a home care person through an established home care agency. Only six percent prefer to locate and hire a home care person on their own so they are their personal employee.
- The majority of survey respondents say, when thinking about their family members’ care services, it is important that hands-on personal care staff provide information about the status and progress of their relative’s care and staff take their relative’s care preferences into account.
 - Nursing home care survey respondents: hands-on personal care staff provide information about the status and progress of a relative’s care (90% extremely and very important) and staff take the relative’s care preferences into account very important (88% extremely and very important, and
 - Home care survey respondents: hands-on personal care staff provide information about the status and progress of a relative’s care (85% extremely and very important) and staff take the relative’s care preferences into account very important (84% extremely and very important).
- Nine in ten Iowa members think appropriate amounts of face-to-face or hands-on care are important to the quality of care services received in a nursing home or at home.
 - Home care survey respondents: extremely important (49%) and very important (42%), and
 - Nursing home care survey respondents: extremely important (48%) and very important (43%).

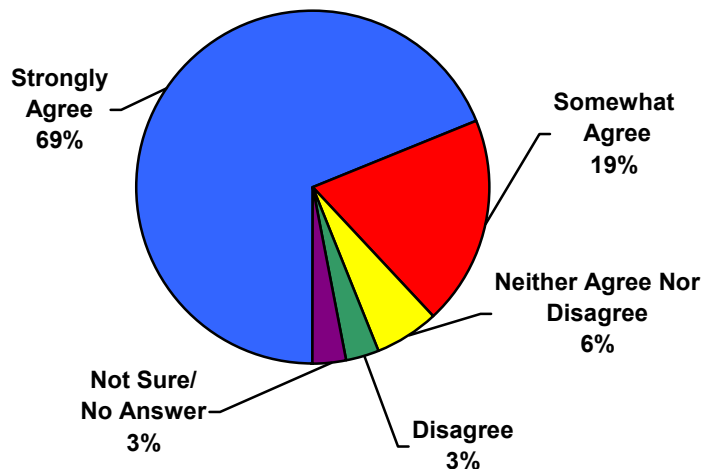
Detailed Findings

I. Consumer Expectations about Oversight & Qualifications of People Who Provide Hands-On Personal Care

Almost nine in ten Iowa members agree that the State of Iowa should test and certify all people who provide hands-on care in the home.

Survey respondents were asked if they agree or disagree that the State of Iowa should test and certify all people who provide hands-on personal care in the home. Almost nine in ten members (88%) agree that the State should test and certify those who provide hands-on personal care in the home.

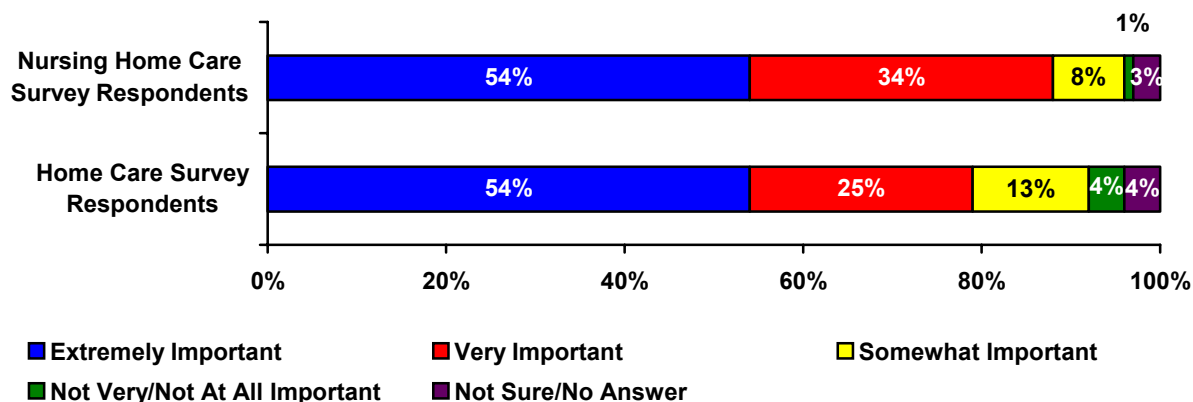
Agreement that State of Iowa Should Test and Certify People Who Provide Hands-On Personal Care By Home Care Survey Respondents (HCS N=1,187)



At least eight in ten survey respondents believe it is important that the State of Iowa test and certify all people who provide hands-on care in nursing homes and in the home.

AARP Iowa survey respondents were asked how important they think it is that the State of Iowa test and certify all people who provide hands-on personal care in a nursing home or at home. More than half of members indicate it is extremely important (54% HCS and NHCS), and at least another quarter say it is very important (25% HCS and 34% NHCS). Only about two percent of respondents to both surveys indicate it is not important.

Importance That State of Iowa Should Test and Certify People Who Provide Hands-On Personal Care By Nursing Home and Home Care Respondents
(HCS N=1,187 and NHCS N=1,000)



More than half of AARP Iowa members believe people who provide hands-on personal care should have 75 hours or more of training.

AARP Iowa survey respondents were asked their opinion about how many hours of training should be required before people begin working providing hands-on personal care. Sixty-two percent of nursing home survey respondents believe at least 75 hours of training should be required before people provide hands-on personal care in a nursing home; of those, more than 70 percent believe there should be at least 90 hours of training required before people provide hands-on personal care in a nursing home. Among home care survey respondents, fifty-four percent believe at least 75 hours of training should be required before people provide hands-on personal care in the home; of those, 61 percent believe there should be at least 90 hours of training required before people provide hands-on personal care in the home.

More than four in ten AARP Iowa survey respondents believe “Direct Care Professional” is the best general, overall title for people who provide hands-on personal care in both nursing homes and in the home.

Survey respondents were asked their opinion about what is the best general, overall title for people who provide hands-on personal care in both nursing homes and in the home. More than four in ten nursing home survey respondents (44%) and home care survey respondents (42%) chose “Direct Care Professional.” Approximately one quarter from each survey chose “Direct Care Worker.”

II. Wages and Benefits for People Who Provide Hands-On Personal Care

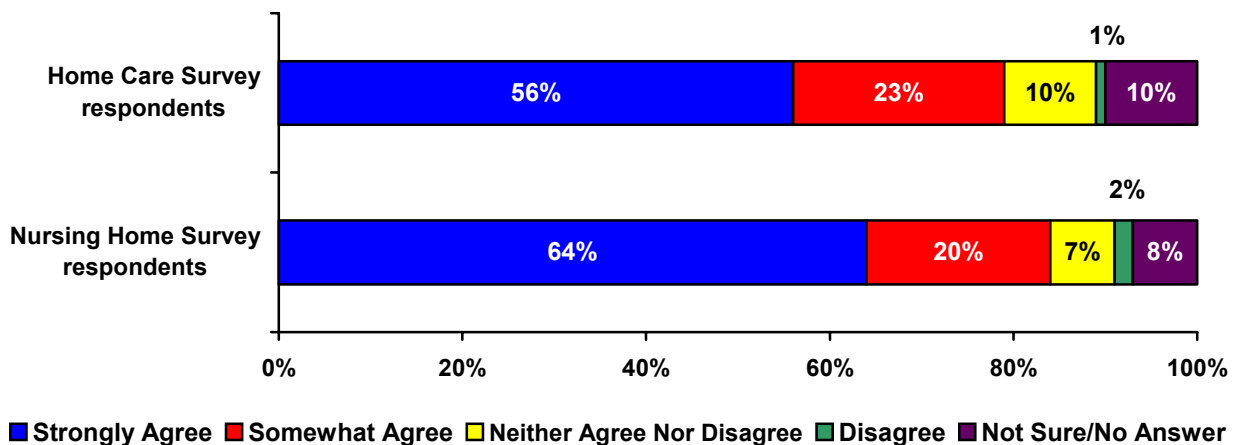
More than two in five survey respondents say if they were to personally pay for a staff person to provide hands-on personal care for themselves or a relative, they would be willing to pay \$10 an hour or more.

