QSP Agency Survey Results

Karen Bernhardt, PhD
Research Analyst
Healthcare Workforce Group
June 9, 2022
Response Rate

• Total records in Qualtrics = 61/82 (74%)
• Number of responses used for analyses = 52
  • 3 responses removed from analyses for being blank
  • 6 responses removed from analyses for only responding to Q1 (one was a ‘Test’ response)
• Missing data were excluded using the pairwise method
Q1. What is your role within the QSP Agency?

- Manager = 13
  - Including HCBS Case manager, QSP manager, Nurse manager, etc.
- Owner = 11
- Director = 7
  - Including Zone director, Assistant Executive director, etc.
- Supervisor = 5
- Administrator = 3
- CEO/COO = 2
- Other = 10

n = 51
Q2. In an average month, how many QSPs do you employ?

- 0-9: 26
- 10-19: 10
- 20-29: 2
- 30-39: 1
- 40-49: 3
- 50-59: 3
- 60+: 1
- Uncategorized: 2

Min = 0     Max = 60

n = 48
Q3. What ages of QSPs do you employ? (Check all that apply)

- 18-25 Years: 31 agencies
- 26-44 Years: 42 agencies
- 45-64 Years: 43 agencies
- 65+ Years: 16 agencies

n = 51
Q4. What gender(s) of QSPs do you employ? (Check all that apply)

- Female: 46
- Male: 19
- Transgender Man: 5
- Transgender Woman: 5
- Non-binary/Gender queer: 5
- Two-spirited: 5
- Do Not Have This Information: 5
- Prefer Not to Say: 3
- Gender Identity Not Listed: 1

n = 51
Q5. What race(s) of QSPs do you employ? (Check all that apply)

- White: 45
- Black: 28
- American Indian/Alaska Native: 17
- Asian: 14
- Native Hawaiian/Pacific Islander: 10
- Other: 16

n = 49
Q6. Do you employ Hispanic or Latino/a (or Latinx) QSPs?

Yes: 18

No: 31

n = 49
Q7. Is English the second language of any of your QSP clients?

- No: 37
- Yes: 13

n = 50
Q8. If you have clients whose first language is not English, in what language do they prefer to speak? (Check all that apply)

*Only shown to participants who answered ‘Yes’ to Q7 (n = 13)

- English = 4
- Spanish = 4
- Arabic = 2
- Bosnian = 2
- Farsi = 1
- Swahili = 1
- Dakota = 1
- Other = 1
  - Not specified

n = 9
Q9. On average, how many public pay clients do you serve per month (i.e., Medicaid, SPED, etc.)?

- Minimum: 0
- Maximum: 243
- Number of Agencies: n = 46
Q10. On average, how many private pay or other third party insurance clients do you serve per month (i.e., not funded by the state or Medicaid)?

Number of Private Pay Clients

- Min = 0
- Max = 679

n = 45
Q11. What ages of clients do you serve? (Check all that apply)

- 18-25 Years: 20 agencies
- 26-44 Years: 24 agencies
- 45-64 Years: 40 agencies
- 65+ Years: 42 agencies

n = 47
Q12. What race(s) of clients do you currently serve? (Check all that apply)

- White: 45 agencies
- American Indian or Alaska Native: 24 agencies
- Black: 22 agencies
- Asian: 11 agencies
- Native Hawaiian or Pacific Islander: 9 agencies
- Other: 10 agencies

n = 47
Q13. What ethnicity of clients do you currently serve? (Check all that apply)

- Non-Hispanic or Latino: 33 agencies
- Hispanic or Latino: 9 agencies
- Unsure: 12 agencies

n = 46
Q14. How long has your agency been providing QSP services?

- Less Than 1 Year: 4 agencies
- 1-3 Years: 9 agencies
- 4-6 Years: 7 agencies
- 7-9 Years: 6 agencies
- 10-12 Years: 0 agencies
- 13-15 Years: 0 agencies
- 16+ Years: 21 agencies

n = 47
Q15. What services do you provide to clients? (Check all that apply)

- Homemaker service = 35
- Personal care service – SPED (15 min) = 35
- Non-medical transportation – Escort = 25
- Companionship services = 24
- Non-medical transportation – Local & out of town = 22
- Respite care = 21
- Personal care service – MSP (15 min) = 16
- Chore – Labor (includes snow removal) = 13
- Extended personal care = 13
- Supervision = 13
- Extended personal care – Nurse = 10
- Nurse education care = 9
- Personal care service - SPED (Daily) = 7
- Non-medical transportation – Carrier bus, taxi = 5
- Community supports service = 4
- Adult residential service = 3
- Family personal care = 3
- Personal care service – MSP (Daily) = 3
- Residential habilitation = 3
- Transitional living = 3
- Adult day care = 2
- Family home care = 2
- Personal care – Assisted living – SPED = 2
- Supported employment = 2
- Emergency response system = 1
- Home delivered meals = 1
- Respite care – Institutional = 1
- Other = 7

n = 45
Q16. Does your agency offer any of the following benefits?

