

**New Jersey's Community Choice
Counseling Program:
Consumer Satisfaction and Disposition
at One-Year Post Discharge Results**

**Presented by
Rutgers Center for State Health Policy
Sandra Howell-White, Ph.D.
Winifred Quinn, MA**

***Funded By Robert Wood Johnson
Foundation and CMS***

Community Choice Counseling

- New Jersey has the largest Nursing Home Transition Program for seniors.
- Program uses MSW and RNs to assist seniors leave the nursing home.
- In 2000, over 1300 seniors returned to the community through this program.

CCC Evaluation: Goals

- Satisfaction with the Program.
- Quality of Life in the Community.
- Where are the Former Residents 1 year after they leave the Nursing Home?

CCC Evaluation: Methods

- **Included all discharges from January to December 2000**
- **Follow-up for one year period**
- **Interviews focused on:**
 - **Experience with Counselor**
 - **Current living situation**
 - **Use of services and needs**
 - **Health care service use**
- **Focus groups with “Counselors” to gain their perspectives on the program**
- **Readmission to a nursing home in New Jersey and Death Certificate data were collected on 100% of the population.**

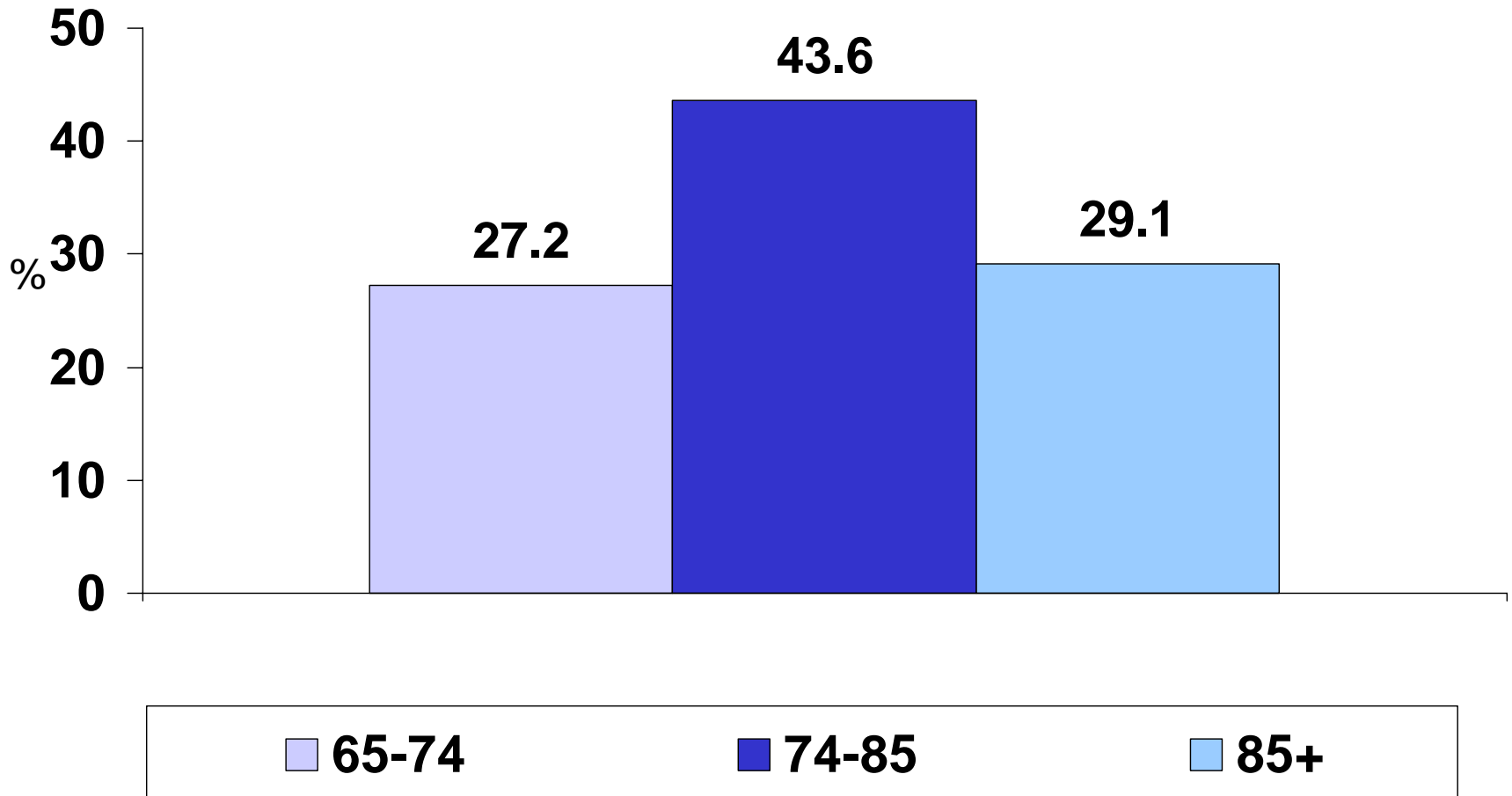
CCC Study: All Participants

- In total, 1354 nursing home residents aged 65 and over were discharged during this time period.
 - 628 (46.4%) were interviewed in our survey
 - 275 (20.3%) were unable to consent to the interview and had no proxy available
 - 283 (20.9%) were unable to be contacted for an interview
 - 70 (5.2%) refused
 - 98 (7.2%) were deceased at 8 weeks post-discharge

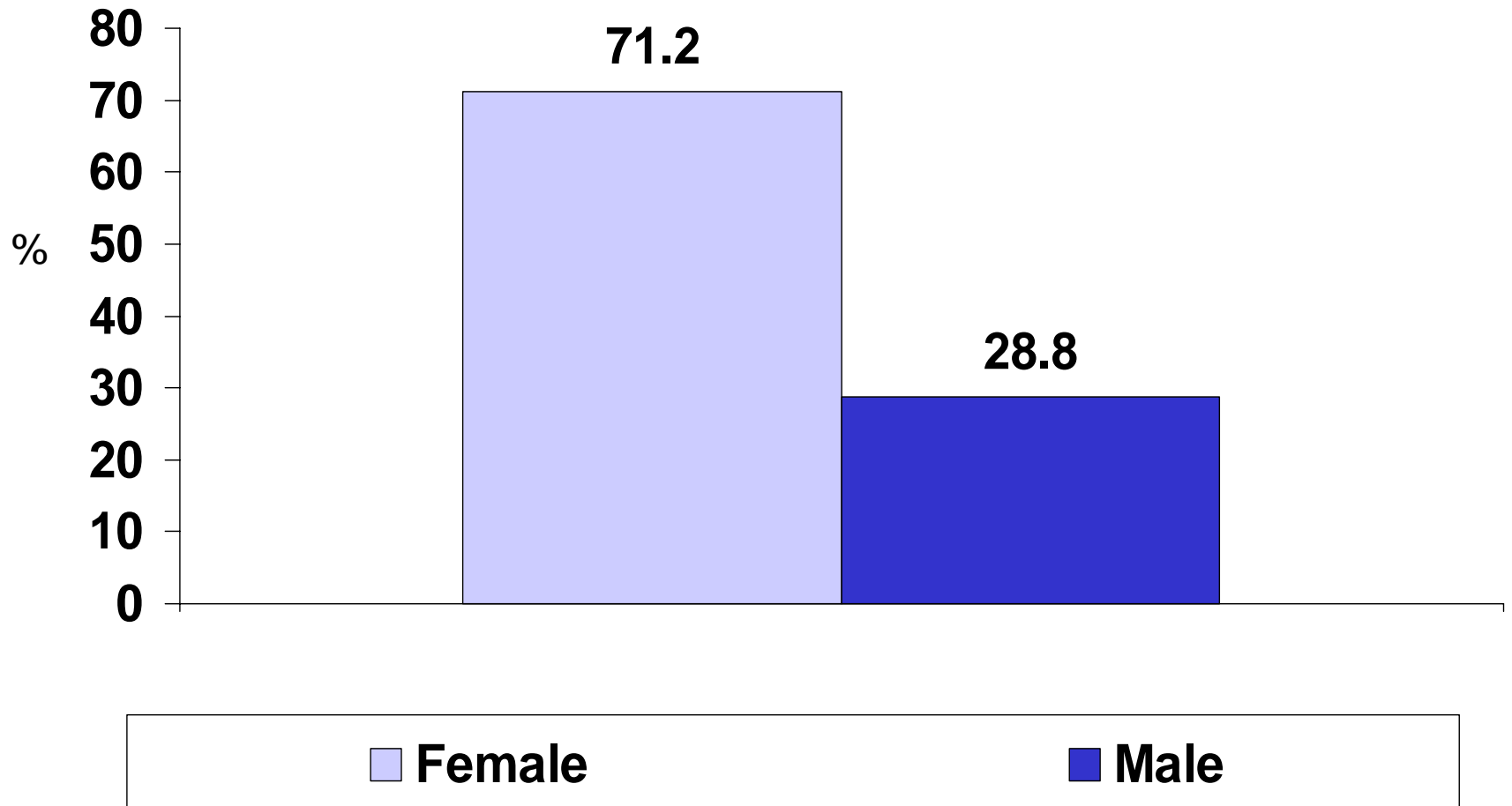
CCC Study: Survey Participants

- 628 seniors participated in the first interview at 8-10 weeks after their discharge.
- Excluding the deceased and those unable to participate, the Wave1 completion rate was 63.9% (628/983).