AARP Iowa nursing home and home care survey respondents were asked if they were to personally pay for a staff person to provide hands-on personal care for themselves or a relative, how much they would be willing to pay them per hour. More than seven in ten nursing home survey respondents (72%) said they would be willing to pay at least \$10 per hour to those who provide hands-on personal care in a nursing home. More than two in five home care survey respondents (46%) said they would be willing to pay at least \$10 per hour to those who provide hands-on care in their home.

At least eight in ten AARP Iowa members agree that staff people who provide hands-on personal care should have affordable health care insurance coverage.

Respondents in both surveys were asked about whether staff people who provide hands-on personal care should have affordable health insurance coverage. Eighty four percent of nursing home survey respondents and 79 percent of home care survey respondents agree that staff people who provide hands-on personal care should have affordable health care insurance coverage.

Agreement That People Who Provide Hands-On Personal Care Should Have Affordable Health Care Insurance Coverage by HCS and NHCS Respondents*
(HCS N=1,187 and NHCS N=1,000)

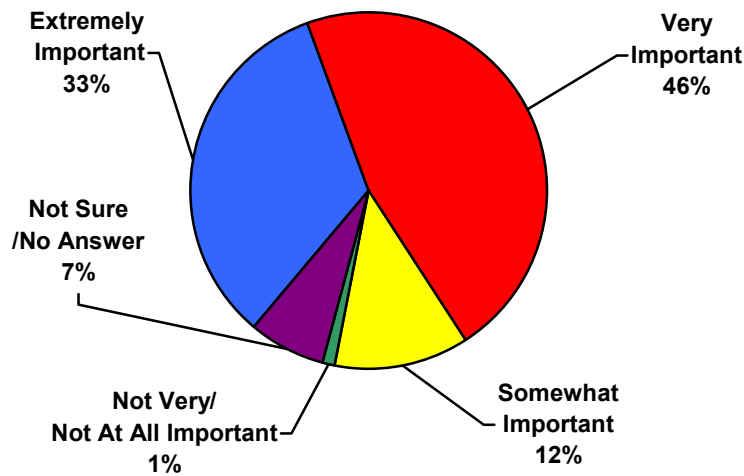


*Total may equal more than 100 due to rounding.

Eight in ten survey respondents think it is important that those providing care in nursing homes receive health insurance themselves.

Respondents on the nursing home survey were asked how important they think it is that those providing care in nursing homes receive health insurance themselves. Eight in ten AARP Iowa members think it is important for those providing care in nursing homes to have health insurance for themselves.

Importance of Those Providing Care in Nursing Homes Receiving Health Insurance Themselves
(NHCS N=1,000)



III. Access to Resources and Information About Long-Term Care

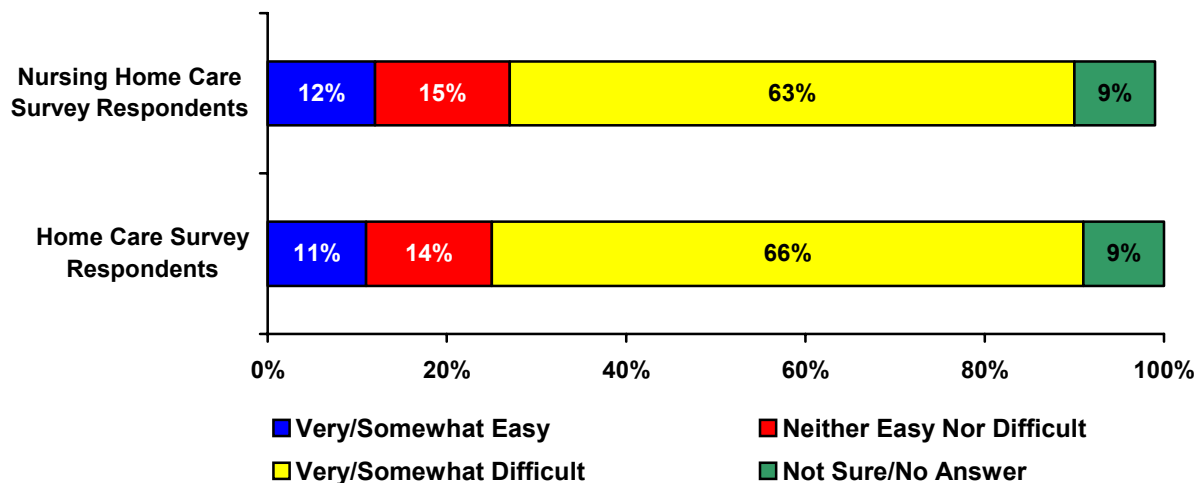
More than six in ten respondents to each survey report it would be very or somewhat difficult to find affordable long-term care; more than four in ten respondents to each survey also say it would be very or somewhat difficult to find quality nursing home care or home care and find information about how to judge the quality of nursing home or home care.

In both surveys, respondents were asked if they or a loved one were to need nursing home or home care, how easy or difficult it would be for them to do the following:

- Afford the costs of long-term care such as nursing home or home care
- Find quality nursing home care or home care
- Find information about how to judge the quality of nursing home or home care

More than six in ten Iowa members from each survey report it would be very or somewhat difficult to afford the costs of long-term care.

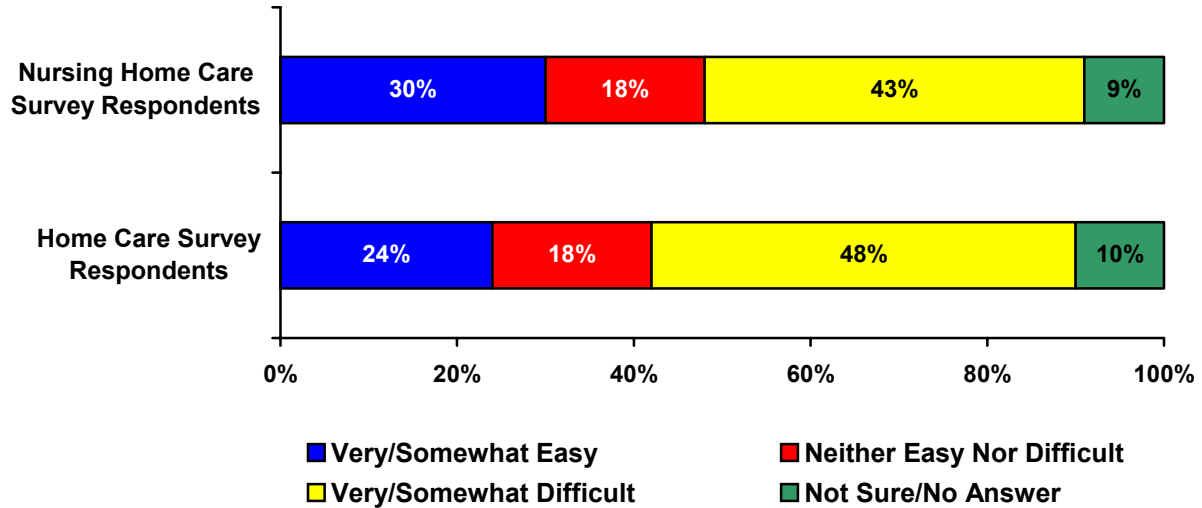
**Ease in Finding Affordable Long-Term Care Services
By HCS and NHCS Respondents***
(HCS N=1,187 and NHCS N=1,000)



* Total may equal more than 100 due to rounding.