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Yes</th>
<th>No</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid Time off (PTO), not differentiating between sick and vacation time</td>
<td>19</td>
<td>23</td>
<td>10</td>
</tr>
<tr>
<td>Paid sick leave</td>
<td>20</td>
<td>22</td>
<td>10</td>
</tr>
<tr>
<td>Paid vacation</td>
<td>24</td>
<td>18</td>
<td>10</td>
</tr>
<tr>
<td>Your organization’s health insurance</td>
<td>27</td>
<td>16</td>
<td>9</td>
</tr>
<tr>
<td>Your organization’s dental insurance</td>
<td>25</td>
<td>18</td>
<td>9</td>
</tr>
<tr>
<td>Your organization’s vision insurance</td>
<td>23</td>
<td>20</td>
<td>9</td>
</tr>
<tr>
<td>Your organization’s life insurance</td>
<td>23</td>
<td>19</td>
<td>10</td>
</tr>
<tr>
<td>Your organization’s retirement plan</td>
<td>28</td>
<td>15</td>
<td>9</td>
</tr>
<tr>
<td>Short term disability</td>
<td>19</td>
<td>20</td>
<td>13</td>
</tr>
<tr>
<td>Long term disability</td>
<td>17</td>
<td>23</td>
<td>12</td>
</tr>
</tbody>
</table>
Q17. What is the average hourly wage of QSPs employed by your agency?

Number of Agencies

Hourly Wage

- $13 or Less: 1
- $14 - $15: 11
- $16 - $17: 18
- $18 - $19: 8
- $20 - $21: 4
- $22 - $23: 1
- $24 - $25: 0
- $26 or More: 0

n = 43
Q18. Is your agency able to provide opportunities for growth/education/development for the QSPs in your agency?

- Yes: 38 agencies
- No: 5 agencies

n = 43
*Q19. Please describe the professional development resources, programs, and/or opportunities that you offer:

*Only shown to participants who answered ‘Yes’ to Q18 (n = 38)

- **Response Themes:**
  - Continuing education/training = 22
    - Topics include: Alzheimer’s/Dementia, Parkinsons, HIPAA, ethics, TBI, aging/disability, etc.
  - Opportunity to become a Nurse/CNA = 4
  - CPR/First Aid = 3
  - Tuition assistance/reimbursement = 2
  - Other/uncategorized = 4

n = 31
Q20. What would make it easier to provide opportunities for growth/education/development for the employees in your agency?

- **Response Themes:**
  - Reimbursement for trainings/tuition = 18
  - Increased number of relevant training/education opportunities offered = 9
  - Easier and more convenient training format = 8
    - E.g., virtual trainings, local trainings, etc.
  - Other/uncategorized = 5

\[ n = 31 \]
Q21. What would make it easier for your agency to hire QSPs? (Check all that apply)

- A higher rate for services provided: 26 agencies
- More competency training: 19 agencies
- Orientation to being a QSP: 17 agencies
- Applications and paperwork that are easier and simpler to complete: 12 agencies
- Responsive support or assistance with other administrative processes and requirements: 7 agencies
- Assistance filling out applications: 6 agencies
- Other: 8 agencies

n = 38
Q22. What would make it easier for your agency to retain QSPs? (Check all that apply)

- A higher rate for services provided
- More streamlined recertification processes
- More competency training
- Responsive support or assistance with other administrative processes and requirements
- Other

Number of Agencies

<table>
<thead>
<tr>
<th>Reason</th>
<th>Number of Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>A higher rate for services provided</td>
<td>26</td>
</tr>
<tr>
<td>More streamlined recertification processes</td>
<td>23</td>
</tr>
<tr>
<td>More competency training</td>
<td>14</td>
</tr>
<tr>
<td>Responsive support or assistance</td>
<td>11</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
</tr>
</tbody>
</table>

n = 34
Q23. Are there skills trainings that could help your agency to improve or expand the services that you provide?