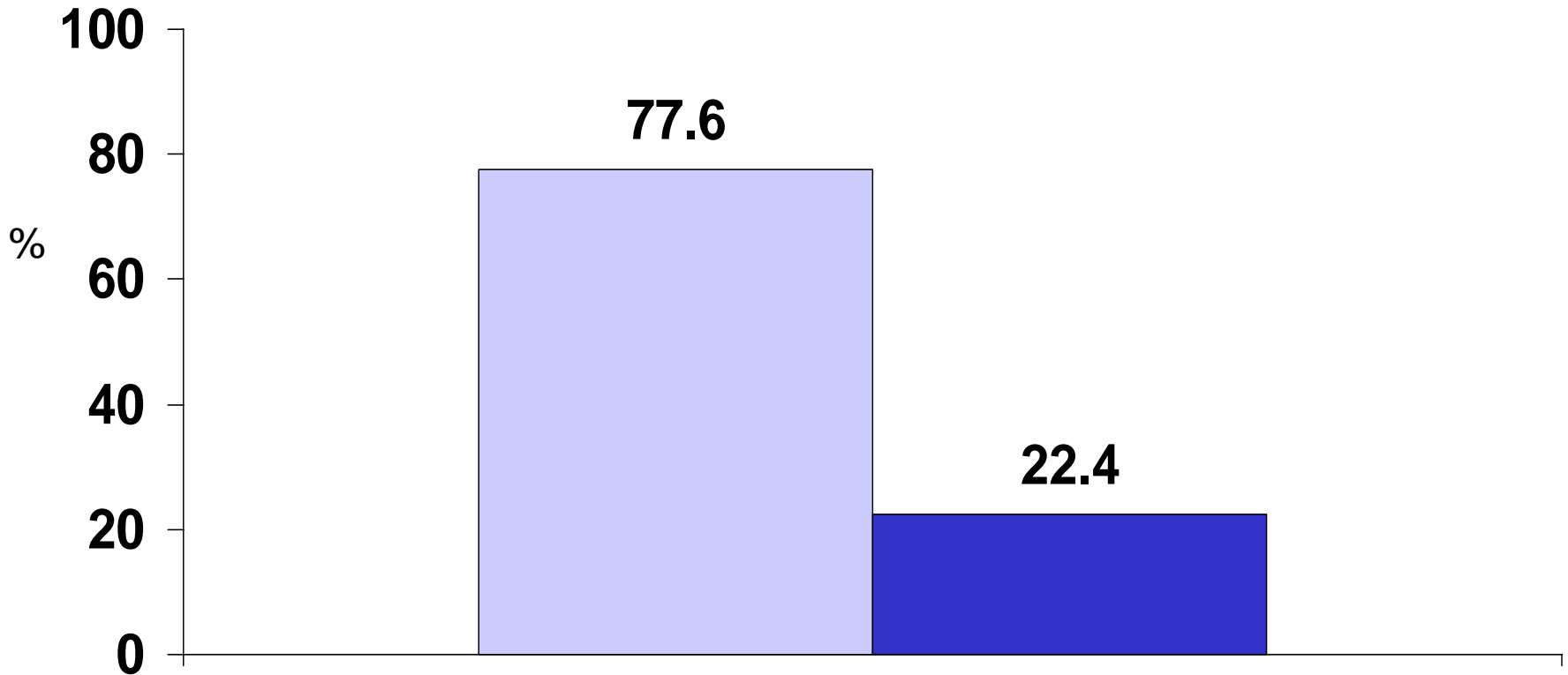
Survey Respondents: Age



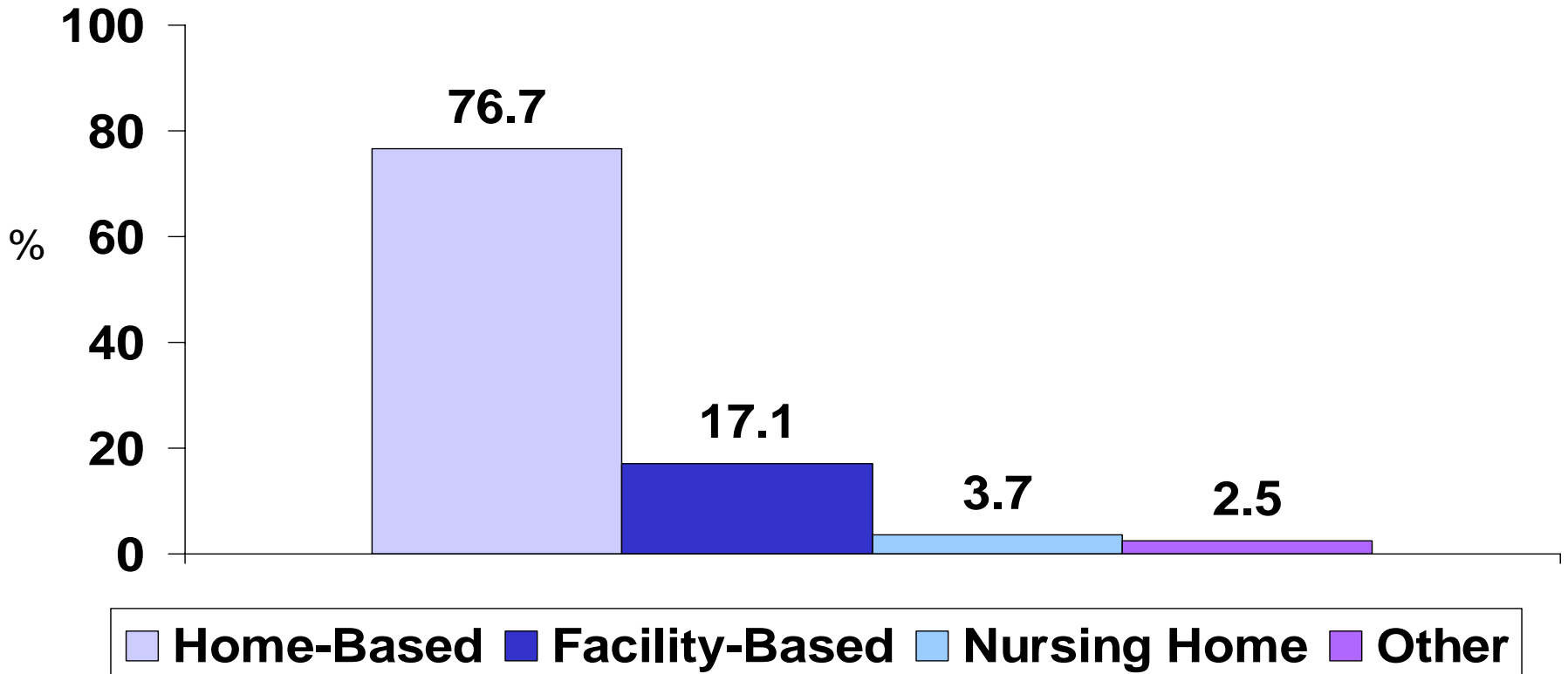
Survey Respondents: Gender



Survey Respondents: Original Length of NH Stay (Days)

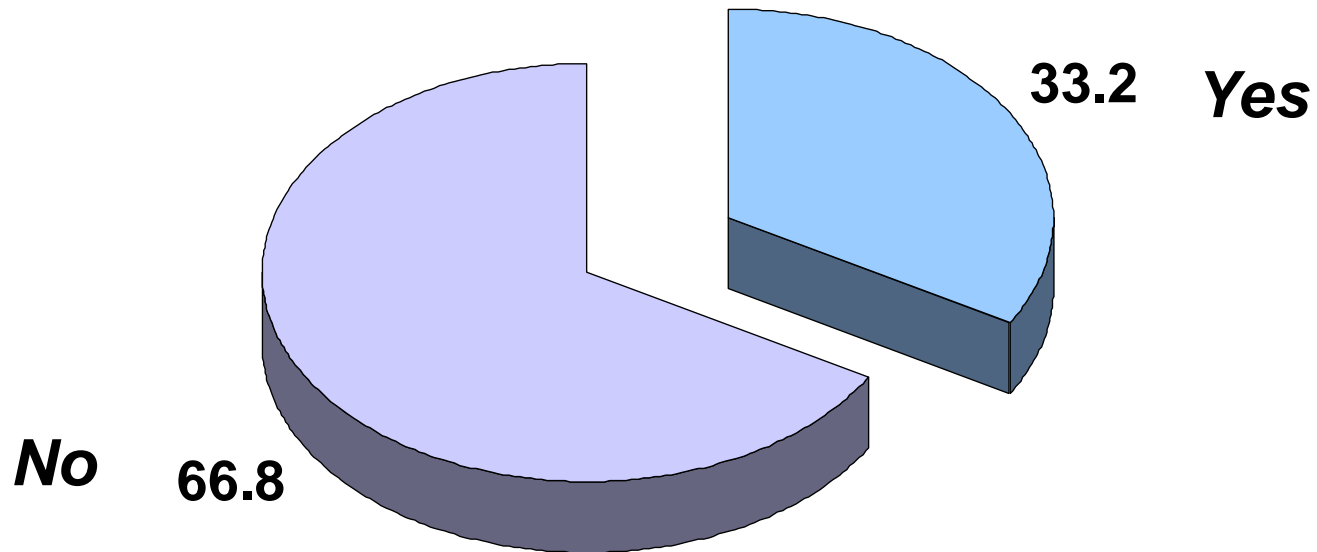


Survey Respondents: Living Situation

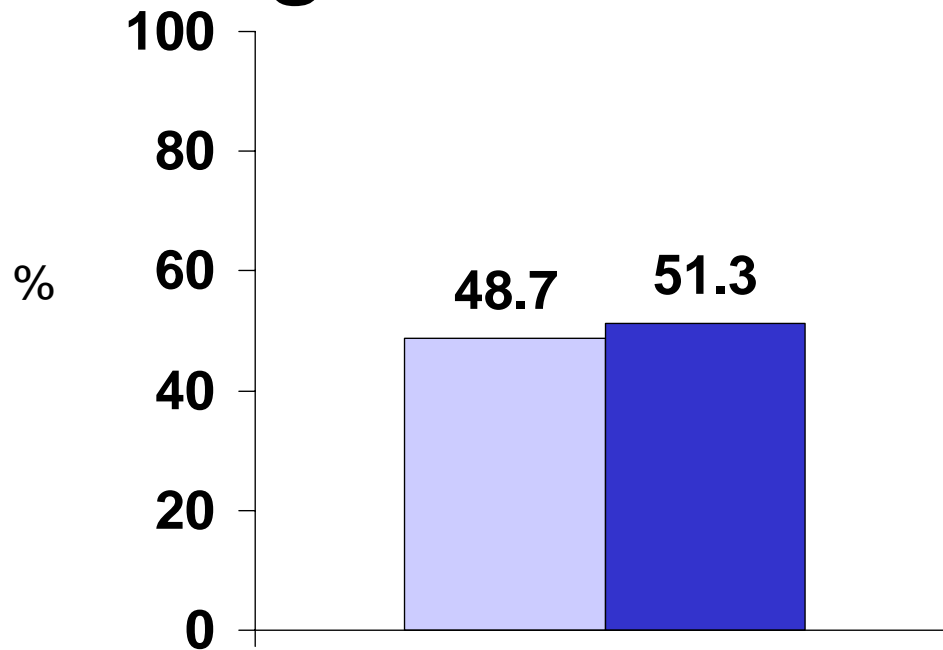


Goal 1: Clients' Satisfaction with the Program

Question: Did Dischargees remember the Counseling experience?



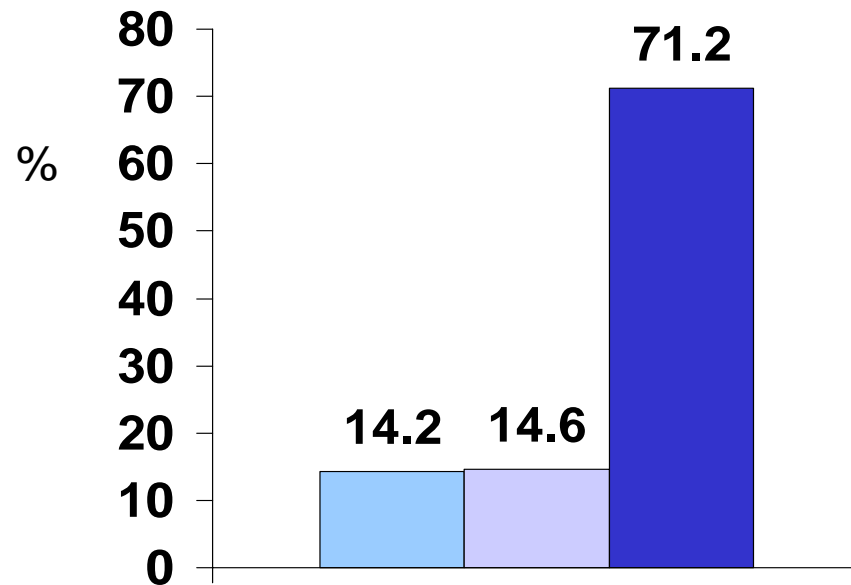
Question: Did client have a home to go back to?



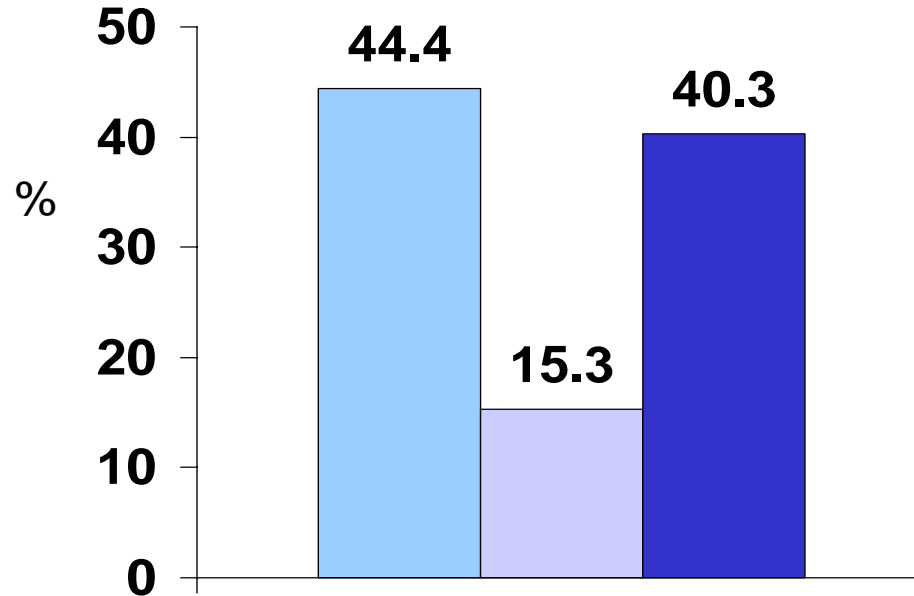
■ No, did not have a home

■ Yes, had a home

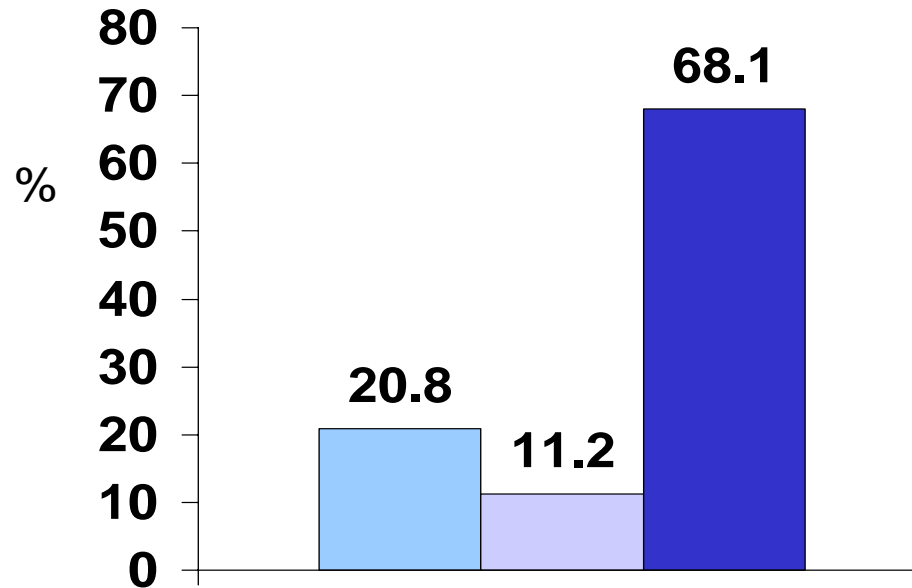
Question: Was Counselor helpful with the decision to leave the NH?



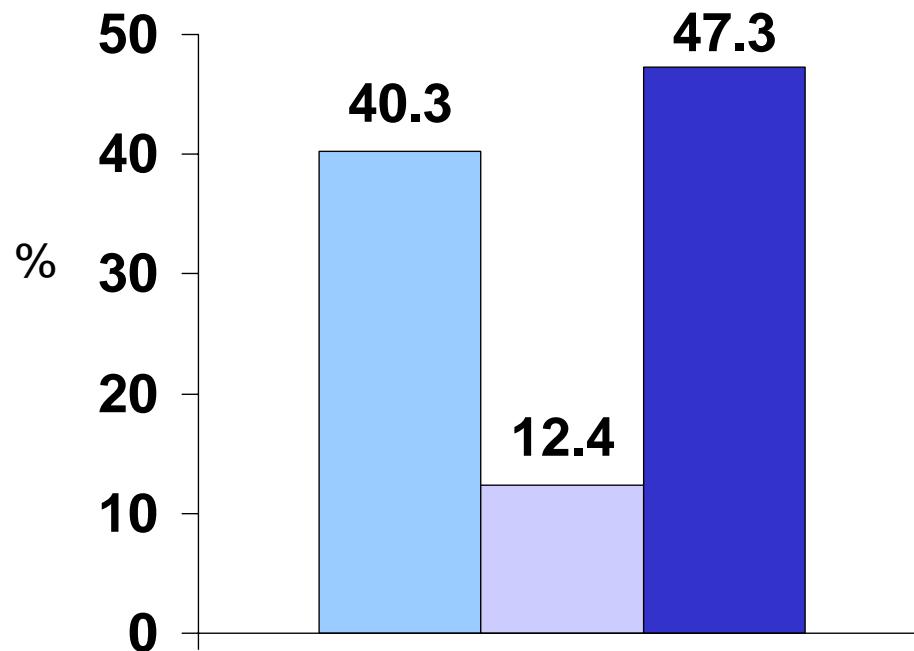
Question: Was Counselor helpful with options for living in the community?