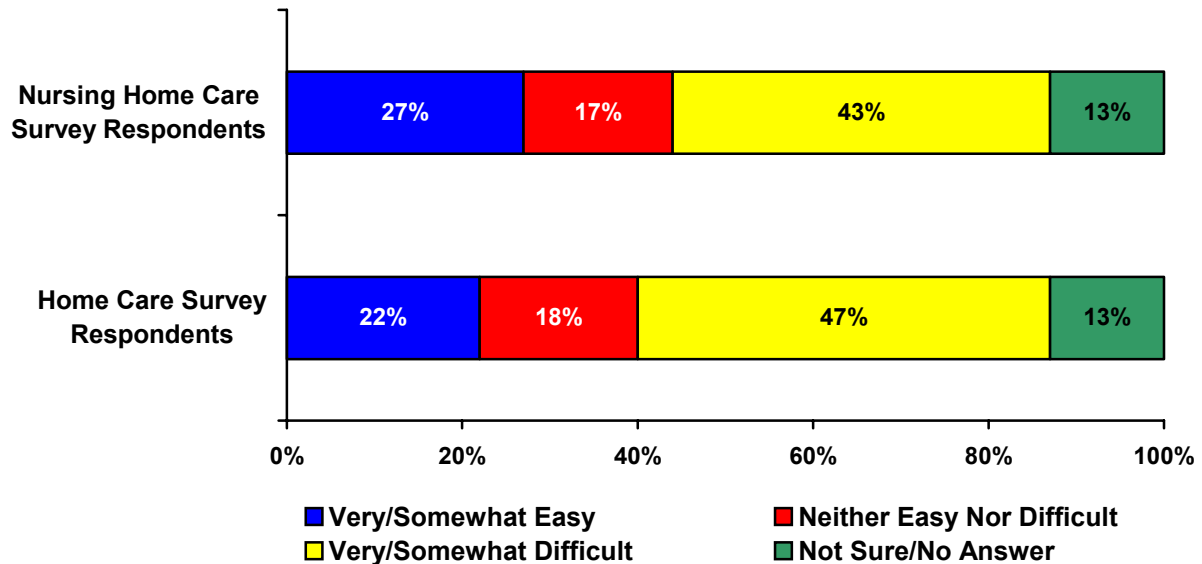
More than four in ten members indicate it would be very or somewhat difficult to find quality care and to find information about how to judge the quality of nursing home or home care.

**Ease in Finding Quality Long-Term Care Services
By HCS and NHCS Respondents***
(HCS N=1,187 and NHCS N=1,000)



* Total may equal more than 100 due to rounding.

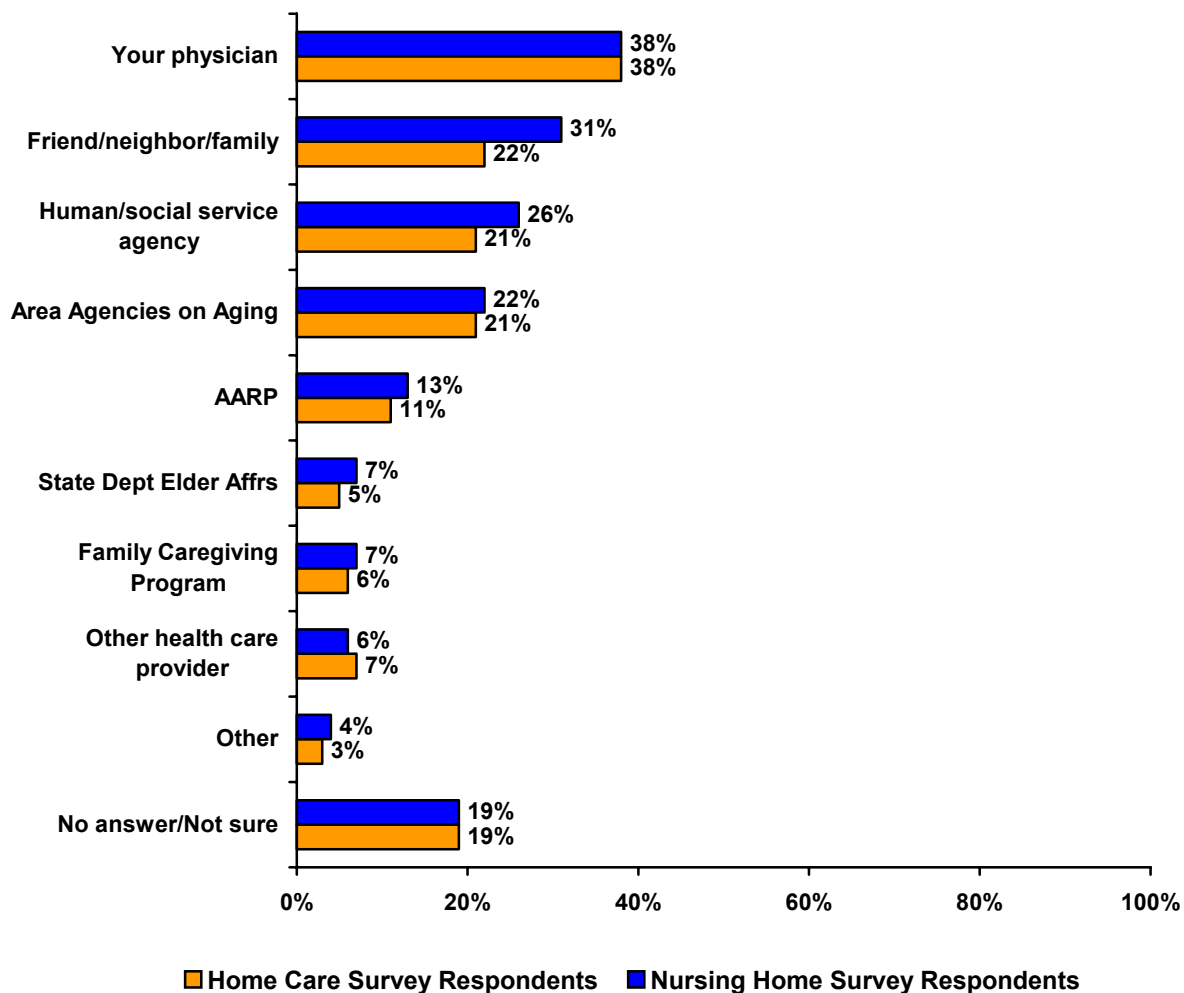
**Ease in Finding Information About Quality Long-Term Care
Services By HCS and NHCS Respondents**
(HCS N=1,187 and NHCS N=1,000)



Iowa AARP members would turn to their physicians, friends and family, Area Agencies on Aging, and local human or social service agencies when they need help to decide what care options are available to meet the long-term care needs for themselves or a relative.

Survey respondents were asked where they would turn if they needed help to decide what care options are available to meet their or a relative’s long-term care needs. The top four sources for both nursing home care and home care survey respondents are: physicians, family and friends, Area Agencies on Aging, and local human or social service agencies.

**Resources for Long-Term Care Options
By HCS and NHCS Respondents**
(HCS N=1,187 and NHCS N=1,000)



IV. Personal Experience with Long-Term Care

One in five nursing home care survey respondents report that they have a parent, spouse, or other relative who received nursing home care between January 1, 2004 and September 30, 2005. One in eight respondents to the Home Care Survey report that they had a relative who had received home care services during the same time period.

Respondents to the nursing home care survey were asked whether they had a relative who had received nursing home care between January 1, 2004 and September 30, 2005. One in five members (20%) report that they have had a relative who received nursing home care. More than half (56%) of respondents indicate the person was a parent, one in ten (10%) say it was a brother or sister, and five percent report that it was a spouse. One in three say it was some other relative (adult child, 1%; grandparent, 3%; other, 29%).