- Yes: 26 agencies
- No: 16 agencies

n = 42
*Q24. What skill training would be helpful for your agency to improve or expand your ability to meet the needs of the people you provide services to at this time? (Check all that apply)

*Only shown to participants who answered ‘Yes’ to Q23 (n = 26)

- Trainings on specific types of diseases and medical conditions: 20
- Client relationships: 19
- Learn how to best provide the care: 17
- Other: 4

n = 24
Q25. What types of training and assistance would help your agency to better manage your QSP business? (Check all that apply)

- Education on all HCBS services and authorization requirements: 20 agencies
- Utilization of the Electronic Visit Verification System and Therap: 18 agencies
- Marketing of services: 17 agencies
- Staff management including retirement, hiring, training, and…: 16 agencies
- Record keeping: 14 agencies
- Policy development: 11 agencies
- Technology needs: 11 agencies
- Insurance needs: 6 agencies
- Taxes: 2 agencies
- Other: 3 agencies

n = 34
Q26. If additional information or training opportunities were provided, how would your agency prefer to access the information/training? (Check all that apply)

- Live online training sessions: 26 agencies
- In person: 21 agencies
- Website/FAQ page: 21 agencies
- Email technical assistance: 13 agencies
- Static video presentations (e.g., Youtube): 12 agencies
- Telephone technical assistance: 10 agencies
- Do not need trainings at this time: 4 agencies

n = 41
Q27. How often would you like your staff to participate in training sessions? (Check all that apply)

- Monthly: 6
- Quarterly: 24
- Yearly: 18
- On-demand/Pre-recorded: 19

n = 41
Q28. Does your agency have access to the technology to complete the necessary documentation and billing processes?

- Yes: 42
- No: 0

Number of Agencies: n = 42
*Q29. What technology would help you to complete the necessary documentation and billing processes? (Check all that apply)

- *Only shown to participants who answered ‘No’ to Q28 (n = 0)

- No respondents indicated that their agency was lacking technology to complete the necessary documentation and billing processes
Q30. Does your agency have the supplies needed to provide QSP services?

Number of Agencies

Yes

No

n = 42
Q31. What types of supplies is your agency lacking for providing QSP services? (Check all that apply)

*Only shown to participants who answered ‘No’ to Q30 (n = 4)

- Gloves: 4 agencies
- Scrubs: 3 agencies
- Cleaning supplies (travel size): 3 agencies
- Masks: 2 agencies
- Office supplies: 1 agency
- Other: 0 agencies

n = 4
Q32. What would help make people more aware of your agency’s availability of QSP services? (Check all that apply)

- Advertising/marketing: 31
- Referrals: 28
- Social media: 20
- Provider database: 14
- Other: 3

n = 40
Q33. What is the average length of time QSPs have worked at your agency?

Min = 0     Max = 20 years

<table>
<thead>
<tr>
<th>Time Duration</th>
<th>Number of Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>5</td>
</tr>
<tr>
<td>1-5 years</td>
<td>14</td>
</tr>
<tr>
<td>6-10 years</td>
<td>7</td>
</tr>
<tr>
<td>11-15 years</td>
<td>2</td>
</tr>
<tr>
<td>16-20 years</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>10</td>
</tr>
</tbody>
</table>

n = 40
Q34. How could the ND DHS help individuals who do not speak English start their own QSP agencies? (Check all that apply)

- Translation/interpretation services: 27 agencies
- Promote/encourage diversity: 18 agencies
- Reduce barriers to services: 17 agencies
- Bilingual materials: 15 agencies
- Other: 4 agencies

n = 34
Q35. In your opinion and experience, why do QSPs leave their role? (Check all that apply)

- Found another job that pays more: 32 agencies
- Found another job that offered better benefits: 16 agencies
- Too physically demanding: 13 agencies
- Supporting people is a difficult job: 12 agencies
- No opportunity for promotion: 10 agencies
- Found a job with hours that worked better for their family: 9 agencies
- Found another job closer to home: 4 agencies
- Could not get along with co-workers: 1 agency
- Not recognized for the work they did: 0 agencies
- Had too little time with and/or poor quality from supervisors: 0 agencies
- Training and support was inadequate and/or poor: 0 agencies
- Other: 10 agencies

n = 40
Q36. Do you have any additional comments?

• n = 13 responses

• Response Themes:
  • Difficulty finding and retaining QSP employees = 5
  • No comment = 4
  • Happy with the job = 2
  • Other/uncategorized = 2