Question: Was Counselor helpful with services after leaving NH?



Question: Was written material helpful?

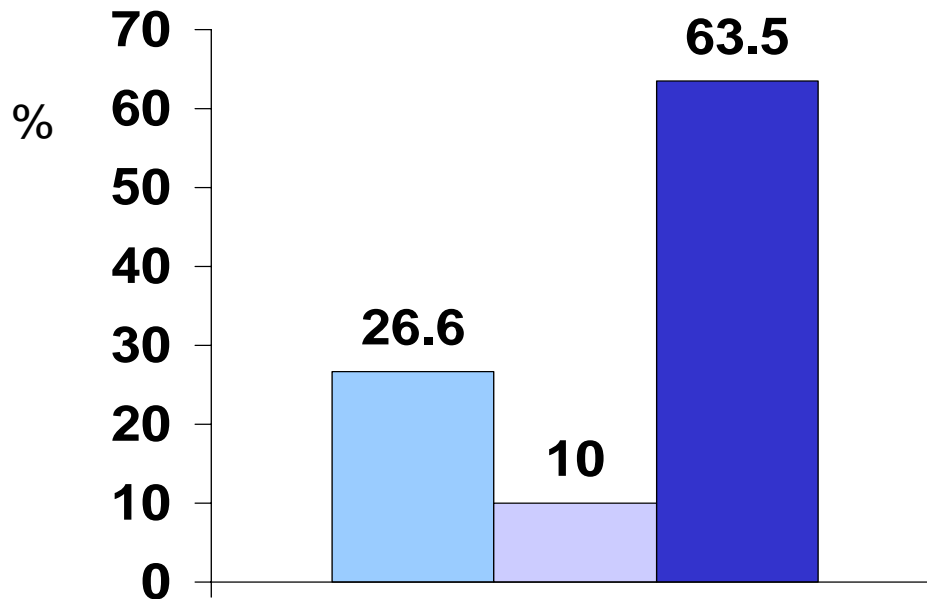


not helpful

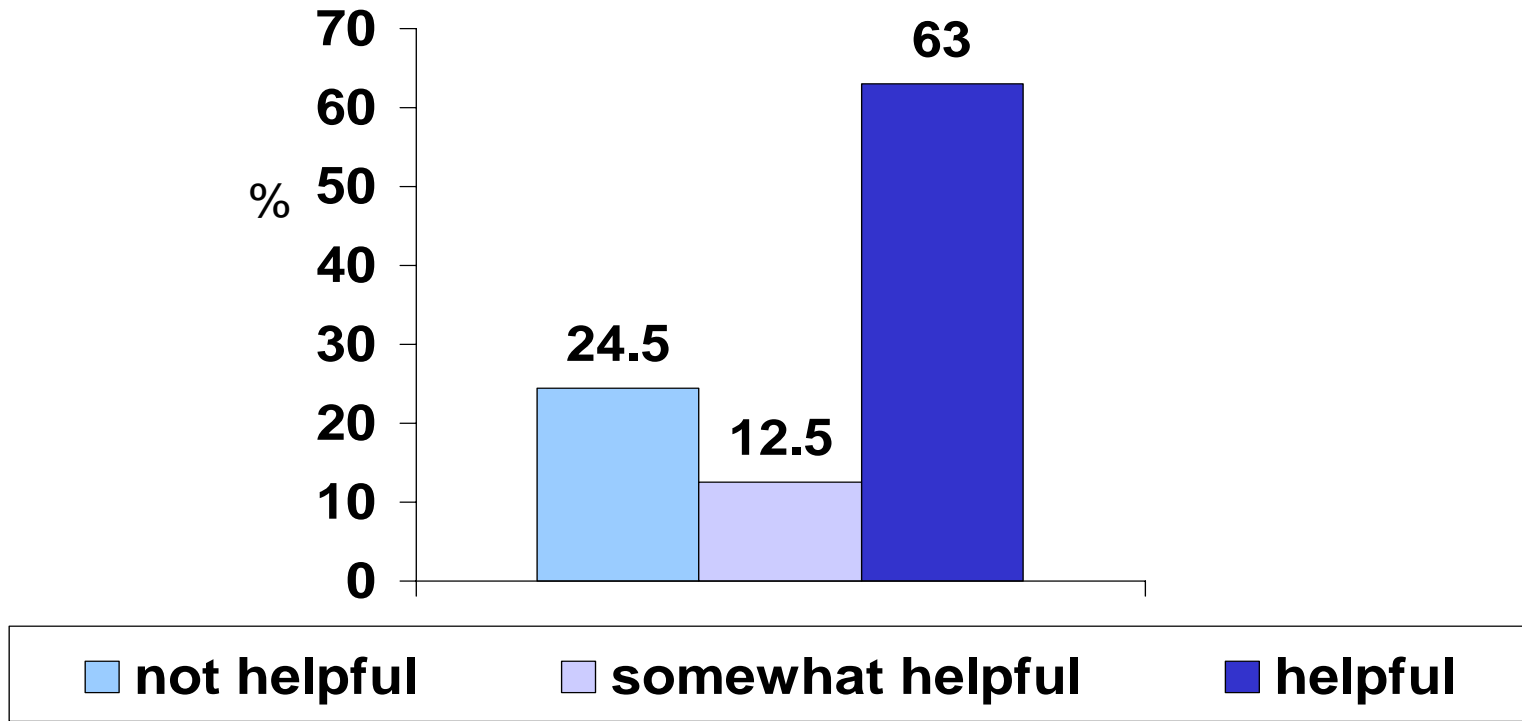
somewhat helpful

helpful

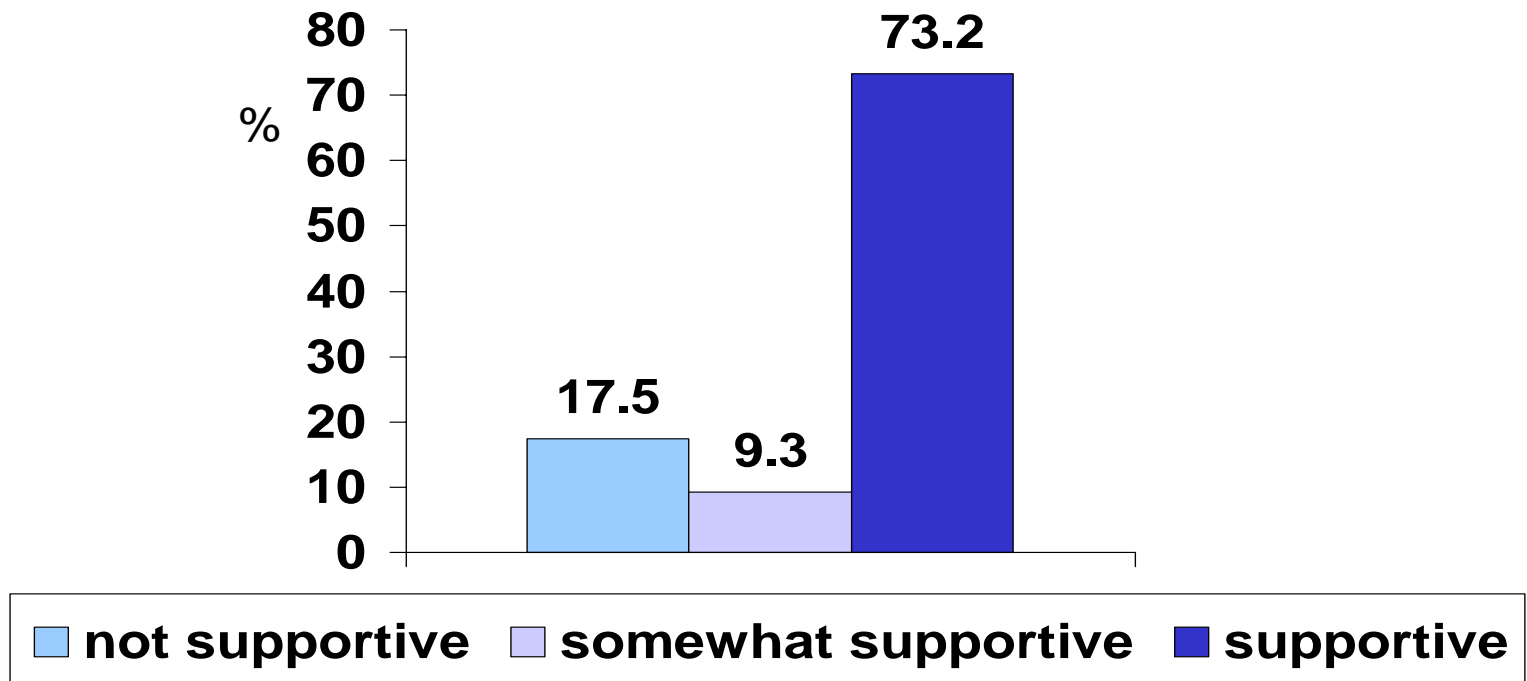
Question: Was Counselor helpful with talking to family?



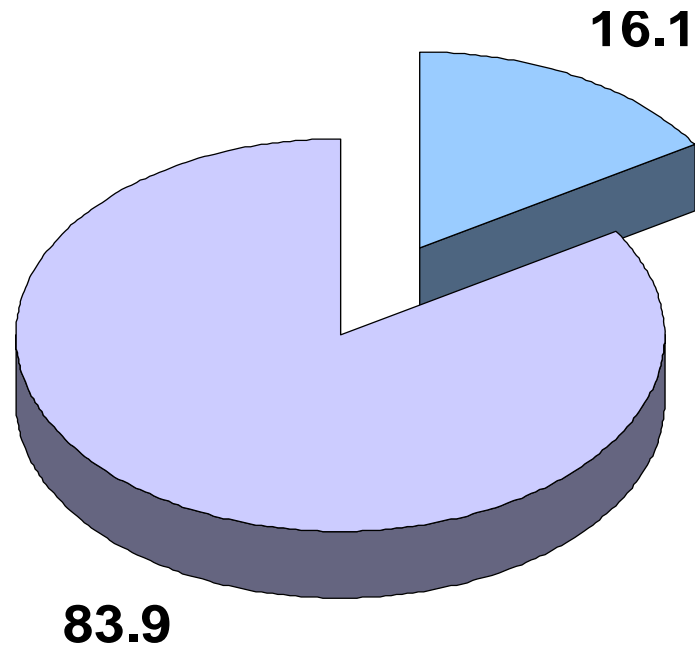
Question: Was Counselor helpful in talking to NH staff about leaving?



Question: How supportive was Counselor about your leaving the NH?



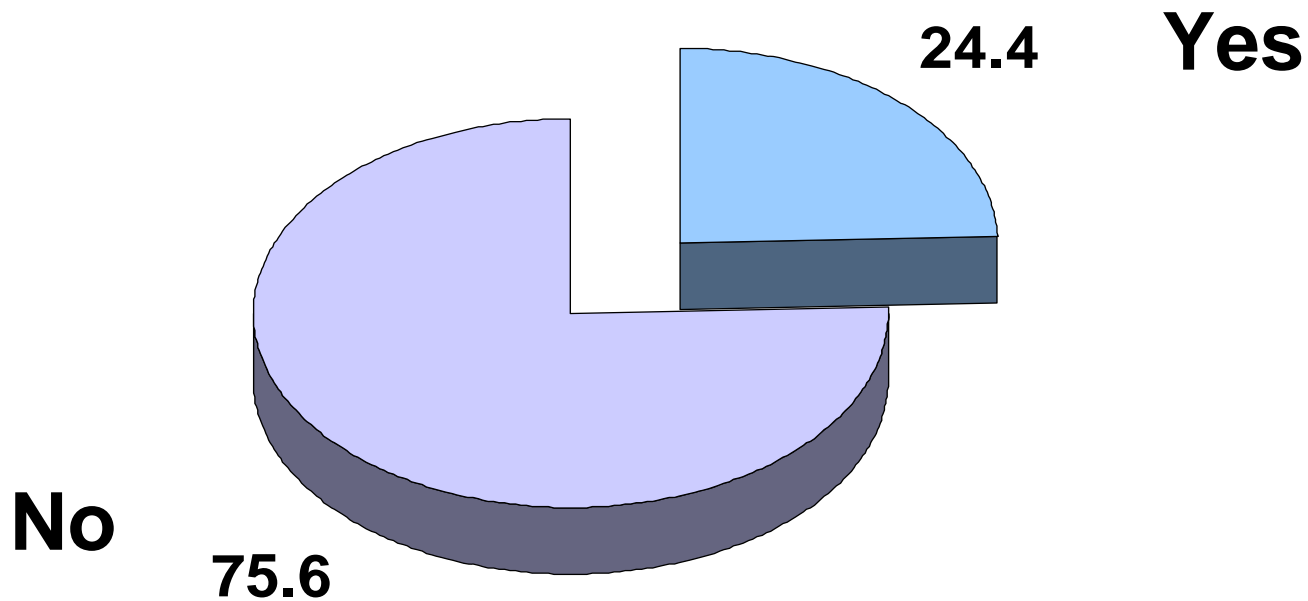
Question: Did you have problems finding places to go for services?