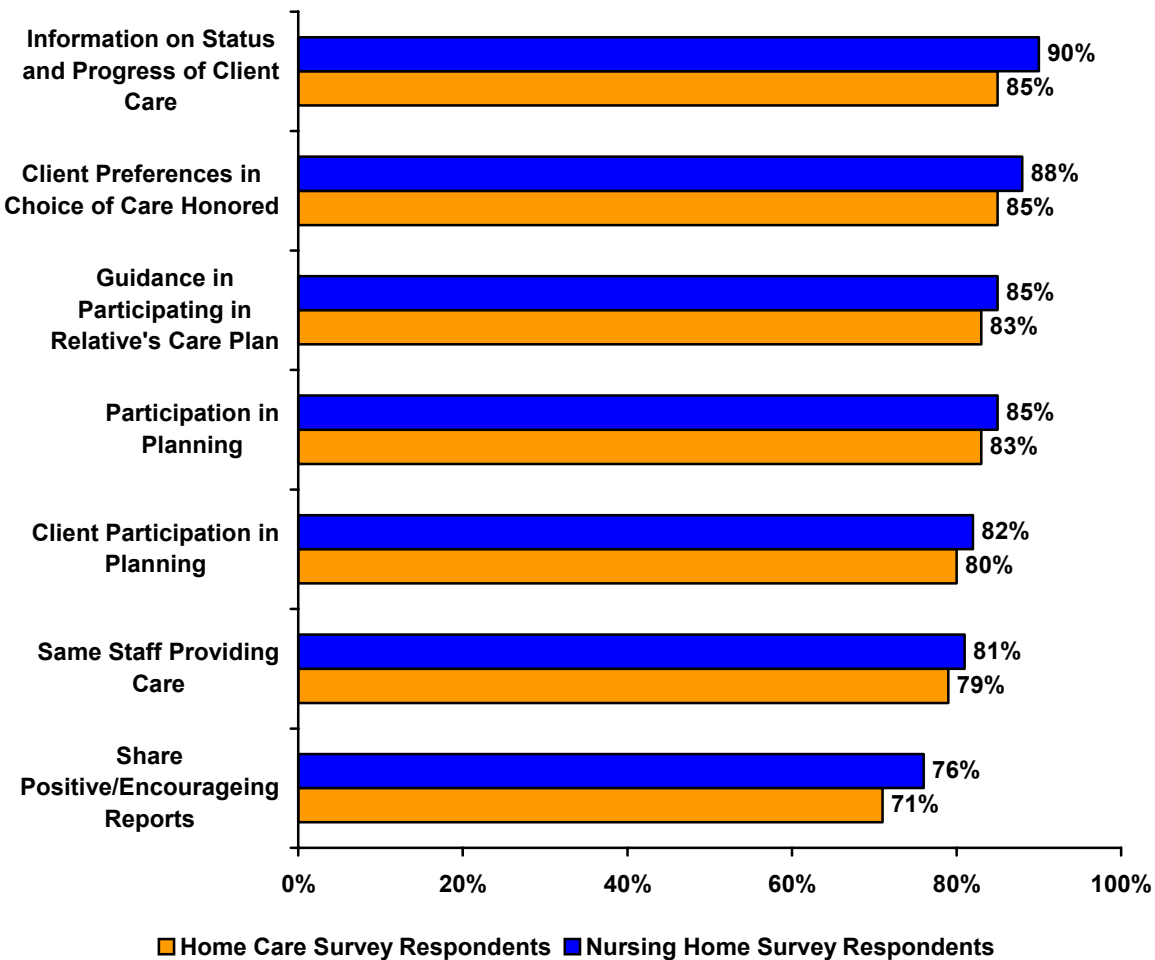
One in eight of home care survey respondents indicate that they had a relative who received home care services in Iowa sometime between January 1, 2004 and September 30, 2005. Most often respondents indicate that the care was provided for a parent (47%), a spouse (20%), a brother or sister (14%), or some other relative (20%) including adult child (4%), partner (3%), grandparent (2%), child under 18 years old (1%), or other relative, (11%).

V. Interactions and Relationships with People Who Provide Hands-On Personal Care

A majority of respondents report it is important to have information, choice, continuity of care, and involvement in planning for and delivery of long-term care services.

Respondents in both the nursing home and home care surveys were provided with a list of seven aspects of long-term care management. They were asked when thinking about their family members care, how important is each of the seven aspects of long-term care.

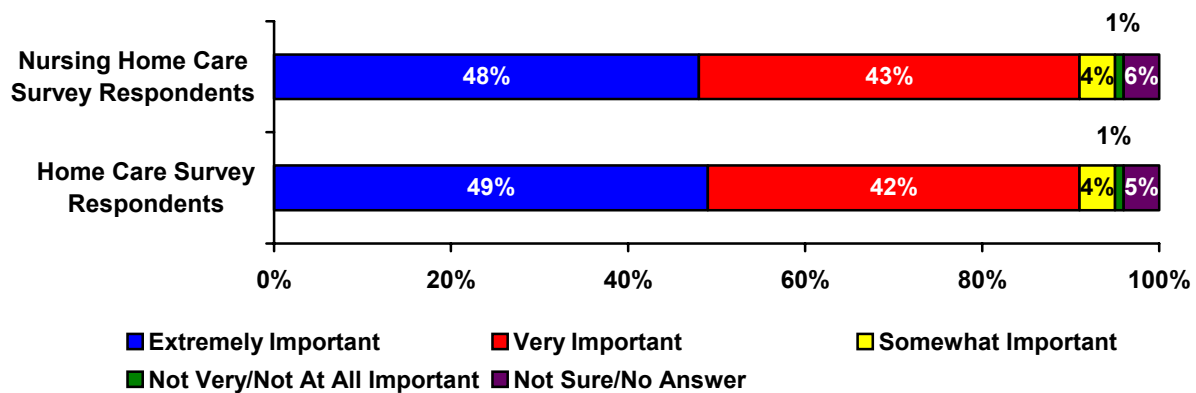
**Extremely or Very Important Items
In Managing Long-Term Care Services for a Relative
By HCS and NHCS Respondents**
(HCS N=1,187 and NHCS N=1,000)



More than nine in ten AARP Iowa members report that appropriate amounts of face-to-face or hands-on care are important to the quality of care services received in a nursing home or at home.

Survey respondents were asked how important they thought appropriate amounts of face-to-face or hands-on care are to the quality of care services received in a nursing home or at home.

**Importance of Face-to-Face and Hands-On Care
In the Quality of Nursing Home and Home Care
By HCS and NHCS Respondents***
(HCS N=1,187 and NHCS N=1,000)



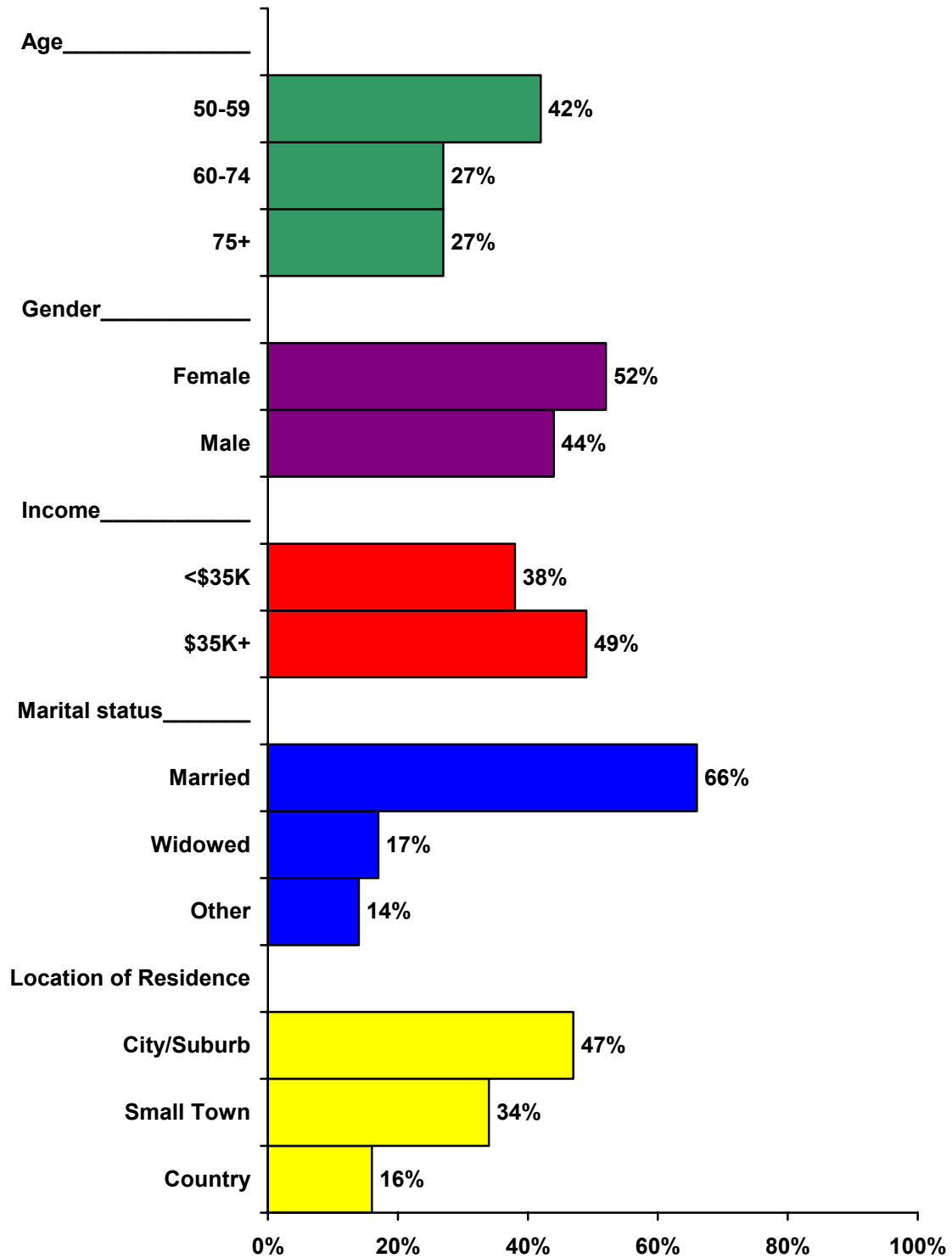
* Total may equal more than 100 due to rounding.