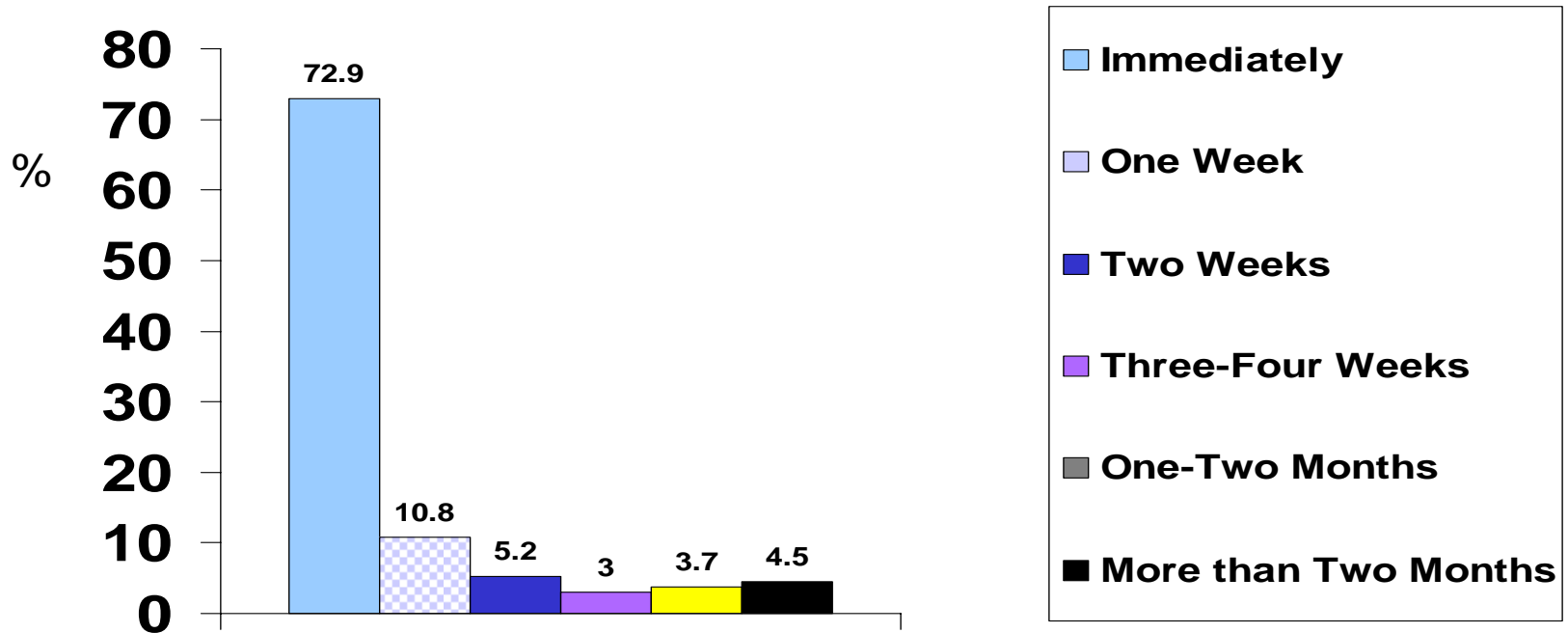
 **Had Problems**

 **No Problems**

Question: Could anything have made leaving NH easier?

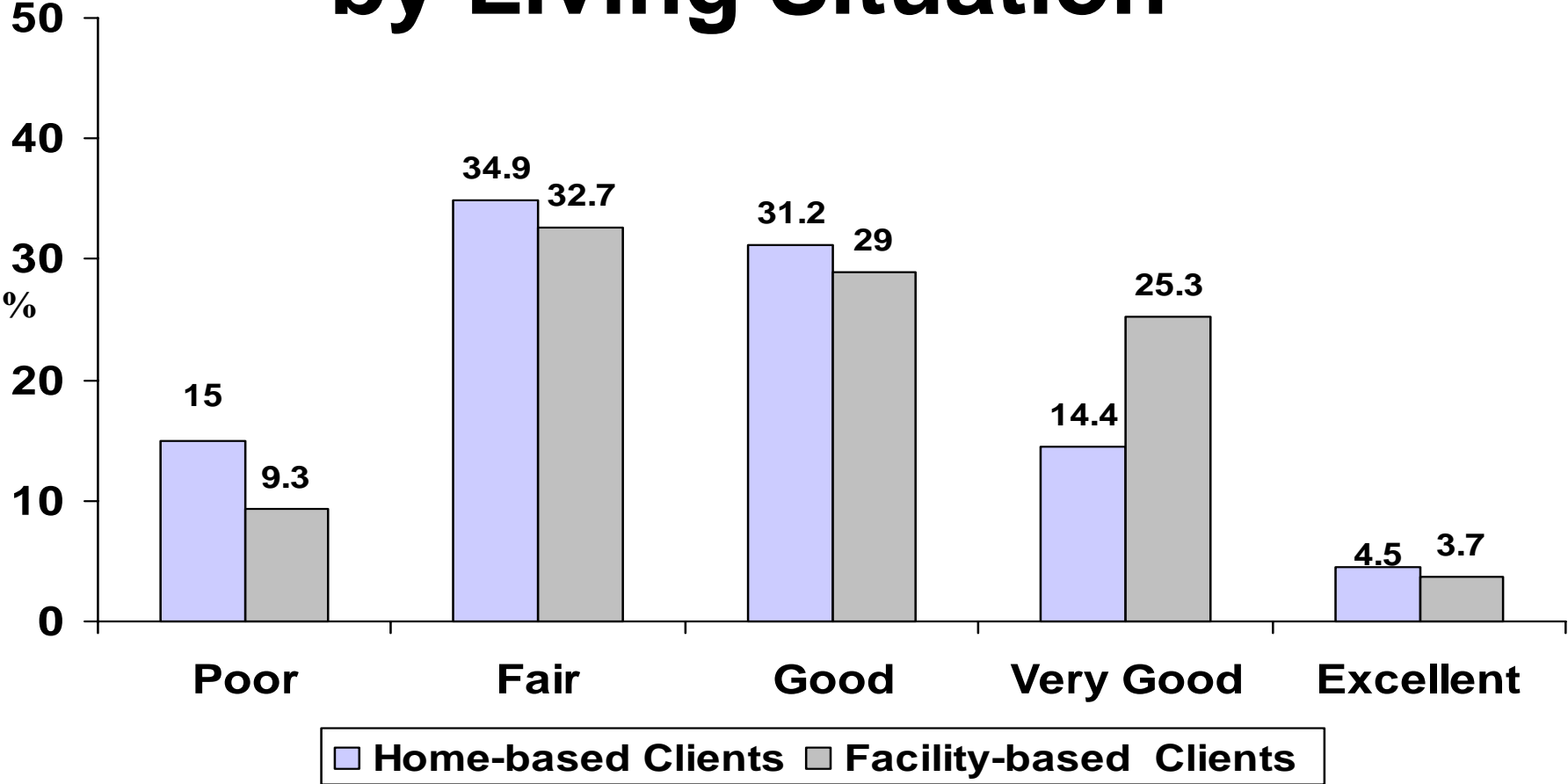


Question: How long did it take to find a place/services so you could leave the NH?



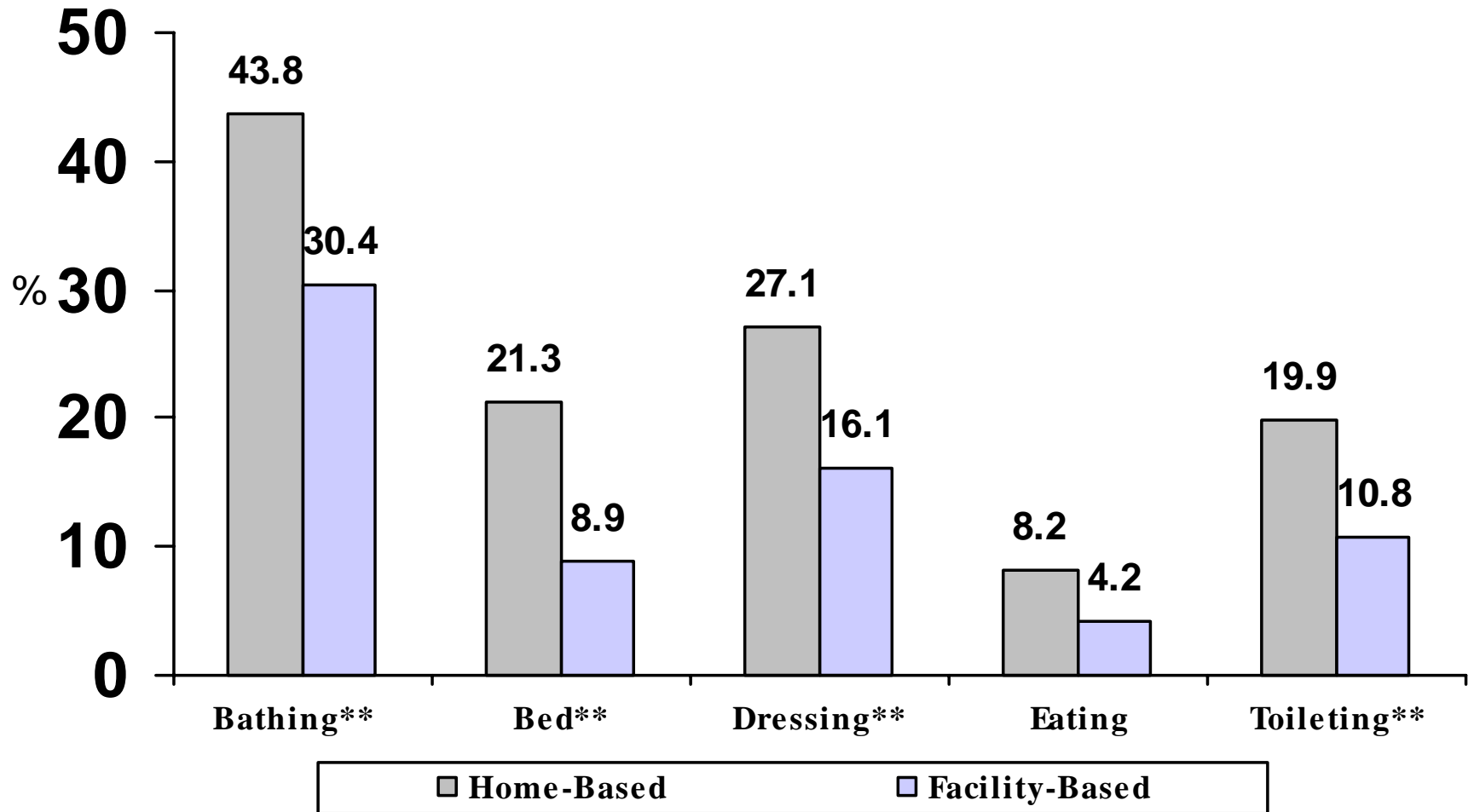
Goal 2: Quality of Life in the Community

Self-Reported Health by Living Situation**



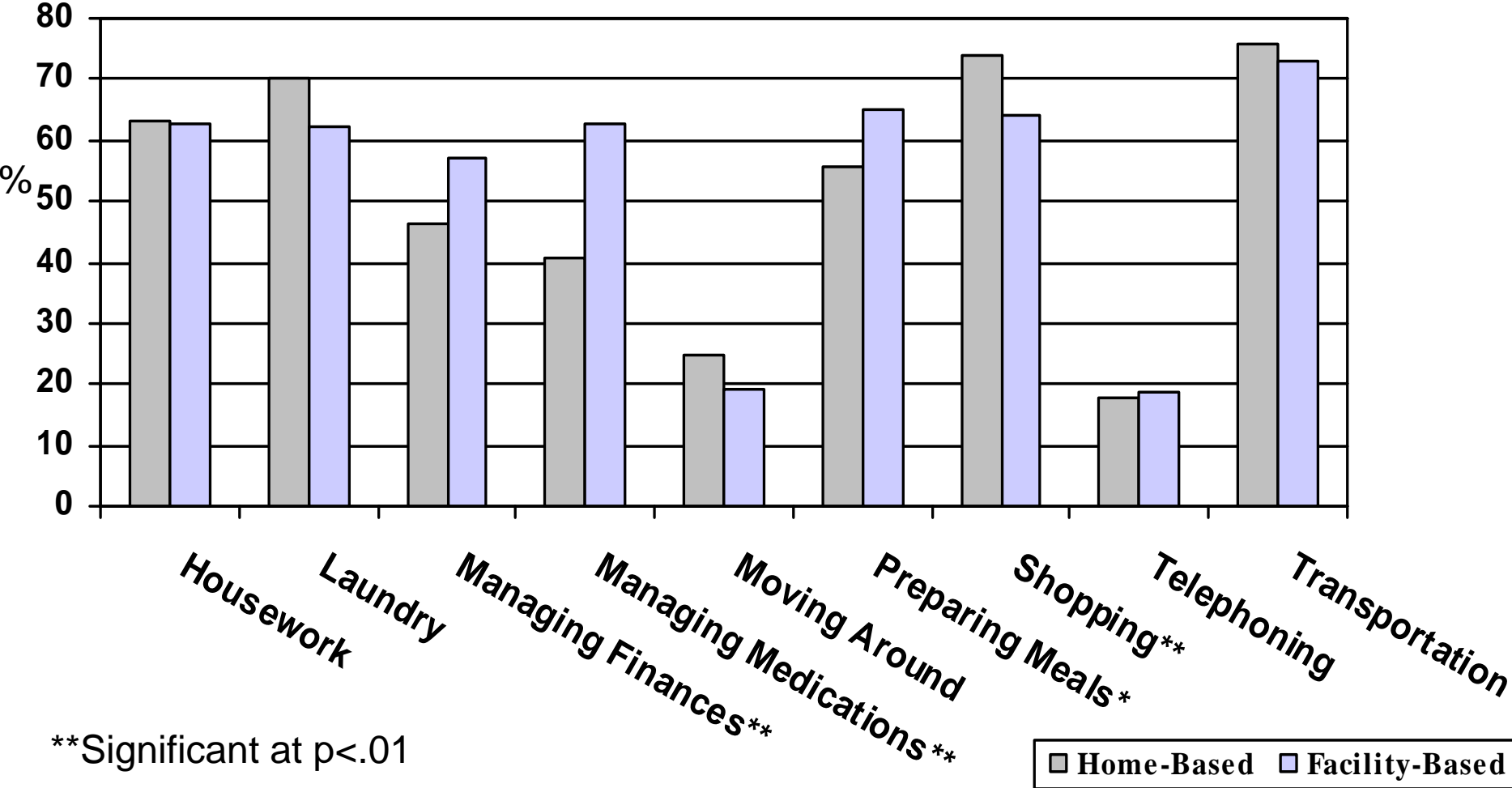
**Significant at $p < .01$

Percent of Seniors Unable to Perform Activities of Daily (ADLs) by Living Situation



**Significant at $p < .01$

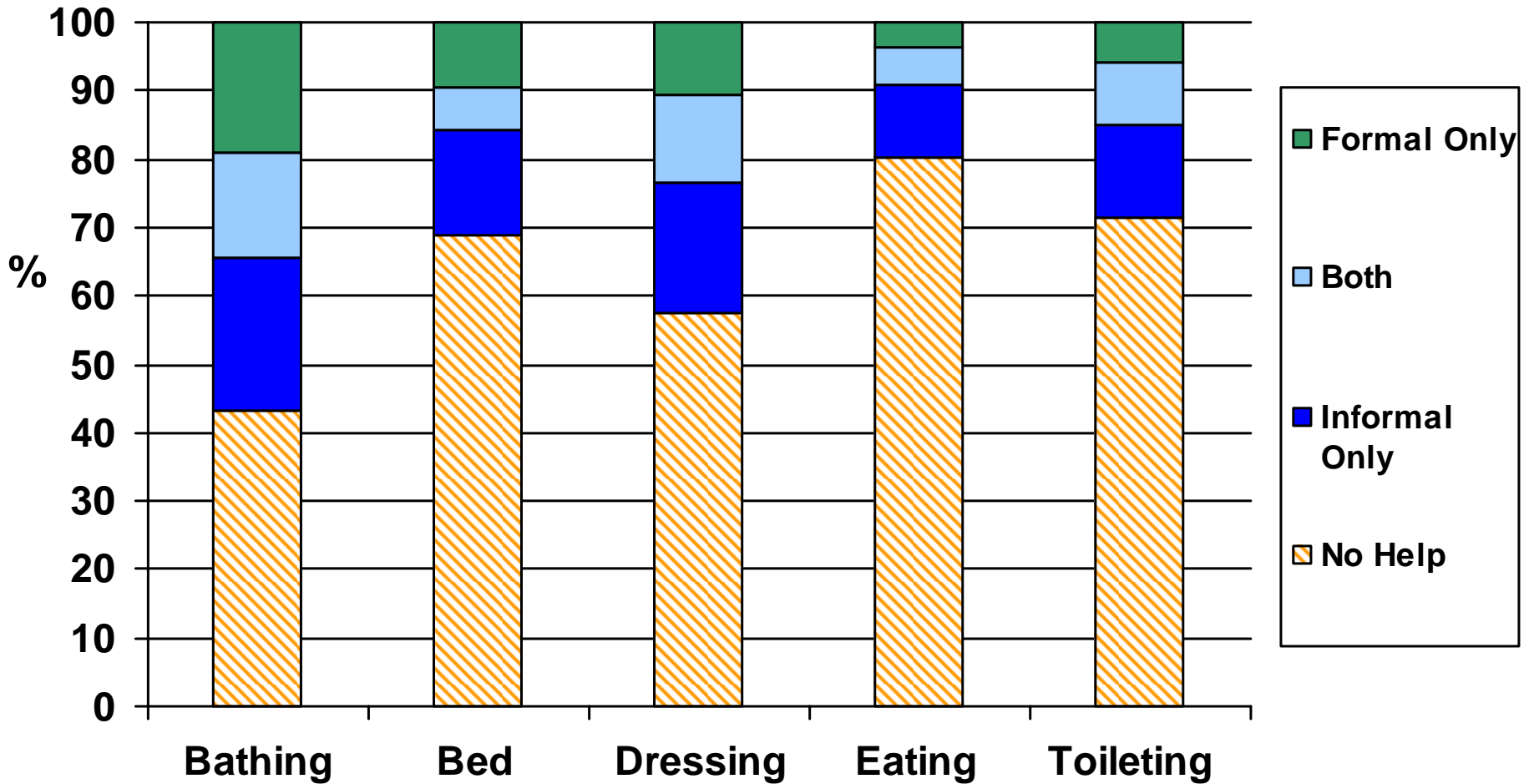
Percent of Seniors Unable to Perform Instrumental Activities of Daily (IADLs) by Living Situation



**Significant at p<.01

Home-Based Facility-Based

Percent of Home-Based Seniors who Receive No Help, Informal Help, Paid Help, and Both Informal and Formal Help with ADLs**



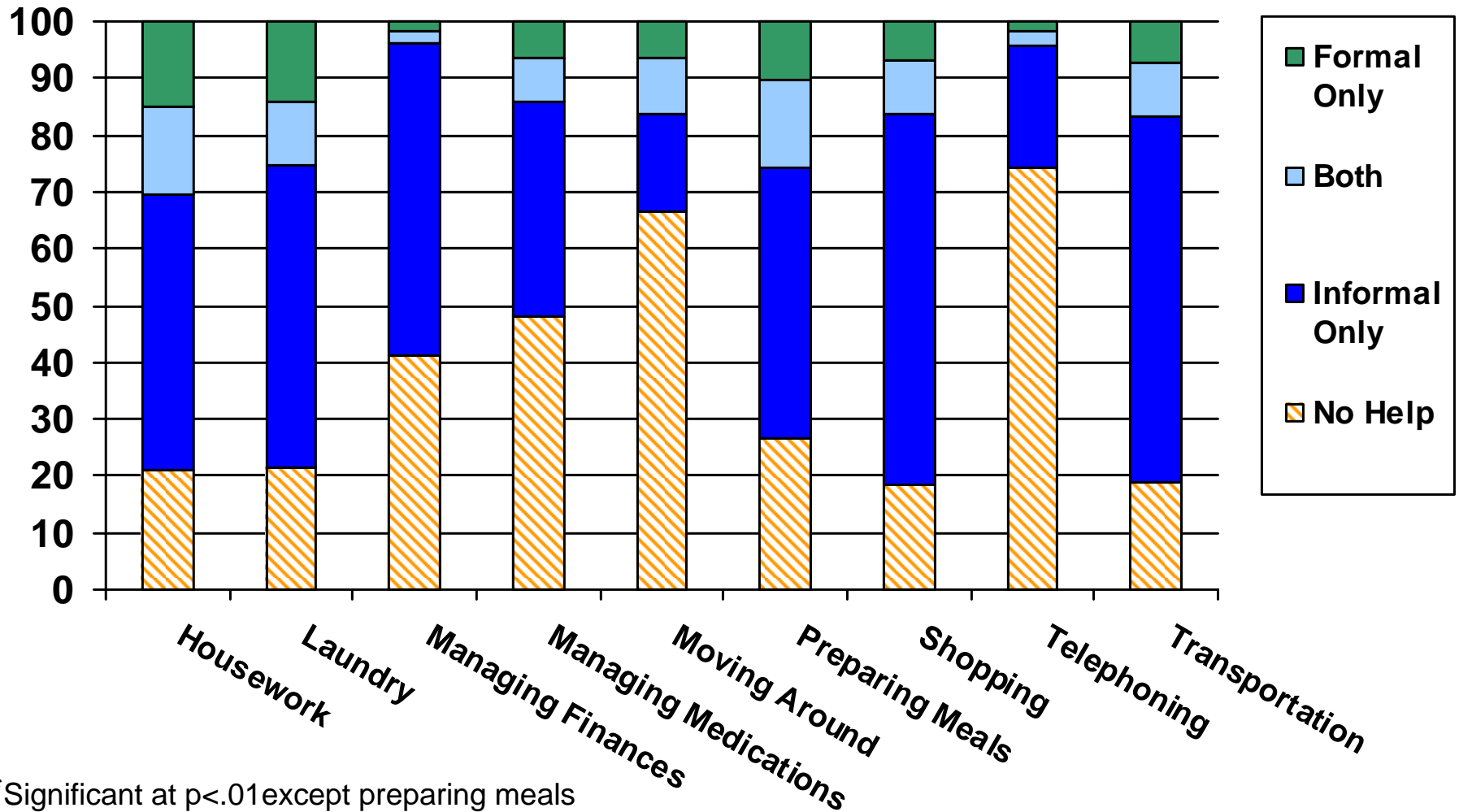
**Significant at $p < .01$

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Percent of Home-Based Seniors who Receive No Help, Informal Help, Paid Help, and Both Informal and Formal Help with IADLs**