A Profile of Iowa Respondents

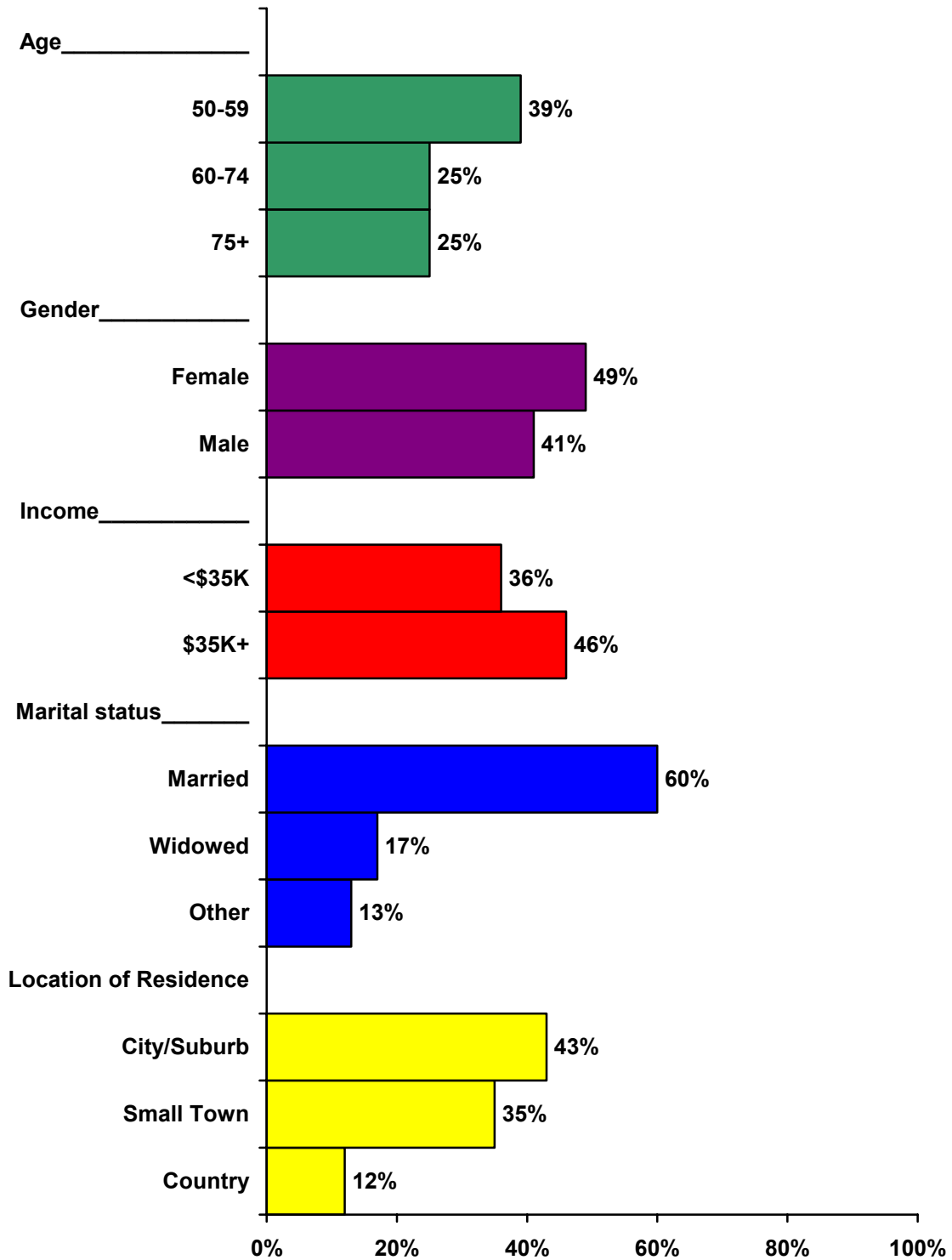
A total of 1,187 AARP Iowa members participated in the home care survey; a total of 1,000 members responded to the nursing home care survey. A majority of respondents are regular voters in Iowa for Governor and Legislators (HCS 86% and NHCS 82%) and Congressional elections (HCS 85% and NHCS 80%).

There are slightly more female respondents than male respondents (HCS 52% vs. 44% and NHCS 49% vs. 41%). At least six in ten respondents (HCS 66% and NHCS 60%) are married. One in six Iowa members are widowed (HCS 17% and NHCS 17%). Iowa members are fairly evenly split in where they live: almost one third live in cities (HCS 39% and NHCS 36%), another third live in small towns (HCS 34% and NHCS 35%). More than one in eight live in the country (HCS 16% and NHCS 12%); while less than one in ten live in suburbs (HCS 9% and NHCS 7%). More than one third of Iowa members had incomes of \$35,000 or less in 2005.

Demographic Characteristics Iowa Home Care Survey Respondents (N=1,187)



Demographic Characteristics Nursing Home Care Survey Respondents (N=1,000)



Methodology

These mail surveys explore the opinions of Iowa AARP members on nursing home and home care issues. Surveys were conducted between October 10 and November 14, 2005; the surveys were each sent to a random sample of 2,500 AARP Iowa Members. Each sampled member was contacted about the survey in four ways: a pre-notification postcard, the survey itself, a reminder postcard, and a second survey. The Nursing Home Care Survey received 1,000 responses by the cut-off date and has a response rate of 40 percent with an error rate of +/- 3.1 percent, meaning that at the 95 percent confidence level, if every member in Iowa was surveyed their responses would be within 3.1 percentage points of those reported here. The 2005 AARP Iowa Home Care Survey received 1,187 responses by the cut-off date and has a response rate of 48 percent with an error rate of +/- 2.8 percent, meaning that at the 95 percent confidence level, if every member in Iowa was surveyed their responses would be within 2.8 percentage points of those reported here. The data are weighted to accurately represent the age segments of members in Iowa.

The annotated questionnaire for the Iowa Nursing Home Care Survey is contained in Appendix I. The annotated questionnaire for the Iowa Home Care Survey is located in Appendix II.

Appendix I
2005 AARP Iowa
Nursing Home Care Survey
Annotated Questionnaire

2005 AARP Iowa Nursing Home Care Survey

DIRECTIONS: For each survey item below, check the box that best represents your opinion.

Weighted N = 1,000; Response Rate = 40%; Sampling Error = +/- 3.1

(Percentages may not add to 100% due to rounding or multiple responses. A “*” means less than 1%)

The questions in this survey are about trained staff in nursing homes – not nurses – who provide **hands-on personal care** such as help with bathing, dressing, walking, observing residents’ conditions and reporting any changes, communicating with and motivating residents, assisting with eating, and taking care of bathroom needs.