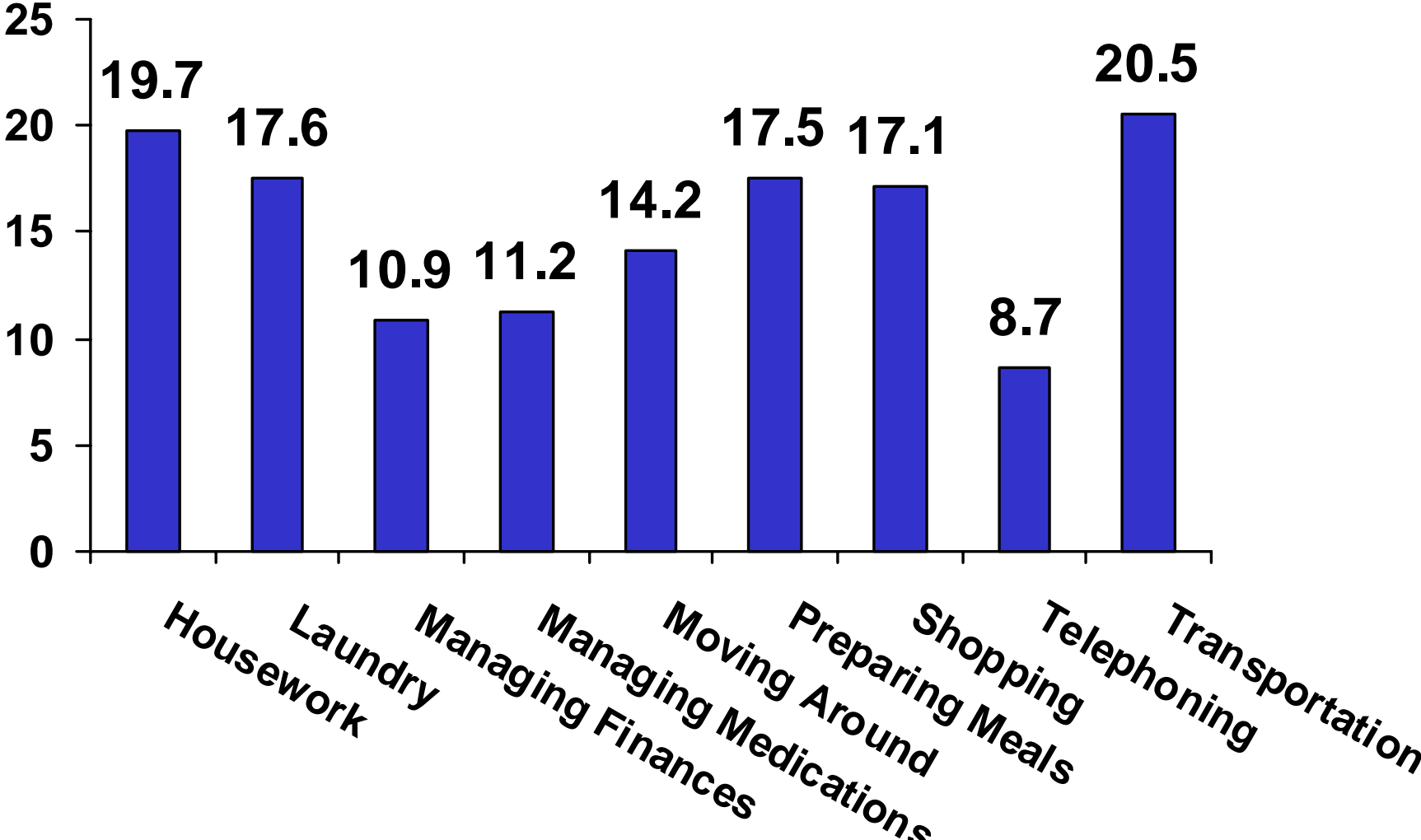


**Significant at $p < .01$ except preparing meals

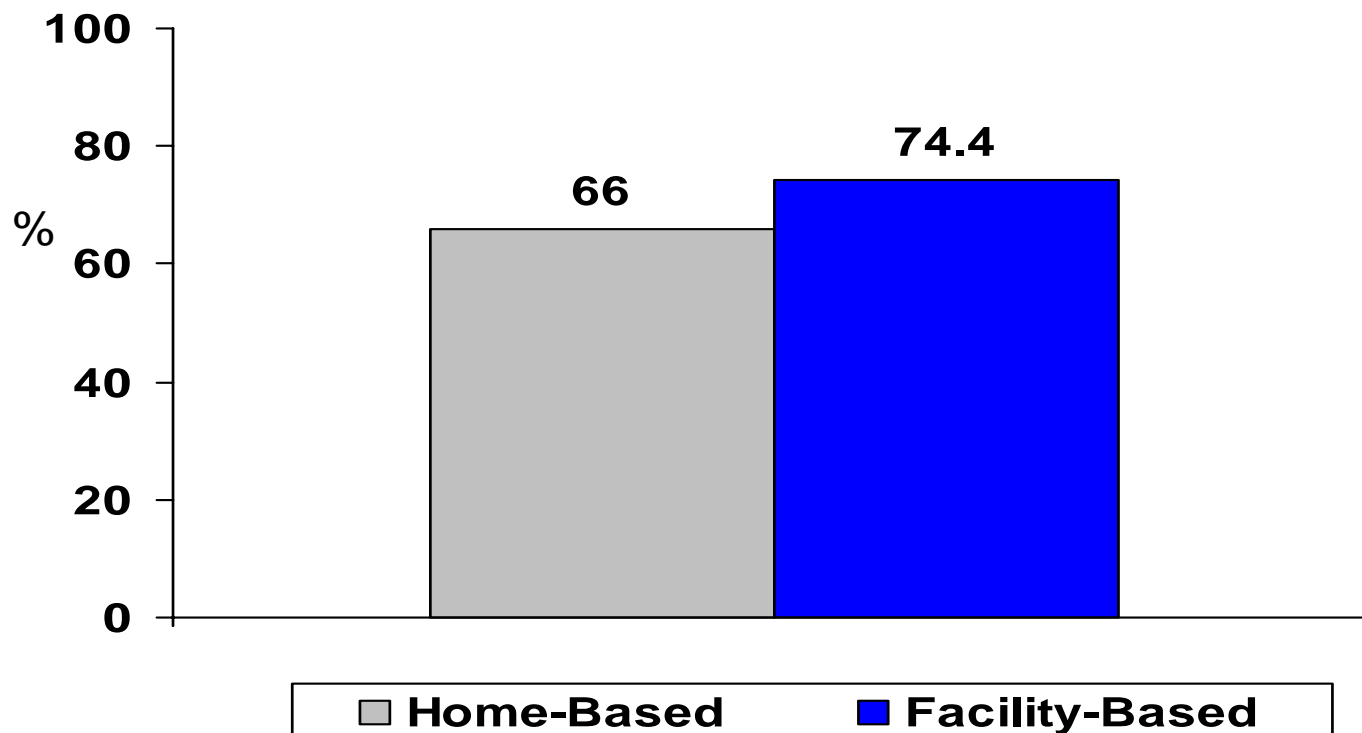
Percent of Home-Based Seniors Who Need (More) Assistance with Activities of Daily (ADLs)



Percent of Home-Based Seniors Who Need (More) Assistance with Instrumental Activities of Daily Living (IADLs)



Question: Was Client able to Visit with Family as often as they wanted to? **



% Who said Yes

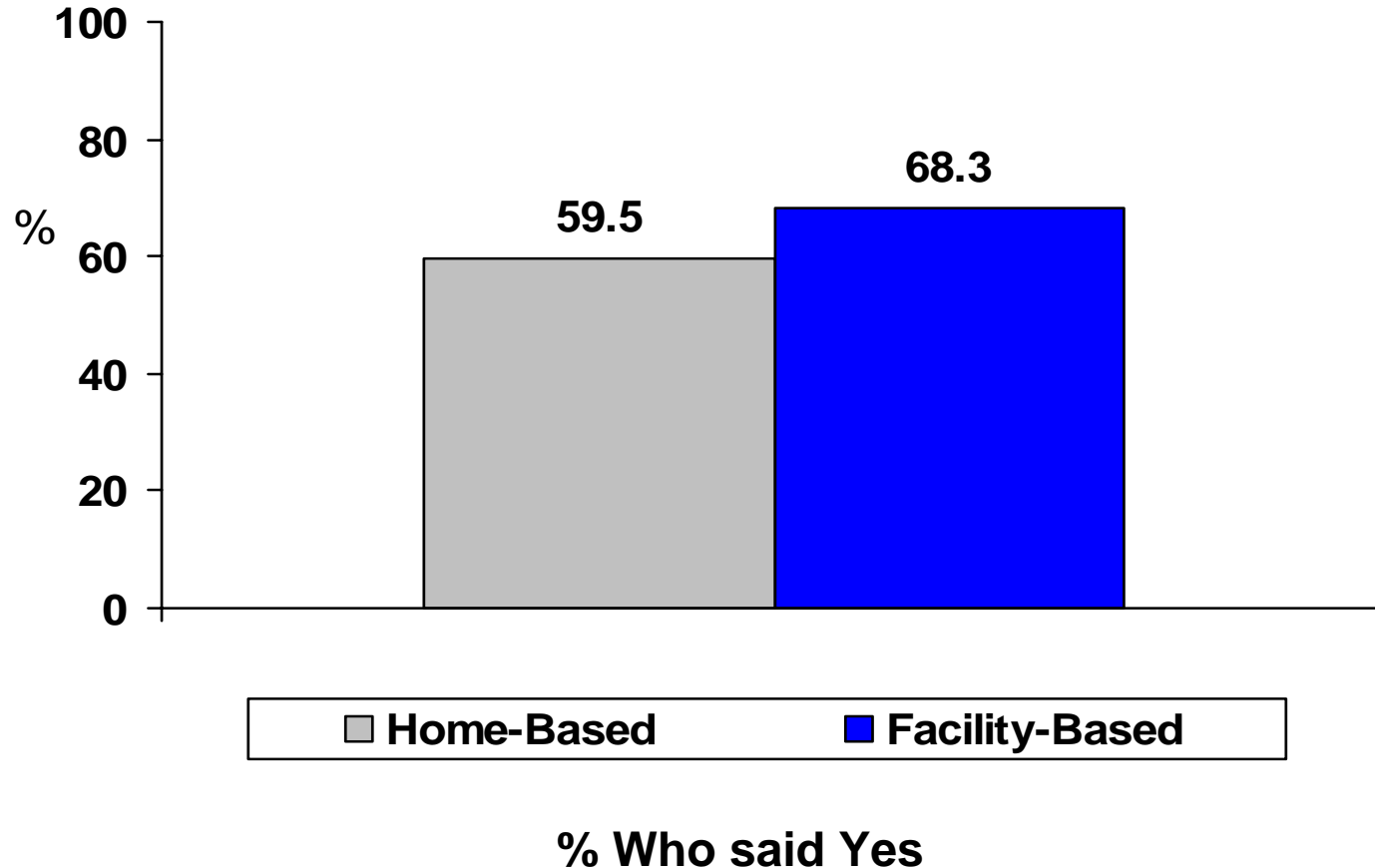
****Significant at $p < .01$**

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Question: Was Client able to Visit with Friends as often as they wanted to? **



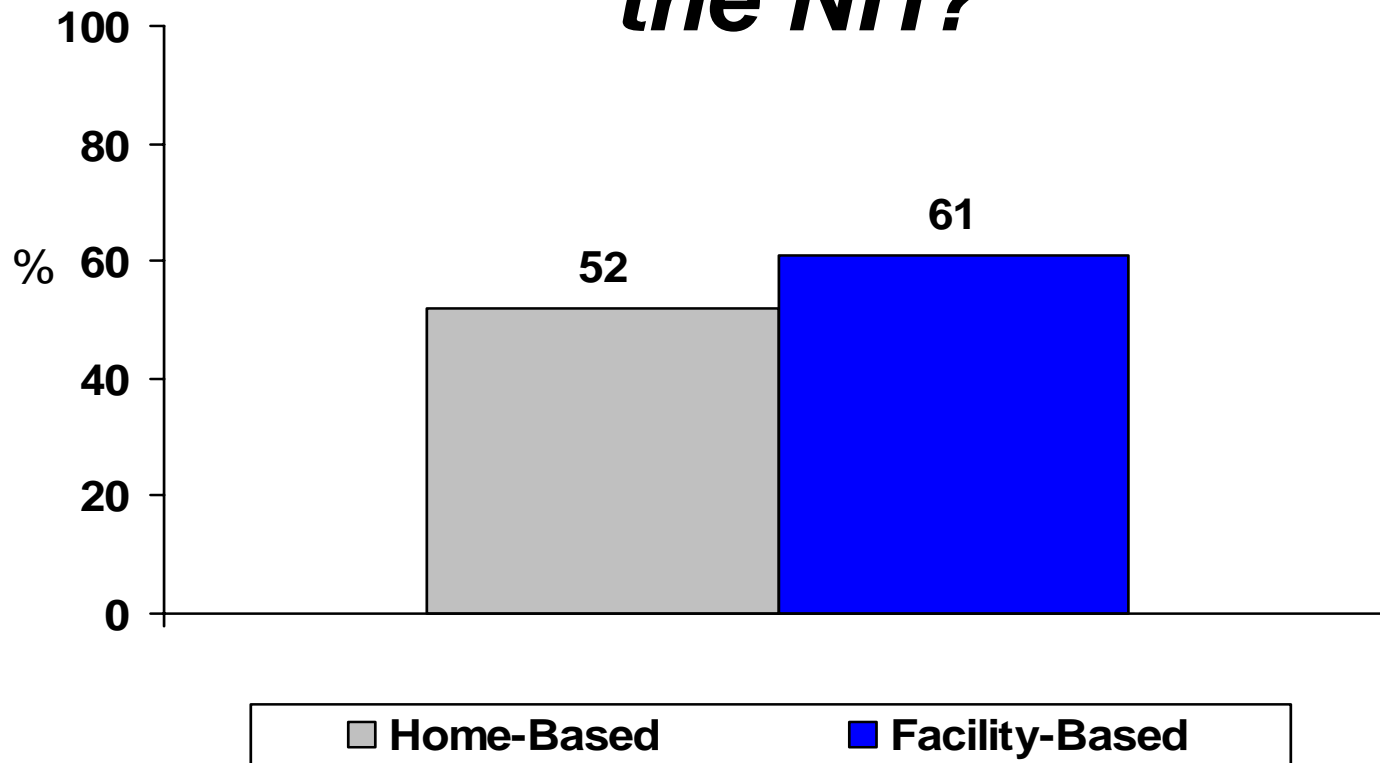
****Significant at $p < .01$**

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Question: Was Client able to do activities now they were not able to in the NH?



% Who said Yes

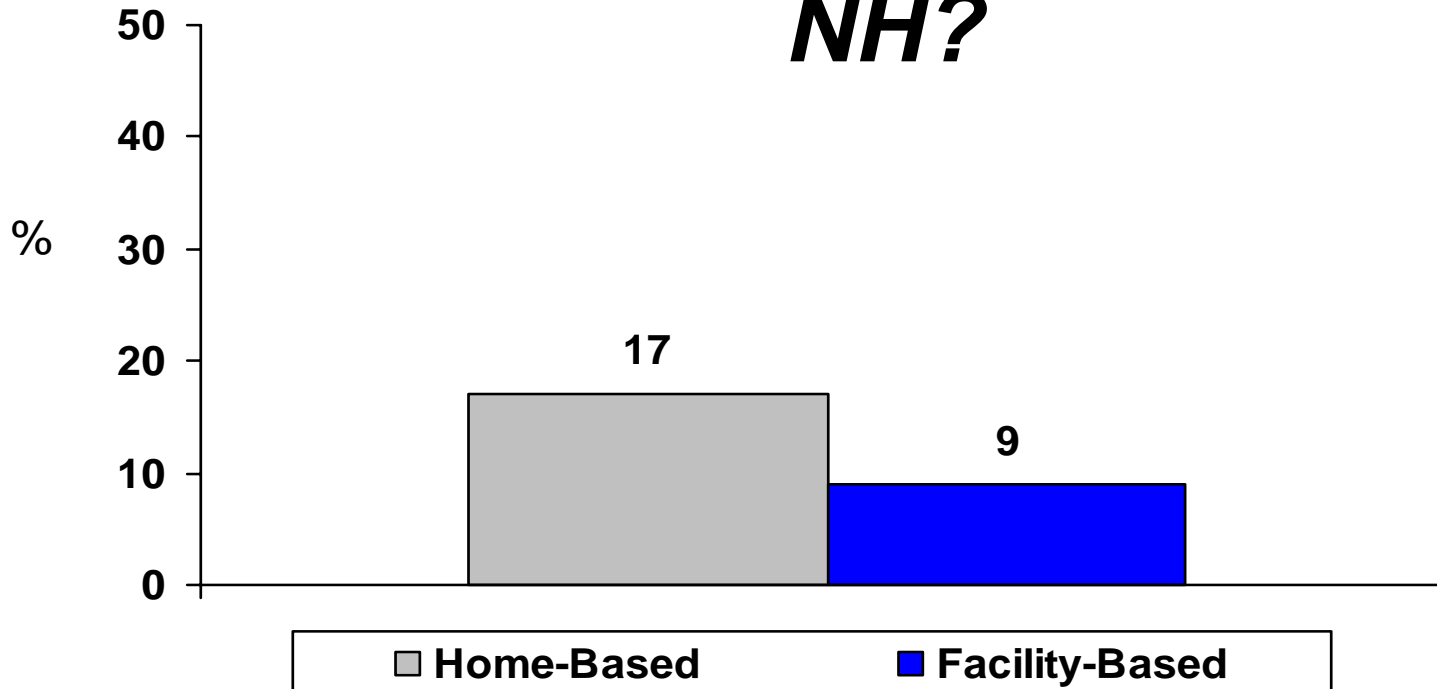
****Significant at $p < .01$**

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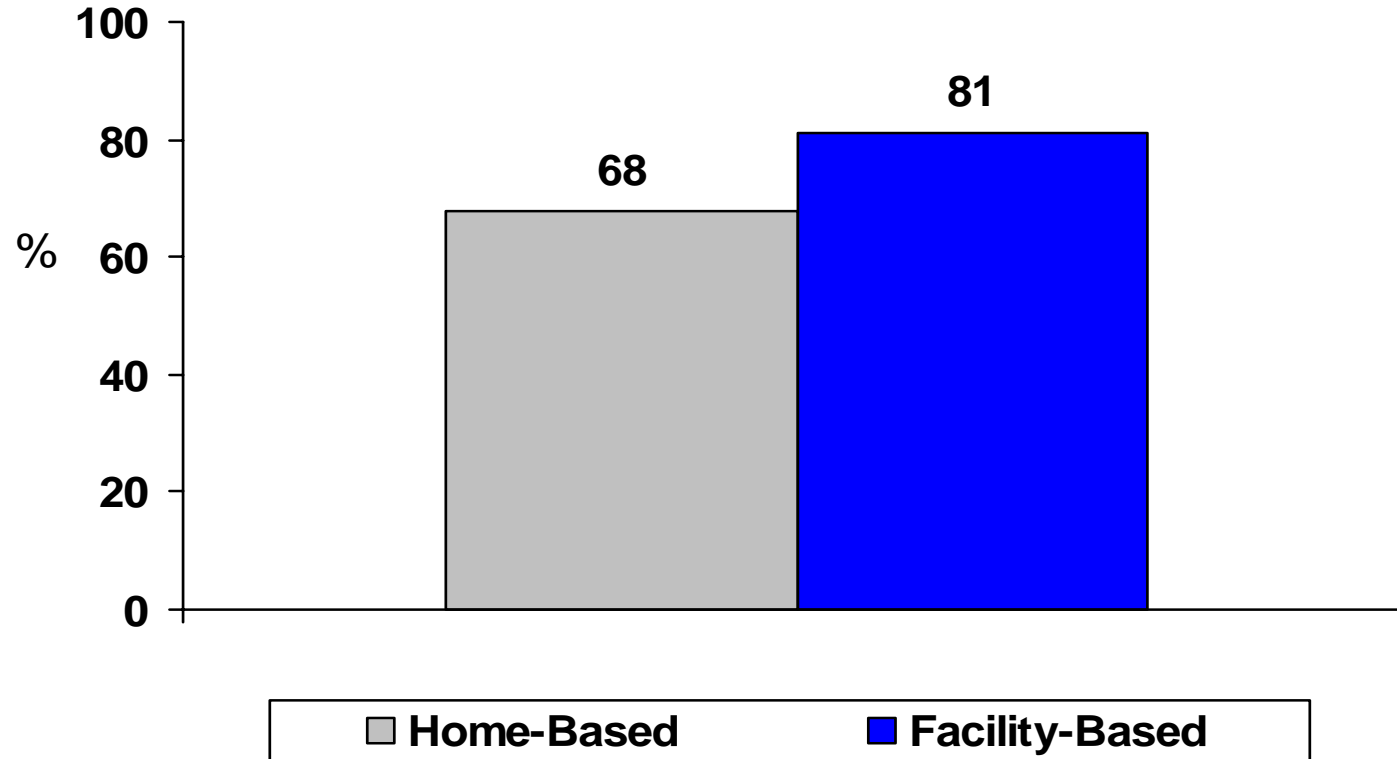
Question: Was Client NOT able to do activities now they were able to in the NH?



% Who said Yes

*Significant at $p < .05$

Question: Was Client able to enjoy life?

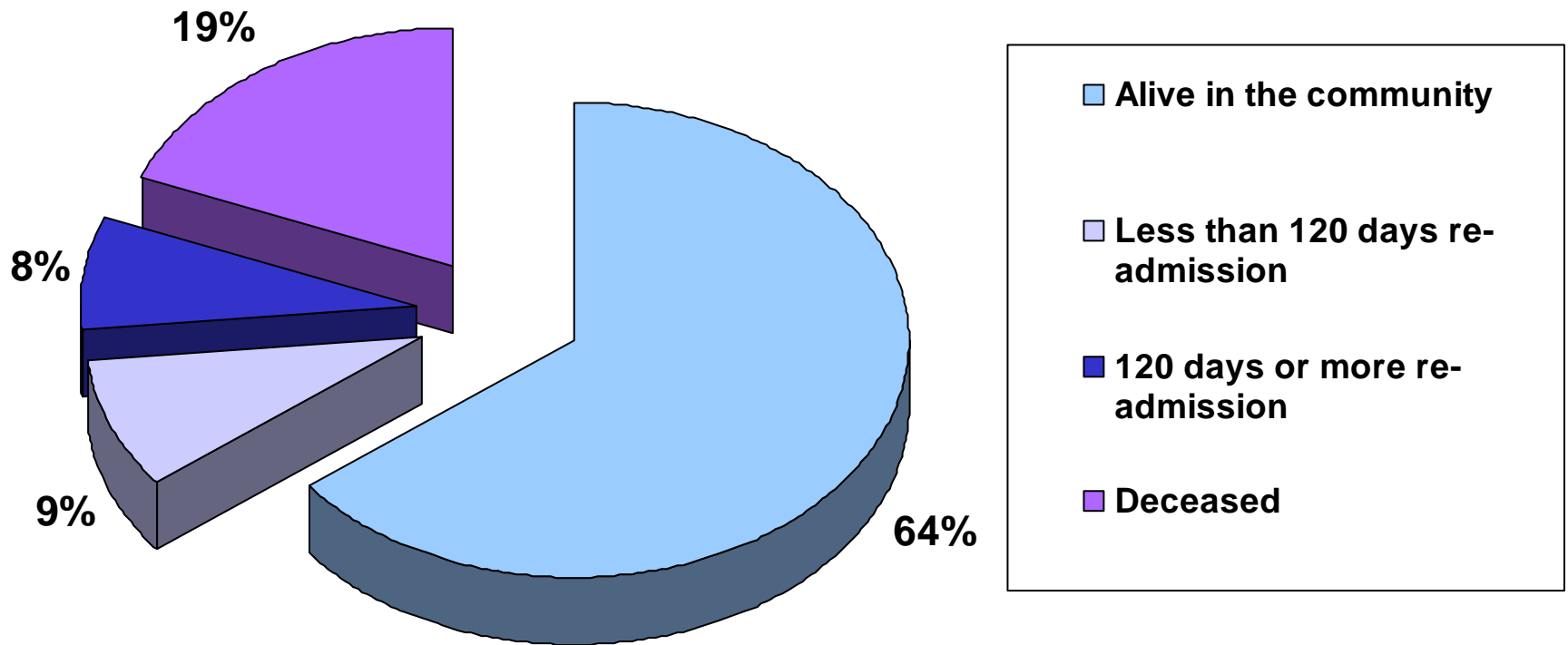


% Who said Yes

****Significant at $p < .01$**

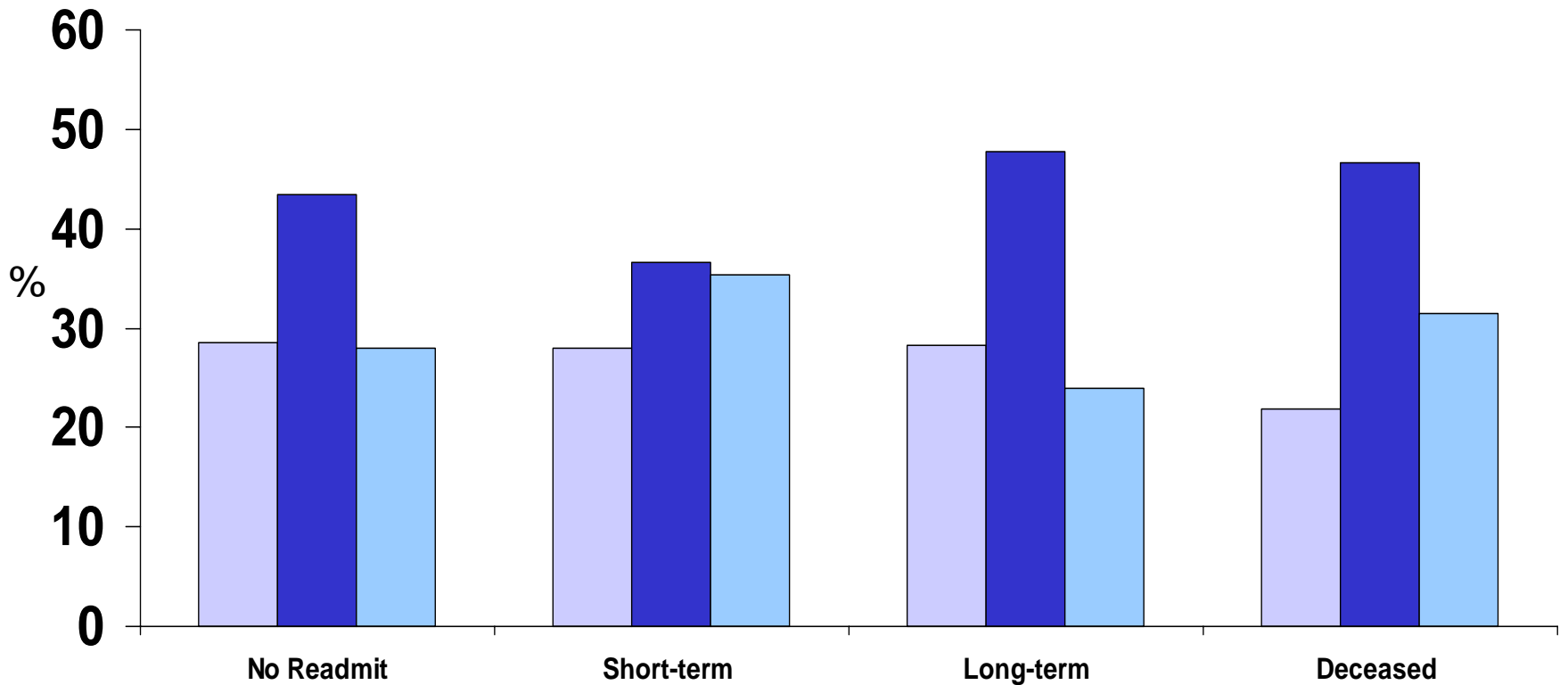
Goal 3: Where are the Former Residents 1 year after they leave the Nursing Home?