1.) Do you have a parent, spouse, or other relative who received care in an Iowa nursing home some time between January 1, 2004 and September 30, 2005?

<u>%</u>	
20	Yes (Go to Question 2)
76	No (Go to Question 4)
<1	Not Sure (Go to Question 4)
4	No Answer

2.) Who is the person who received nursing home care? (Check all that apply)
(n=196)

<u>%</u>	
56	Parent
5	Spouse
10	Brother/Sister
1	Adult child over 18 years old
3	Grandparent
29	Other relative
2	No Answer

3.) When thinking about your relative’s care in a nursing home, how strongly do you agree or disagree with the following statements....?

	Strongly Agree ▼	Somewhat Agree ▼	Neither Agree Nor Disagree ▼	Somewhat Disagree ▼	Strongly Disagree ▼	Not Sure ▼	No Answer ▼
a. I am asked to participate, with staff, in planning my relative’s care needs	10%	8%	2%	1%	2%	2%	76%
b. My relative is asked to participate with staff in her/his care planning.....	7%	7%	3%	2%	2%	2%	76%
c. My relative’s hands-on personal care is provided by the same staff people regularly	9%	8%	2%	2%	1%	2%	76%
d. Staff take my relative’s care preferences into account	9%	8%	2%	2%	1%	1%	76%
e. Hands-on personal care staff provide information about the status and progress of my relative’s care	11%	7%	2%	2%	1%	2%	76%
f. Staff inform me about what I can do to participate in my relative’s care	9%	7%	3%	2%	1%	2%	76%
g. Staff people who provide hands-on personal care periodically tell me something positive or encouraging that my relative has done recently.....	9%	7%	4%	2%	1%	1%	76%

4.) How important are the following items when you think about your family member’s nursing home care or about care that might be needed in the future? (Check box)

	Extremely Important ▼	Very Important ▼	Somewhat Important ▼	Not Very Important ▼	Not At All Important ▼	Not Sure ▼	No Answer ▼
a. My participation, with staff, in planning my relative’s care needs.	50%	35%	8%	<1%	1%	2%	5%
b. My relative participates with staff in her/his care planning.....	44%	38%	9%	1%	1%	2%	5%
c. My relative being provided hands-on personal care by the same staff people regularly	43%	38%	11%	1%	<1%	2%	5%
d. Staff take my relative’s care preferences into account	50%	38%	6%	<1%	<1%	1%	5%
e. Hands-on personal care staff provides information about the status and progress of my relative’s care.	53%	36%	4%	<1%	<1%	1%	5%
f. Staff inform me about what I can do to participate in my relative’s care	49%	36%	7%	1%	<1%	2%	5%
g. Staff people who provide hands-on personal care periodically tell me something positive or encouraging that my relative has done recently.....	38%	38%	15%	2%	<1%	2%	5%

5.) **Do you consider the trained staff people who provide hands-on personal care in nursing homes to be professionals?**

<u>%</u>	
62	Yes
14	No
22	Not Sure
2	No Answer

6.) **To the best of your knowledge, does the State of Iowa test and certify all people who provide hands-on personal care in nursing homes?**

<u>%</u>	
22	Yes
16	No
60	Not Sure
2	No Answer

7.) **How important is it to you that the State of Iowa test and certify all people who provide hands-on personal care in nursing homes?**

<u>%</u>	
54	Extremely important
34	Very important
8	Somewhat important
1	Not very important
<1	Not at all important
1	Not sure
2	No Answer

8.) **People who provide-hands-on personal care have many titles. In your opinion, which of the following is the best general, overall title for people who provide hands-on personal care, both in nursing homes and in the home? (Choose only ONE)**

<u>%</u>	
25	Direct care worker
44	Direct care professional
11	Direct support professional
18	Not sure
3	No Answer

9.) In your opinion, which of the following is the best title for people who provide hands-on personal care in nursing homes? (Choose only ONE)

<u>%</u>	
53	Certified nursing assistant
12	Nursing assistant
8	Nurse aide
13	Aide, plus a term that indicates their job, e.g. bath aide, rehabilitation aide etc.
10	Not sure
3	No Answer

10.) In your opinion, how many hours of training should be required before people begin work providing hands-on personal care in a nursing home?

<u>%</u>	
<1	None
7	Less than 75
18	75 to 89 hours
11	90 to 119 hours
33	More than 120 hours
29	Not sure
3	No Answer

11.) If you were to personally pay for a staff person to provide hands-on personal care for you or a relative in a nursing home, how much would you be willing to pay them per hour?

<u>%</u>	
4	Less than \$10 per hour
32	\$10 – 12 per hour
28	\$12 – 15 per hour
12	\$15 or more per hour
21	Not sure
3	No Answer

12.) Some people who provide hands-on personal care in nursing homes have health insurance, while others do not. About what percentage of those people providing hands-on personal care in nursing homes, in Iowa, do you think have health insurance?

<u>%</u>	
13	Less than 10%
16	10% to 25%
17	25% to 50%
8	50% to 75%
4	75% or more
40	Not sure
3	No Answer

13.) How important do you think it is that those providing care in nursing homes receive health insurance themselves?

<u>%</u>	
33	Extremely important
46	Very important
12	Somewhat important
1	Not very important
<1	Not at all important
5	Not sure
2	No Answer

14.) Do you agree or disagree with the following statement? Staff people who provide hands-on personal care should have affordable health care insurance coverage.

<u>%</u>	
64	Strongly agree
20	Somewhat agree
7	Neither agree or disagree
1	Somewhat disagree
1	Strongly disagree
4	Not sure
4	No Answer

15.) If you or a loved one were to need nursing home care or home care, how easy or difficult would you find each of the following...?

	Very Easy ▼	Somewhat Easy ▼	Neither Easy Nor Difficult ▼	Somewhat Difficult ▼	Very Difficult ▼	Not Sure ▼	No Answer ▼
a. Afford the costs of long-term care such as nursing home or home care.....	2%	10%	15%	31%	33%	5%	4%
b. Find quality nursing home care or home care.....	7%	23%	18%	30%	13%	6%	4%
c. Find information about how to judge the quality of nursing home or home care.....	7%	20%	17%	29%	14%	10%	4%

16.) How important do you think appropriate amounts of face-to-face or hands-on care are to the quality of long-term care services received in a nursing home?

<u>%</u>	
48	Extremely important
43	Very important
4	Somewhat important
<1	Not very important
<1	Not at all important
3	Not sure
4	No Answer

17.) Most people age 50 and older prefer to live in their own homes while receiving long-term care services. How confident are you that you or a relative will be able to remain at home while receiving needed long-term care services in the future?

<u>%</u>	
4	Extremely confident
13	Very confident
40	Somewhat confident
19	Not very confident
7	Not at all confident
11	Not sure
4	No Answer

18.) If you needed help to decide what care options are available to meet your long- term care needs or a relative’s long-term care needs such as nursing home or home care, where would you turn?

<u>%</u>	
22	Area Agency on Aging
13	AARP
38	Your physician
6	Other health care provider
7	Family Caregiver Program
7	State Department of Elder Affairs
26	Local Human or Social Services Agency
10	Friend or neighbor
21	Family
4	Other
15	Not sure
4	No Answer

About You

The following questions are for classification purposes only and will be kept entirely confidential.

D1.) Are you male or female?

<u>%</u>	
41	Male
49	Female
10	No Answer

D2.) What is your age as of your last birthday _____ (in years)?