Status at One Year After Discharge



N=1344

Survey Respondents: Age

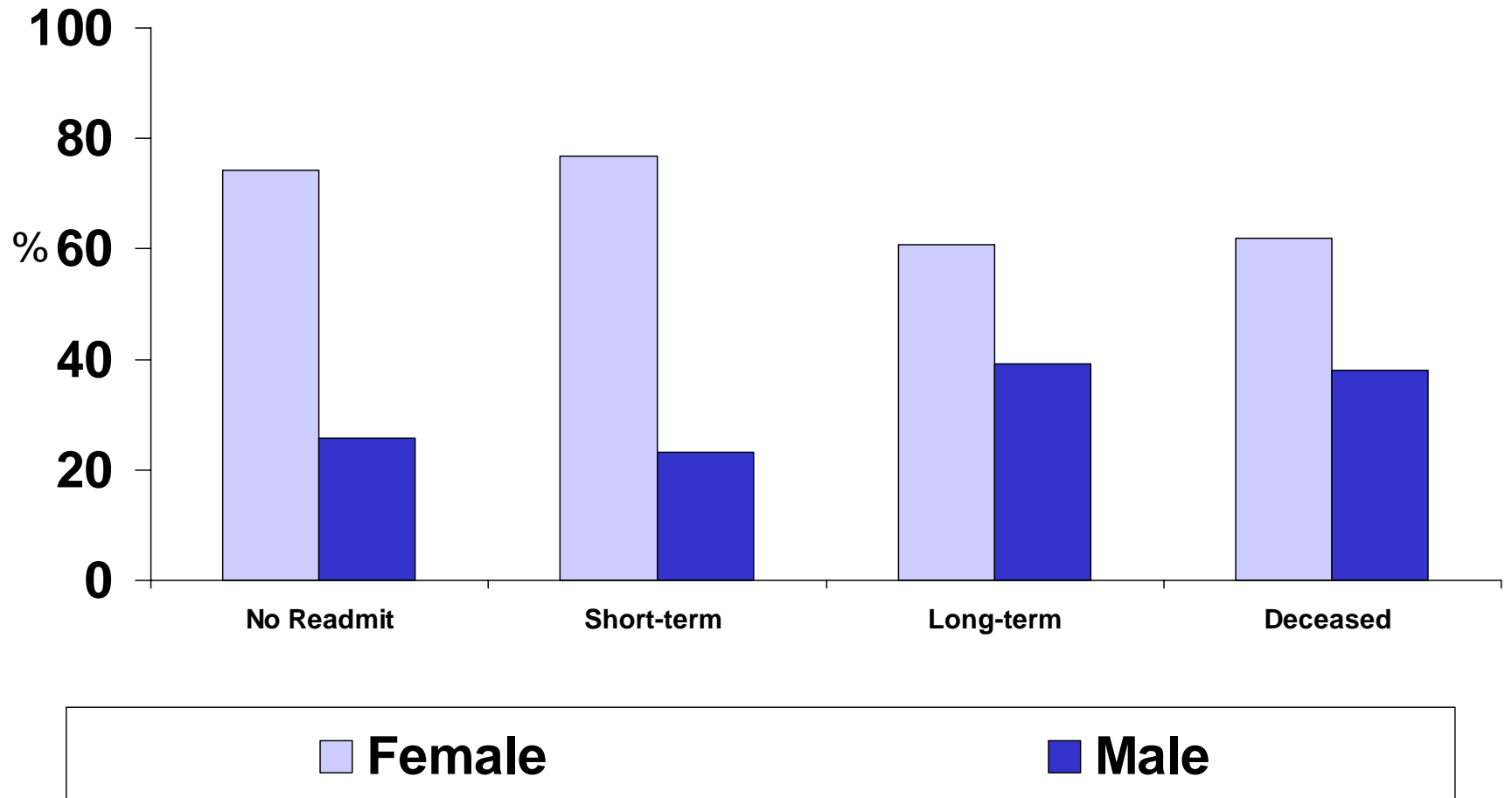


65-74

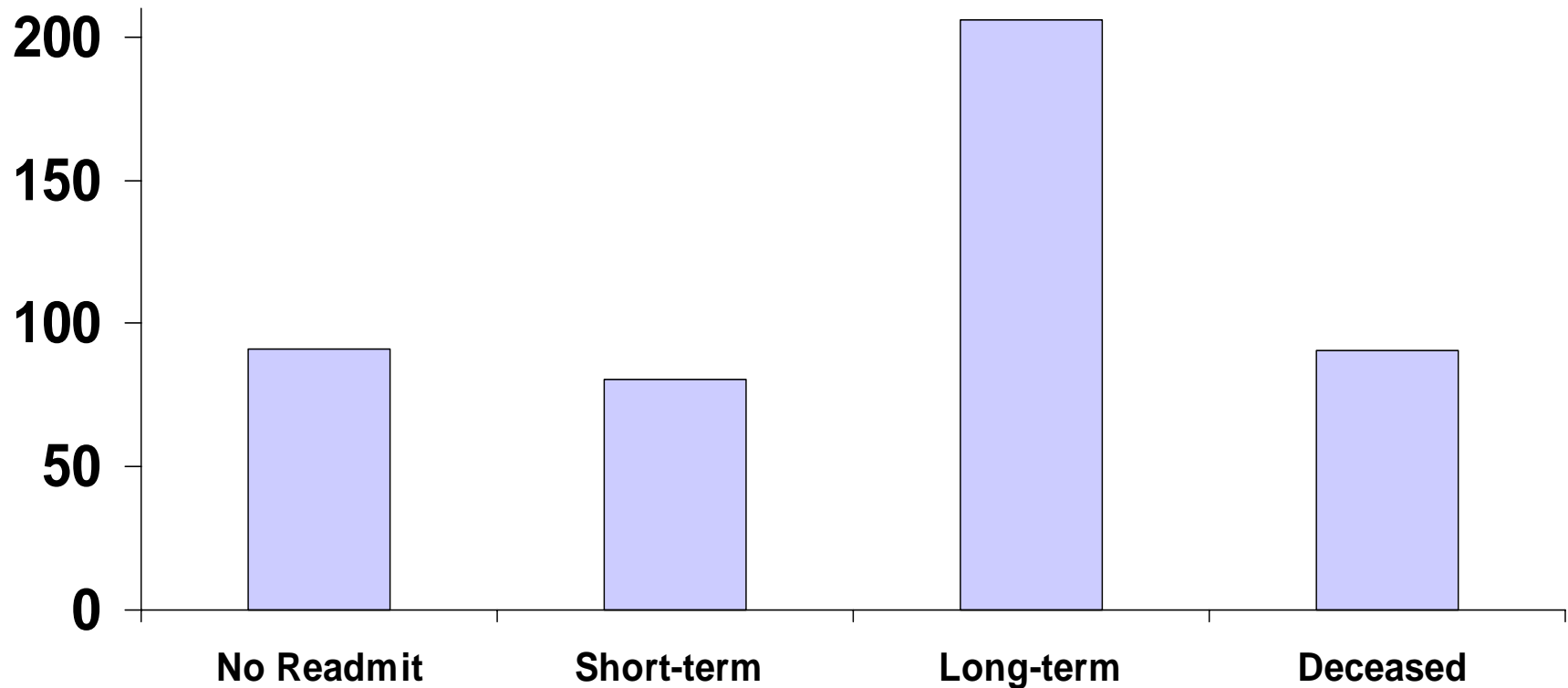
74-85

85+

Survey Respondents: Gender

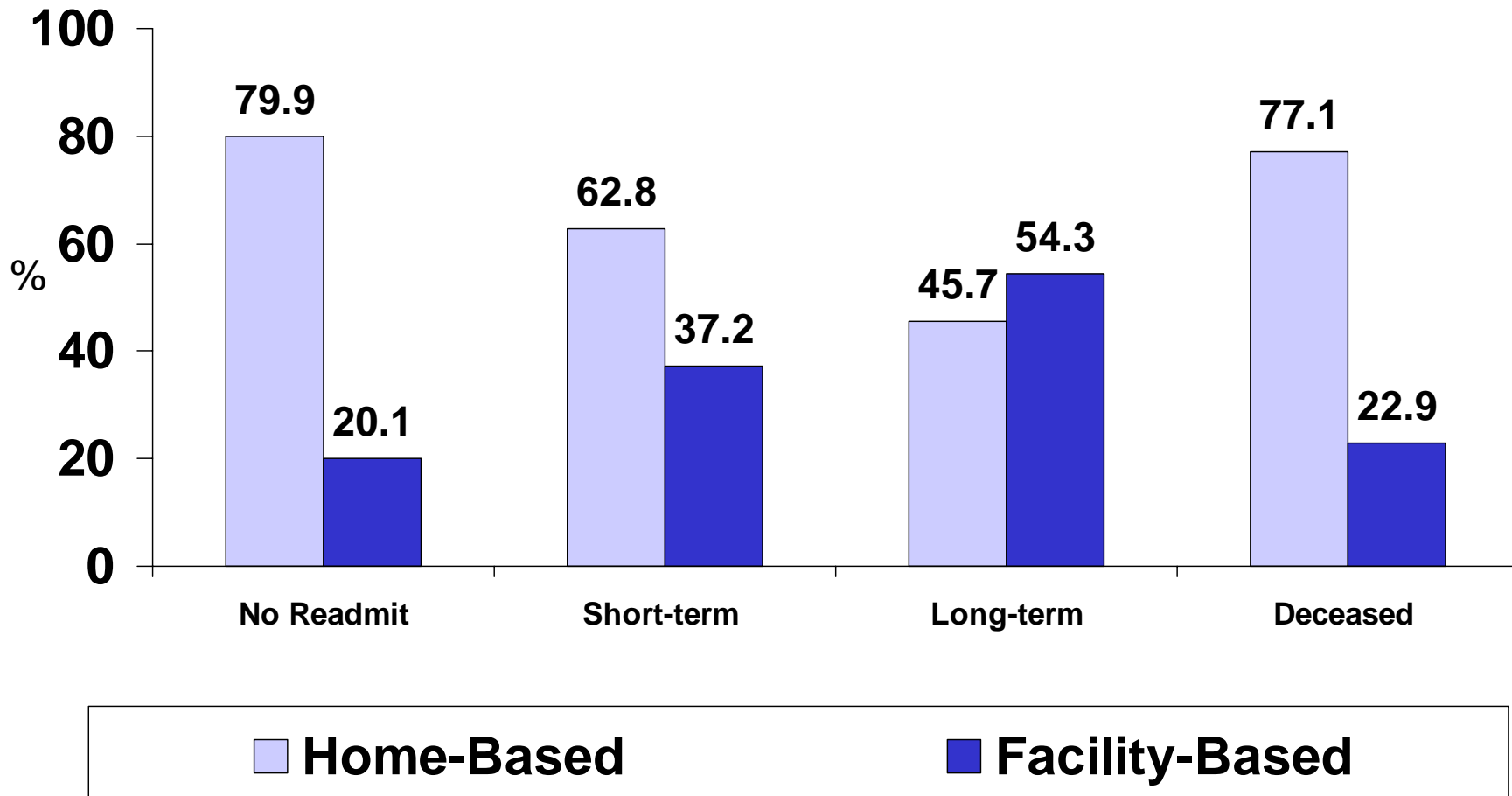


Survey Respondents: Original Length of NH Stay (Days)**



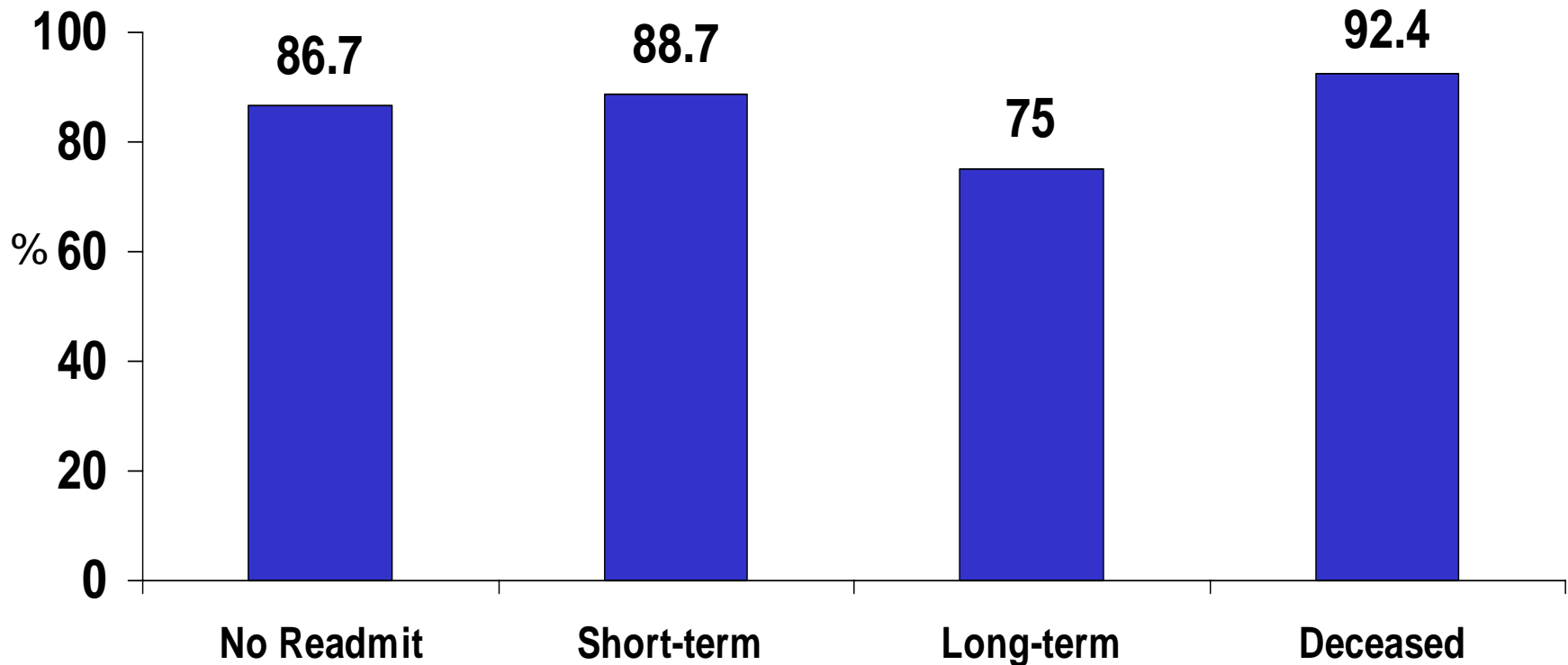
**Significant at $p < .01$

Survey Respondents: Living Situation by Disposition**



**Significant at $p < .01$

Survey Respondents: Percent Satisfied with Living Situation by Disposition**



**Significant at $p < .01$

Who Died During the One Year after Discharge?

- More likely to:
 - Not be able to perform Activities of Daily Living such as bathing, eating, toileting
 - Receive help from family with these activities
 - Receive help from paid caregivers with these activities
 - Report not having the services they need to remain in the community
 - Have a Fall, ER, Hospital, or NH Re-admission
 - Rate their health as poor
 - Report less enjoyment of life
- Not more likely to:
 - Report not having the services to prevent an injury
 - Report needing help with Activities of Daily Living

Who Remained in the Community One Year after Discharge?

- More likely to:
 - Report having the services they need to remain in the community
 - Able to perform Activities of Daily Living such as bathing, eating, toileting
 - Be satisfied with their living situation
- Less likely to:
 - Receive help from paid caregivers with these activities
 - Have a Fall, ER, Hospital, or NH Re-admission
- Not more likely to:
 - Be among the oldest old
 - Have been in the nursing home for longer lengths of stay

Preliminary Lessons Learned

- Most return home
- High satisfaction with their living situation
- Most are alive and remained in the community for the full year
- Returning to a NH or being deceased seems to be related to frailty and significant adverse health incidents such as a hospitalization