<u>%</u>	
39	50-59
25	60-74
25	75+
11	No Answer

D3.) What county do you live in? (WRITE IN YOUR COUNTY) _____

<u>%</u>		<u>%</u>		<u>%</u>	
<1	Adair County	1	Floyd County	1	Muscatine County
<1	Adams County	1	Franklin County	<1	O'Brien County
<1	Allamakee County	<1	Franklin County	1	Page County
<1	Appanoose County	<1	Fremont County	<1	Palo Alto County
<1	Audubon County	<1	Greene County	1	Plymouth County
<1	Benton County	1	Grundy County	<1	Pocahontas County
7	Black Hawk County	<1	Guthrie County	9	Polk County
1	Boone County	<1	Hamilton County	2	Pottawattamie County
1	Bremer County	1	Hardin County	<1	Poweshiek County
1	Buchanan County	1	Harrison County	1	Sac County
1	Buena Vista County	1	Henry County	9	Scott County
1	Butler County	<1	Howard County	1	Shelby County
<1	Calhoun County	<1	Humboldt County	1	Sioux County
1	Carroll County	1	Ida County	2	Story County
1	Cass County	<1	Iowa County	<1	Tama County
1	Cedar County	1	Jackson County	<1	Taylor County
1	Cerro Gordo County	1	Jasper County	<1	Union County
1	Cherokee County	<1	Jefferson County	<1	Van Buren County
<1	Chickasaw County	2	Johnson County	1	Wapello County
<1	Clarke County	1	Jones County	1	Warren County
<1	Clay County	1	Keokuk County	<1	Washington County
<1	Clayton County	1	Kossuth County	<1	Wayne County
3	Clinton County	1	Lee County	1	Webster County
<1	Crawford County	3	Linn County	<1	Winneshiek County
1	Dallas County	<1	Lucas County	2	Woodbury County
<1	Davis County	<1	Lyon County	<1	Worth County
<1	Decatur County	<1	Madison County	1	Wright County
1	Delaware County	1	Mahaska County	17	No Answer
1	Des Moines County	1	Marion County		
<1	Dickinson County	1	Marshall County		
4	Dubuque County	<1	Mills County		
<1	Emmet County	<1	Mitchell County		
1	Fayette County	1	Montgomery County		

D4.) How would you describe the place you live now - a city, a suburban area around a city, a small town, or in the country?

%
36 City
7 Suburb
35 Small town
12 Country
10 No Answer

D5.) What is your current marital status?

%
60 Married
1 Not Married Living with Partner
<1 Separated
8 Divorced
17 Widowed
4 Never Married
10 No Answer

D6.) Do you anticipate that you or a family member who is not currently receiving care will need nursing home or home care in the next two years?

%
11 Yes
52 No
27 No Sure
10 No Answer

D7.) Do you believe qualified staff will be available to provide home care or nursing home care for you or your family if and when you might need it?

%
46 Yes
6 No
38 No Sure
10 No Answer

D8.) Thinking about your state elections in Iowa for Governor and Legislators in the last ten years, how often would you say you vote?

<u>%</u>	
60	Always
23	Most of the time
2	About half of the time
3	Seldom
2	Never
11	No Answer

D9.) Thinking about Iowa Congressional elections in the last ten years, how often would you say you vote?

<u>%</u>	
57	Always
23	Most of the time
4	About half of the time
4	Seldom
2	Never
10	No Answer

D10.) Which of the following best represents your household income in 2004?

<u>%</u>	
3	Less than \$10,000
15	\$10,000 to less than \$20,000
18	\$20,000 to less than \$35,000
14	\$35,000 to less than \$50,000
9	\$50,000 to less than \$60,000
7	\$60,000 to less than \$75,000
16	\$75,000 or more
4	Not sure
14	No Answer

Thank you for completing this survey. Please use the postage-paid envelope and return it to the State Member Research Surveys, AARP, 601 E Street, NW, Washington, DC 20049, by **November 14, 2005**.

Appendix II
2005 AARP Iowa Home Care Survey
Annotated Questionnaire

2005 AARP Iowa Home Care Survey

DIRECTIONS: For each survey item below, check the box that best represents your opinion.

Weighted N = 1,187; Response Rate = 48%; Sampling Error = +/- 2.8

(Percentages may not add to 100% due to rounding or multiple responses. A “*” means less than 1%)

The questions in this survey are about trained people - not nurses – who provide **hands-on personal care in people’s homes**. This care could include: help with bathing, dressing, walking, observing residents’ conditions and reporting any changes, communicating with and motivating residents, assisting with eating, and taking care of bathroom needs.

1.) Do you have a parent, spouse, or other relative who received home care services in Iowa some time between January 1, 2004 and September 30, 2005?

<u>%</u>	
12	Yes (Go to Question 2)
84	No (Go to Question 3)
1	Not Sure (Go to Question 3)
3	No Answer

2.) Who is the person who received home care services? (Check all that apply)
(n=147)

<u>%</u>	
47	Parent
20	Spouse
3	Partner
14	Brother/Sister
1	Child under 18 years old
4	Adult child over 18 years old
2	Grandparent
11	Other relative
5	No Answer

3.) When thinking about your family member’s home care, how strongly do you agree or disagree with the following statements....?

	Strongly Agree ▼	Somewhat Agree ▼	Neither Agree Nor Disagree ▼	Somewhat Disagree ▼	Strongly Disagree ▼	Not Sure ▼	No Answer ▼
a. I am asked to participate, with staff, in planning my relative’s care needs.....	10%	4%	3%	1%	1%	1%	80%
b. My relative is asked to participate with staff in her/his care planning	9%	5%	2%	1%	1%	1%	81%
c. My relative’s hands-on personal care is provided by the same staff people regularly	9%	6%	2%	1%	<1%	1%	81%
d. Staff take my relative’s care preferences into account.....	10%	5%	3%	1%	<1%	1%	81%
e. Hands-on personal care staff provide information about the status and progress of my relative’s care.....	11%	5%	2%	<1%	1%	1%	81%
f. Staff inform me about what I can do to participate in my relative’s care.....	10%	4%	2%	1%	1%	1%	81%
g. Staff people who provide hands-on personal care periodically tell me something positive or encouraging that my relative has done recently.....	8%	5%	3%	1%	1%	1%	81%

4.) How important are the following items when you think about your family member’s care services in the home? (Check box)

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important	Not Sure	No Answer
	▼	▼	▼	▼	▼	▼	▼
a. My participation, with staff, in planning my relative’s care needs .	48%	35%	7%	1%	1%	2%	6%
b. My relative participates with staff in her/his care planning	42%	38%	9%	1%	1%	3%	7%
c. My relative being provided hands-on personal care by the same staff people regularly	40%	39%	10%	1%	1%	2%	7%
d. Staff take my relative’s care preferences into account.....	49%	35%	5%	1%	1%	2%	7%
e. Hands-on personal care staff provides information about the status and progress of my relative’s care.....	50%	35%	5%	1%	1%	2%	7%
f. Staff inform me about what I can do to participate in my relative’s care.....	49%	35%	6%	1%	1%	2%	7%
g. Staff people who provide hands-on personal care periodically tell me something positive or encouraging that my relative has done recently.....	35%	36%	15%	3%	1%	2%	7%

5.) **Do you agree or disagree that the State of Iowa should test and certify all people who provide hands-on personal care in the home?**

<u>%</u>	
69	Strongly agree
19	Somewhat agree
6	Neither agree or disagree
2	Somewhat disagree
1	Strongly disagree
2	Not sure
1	No Answer

6.) **How important is it to you that the State of Iowa test and certify all people who provide hands-on personal care in the home?**

<u>%</u>	
54	Extremely important
25	Very important
13	Somewhat important
2	Not very important
1	Not at all important
2	Not sure
2	No Answer

7.) **People who provide hands-on personal care have many titles. In your opinion, which of the following is the best general, overall title for people who provide hands-on personal care, both in nursing homes and in the home? (Choose only ONE)**

<u>%</u>	
26	Direct care worker
42	Direct care professional
9	Direct support professional
22	Not sure
2	No Answer

8.) In your opinion, which of the following is the best title for people who provide hands-on personal care in the home? (Choose only ONE)

%

- 40 Home care aide
- 34 Home health aide
- 5 Nursing assistant
- 3 Nurse aide
- 7 Aide, plus a term that indicates their job, e.g. bath aide, rehabilitation aide etc.
- 10 Not Sure
- 2 No Answer

9.) In your opinion, how many hours of training should be required before people begin work providing hands-on personal care in the home?

%

- 1 None
- 12 Less than 75
- 21 75 to 89 hours
- 11 90 to 119 hours
- 22 More than 120 hours
- 31 Not sure
- 2 No Answer

10.) If you were to personally pay for a staff person to provide hands-on personal care for you or a relative in your home, how much would you be willing to pay them per hour?

%

- 3 Less than \$7 per hour
- 28 \$7 – 10 per hour
- 26 \$10 – 12 per hour
- 14 \$12 – 15 per hour
- 6 \$15 or more per hour
- 21 Not sure
- 3 No Answer

11.) Some people who provide hands-on personal care in people’s homes have health insurance, while others do not. About what percentage of home health care workers in Iowa do you think have health insurance?

<u>%</u>	
19	Less than 10%
20	10% to 25%
15	25% to 50%
8	50% to 75%
4	75% or more
33	Not sure
2	No Answer

12.) Do you agree or disagree with the following statement? Staff people who provide hands-on personal care in the home should have affordable health care insurance coverage?

<u>%</u>	
56	Strongly agree
23	Somewhat agree
10	Neither agree or disagree
1	Somewhat disagree
<1	Strongly disagree
8	Not sure
2	No Answer

13.) When thinking about your relative’s care in the home, which of the following do you prefer?

<u>%</u>	
73	Obtain a home care person through an established home care agency
6	Locate and hire a home care person on my own so they are my personal employee
7	Identify a family member, friend, or neighbor to hire and pay for providing care
10	Don’t Know
4	No Answer

14.) When thinking about your relative’s care in the home, which of the following do you prefer?

<u>%</u> 29	Obtain a person and instruct them yourself in all aspects of personal care, such as bathing, dressing, assisting with bathroom needs, and assisting with walking
60	Obtain a person who is experienced in basic personal care techniques such as bathing, dressing, assisting with bathroom needs, and assisting with walking and then <u>show them how you want the personal care individualized to your relative</u>
3	Obtain a person who is fully trained in personal care so that you do not need to provide any training at all
5	Don’t Know
3	No Answer

15.) If you or a loved one were to need nursing home care or home care, how easy or difficult would you find each of the following...?

	Very Easy ▼	Somewhat Easy ▼	Neither Easy Nor Difficult ▼	Somewhat Difficult ▼	Very Difficult ▼	Not Sure ▼	No Answer ▼
a. Afford the costs of long-term care such as nursing home or home care.....	2%	9%	14%	33%	33%	6%	4%
b. Find quality nursing home care or home care	4%	20%	18%	33%	15%	7%	4%
c. Find information about how to judge the quality of nursing home or home care	4%	18%	18%	33%	14%	9%	4%

16.) How important do you think appropriate amounts of face-to-face or hands-on care are to the quality of care services received in a nursing home or at home?

<u>%</u>	
49	Extremely important
42	Very important
4	Somewhat important
<1	Not very important
<1	Not at all important
2	Not sure
2	No Answer

17.) Most people age 50 and older prefer to live in their own homes while receiving long-term care services. How confident are you that you or a relative will be able to remain at home while receiving long term care services in the future?

<u>%</u>	
6	Extremely confident
18	Very confident
42	Somewhat confident
16	Not very confident
5	Not at all confident
11	Not sure
3	No Answer

18.) If you needed help to decide what care options are available to meet your long-term care needs or a relative's long-term care needs such as nursing home or home care, where would you turn?

<u>%</u>	
21	Area Agency on Aging
11	AARP
38	Your physician
7	Other health care provider
6	Family Caregiver Program
5	State Department of Elder Affairs
21	Local Human or Social Services Agency
7	Friend or neighbor
15	Family
3	Other
16	Not sure
3	No Answer

About You

The following questions are for classification purposes only and will be kept entirely confidential.

D1.) Are you male or female?

<u>%</u>	
44	Male
52	Female
3	No Answer

D2.) What is your age as of your last birthday _____ (in years)?

<u>%</u>	
42	50-59
27	60-74
27	75+
5	No Answer

D3.) What county do you live in? (WRITE IN YOUR COUNTY) _____

<u>%</u>		<u>%</u>		<u>%</u>	
<1	Adams County	< 1	Franklin County	<1	Muscatine County
1	Allamakee County	< 1	Fremont County	<1	O'Brien County
1	Appanoose County	1	Greene County	< 1	Osceola County
<1	Audubon County	< 1	Grundy County	1	Page County
<1	Benton County	<1	Guthrie County	< 1	Palo Alto County
6	Black Hawk County	1	Hamilton County	1	Plymouth County
1	Boone County	1	Hancock County	< 1	Pocahontas County
2	Bremer County	< 1	Hardin County	9	Polk County
1	Buchanan County	<1	Harrison County	2	Pottawattamie County
1	Buena Vista County	<1	Henry County	<1	Poweshiek County
1	Butler County	<1	Howard County	<1	Sac County
<1	Calhoun County	<1	Humboldt County	11	Scott County
1	Carroll County	1	Iowa County	<1	Shelby County
<1	Cass County	1	Jackson County	1	Sioux County
<1	Cedar County	1	Jasper County	3	Story County
1	Cerro Gordo County	< 1	Jefferson County	<1	Tama County
<1	Cherokee County	3	Johnson County	<1	Taylor County
<1	Chickasaw County	1	Jones County	1	Union County
<1	Clarke County	<1	Keokuk County	<1	Van Buren County
<1	Clay County	<1	Kossuth County	1	Wapello County
1	Clayton County	1	Lee County	1	Warren County
4	Clinton County	4	Linn County	1	Washington County
<1	Crawford County	< 1	Louisa County	<1	Wayne County
1	Dallas County	<1	Lucas County	1	Webster County
<1	Davis County	1	Lyon County	<1	Winnebago County
<1	Decatur County	< 1	Madison County	<1	Winneshiek County
1	Delaware County	1	Mahaska County	2	Woodbury County
1	Des Moines County	1	Marion County	<1	Worth County
1	Dickinson County	1	Marshall County	<1	Wright County
4	Dubuque County	< 1	Mills County	10	No Answer
1	Emmet County	<1	Mitchell County		
2	Fayette County	<1	Monroe County		
1	Floyd County	<1	Montgomery County		

D4.) How would you describe the place you live now - a city, a suburban area around a city, a small town, or in the country?

<u>%</u>	
39	City
9	Suburb
34	Small town
16	Country
3	No Answer

D5.) What is your current marital status?

<u>%</u>	
66	Married
2	Not Married Living with Partner
<1	Separated
8	Divorced
17	Widowed
4	Never Married
3	No Answer

D6.) Do you anticipate that you or a family member who is not currently receiving care will need nursing home or home care in the next two years?

<u>%</u>	
13	Yes
55	No
29	No Sure
3	No Answer

D7.) Do you believe qualified staff will be available to provide home care or nursing home care for you or your family if and when you might need it?

<u>%</u>	
49	Yes
6	No
42	No Sure
3	No Answer

D8.) Thinking about your state elections in Iowa for Governor and Legislators in the last ten years, how often would you say you vote?

<u>%</u>	
64	Always
22	Most of the time
3	About half of the time
4	Seldom
4	Never
4	No Answer

D9.) Thinking about your Congressional elections in Iowa in the last ten years, how often would you say you vote?

<u>%</u>	
62	Always
23	Most of the time
4	About half of the time
4	Seldom
4	Never
4	No Answer

D10.) Which of the following best represents your household income in 2004?

<u>%</u>	
4	Less than \$10,000
13	\$10,000 to less than \$20,000
21	\$20,000 to less than \$35,000
17	\$35,000 to less than \$50,000
9	\$50,000 to less than \$60,000
7	\$60,000 to less than \$75,000
16	\$75,000 or more
5	Not sure
9	No Answer

Thank you for completing this survey. Please use the postage-paid envelope and return it to the State Member Research Surveys, AARP, 601 E Street, NW, Washington, DC 20049, by **November 18, 2005**.

AARP

Knowledge Management

For more information contact Susan Silberman at 202 434-6339.