

CAREGIVER SATISFACTION SURVEY IMPLEMENTATION INSTRUCTIONS

This document presents instructions for the AAA personnel who will be administering the Caregiver Satisfaction Survey. The AAA personnel administering the survey should adhere to the following procedures and scripts. (Note: If the caregiver does not speak English, please contact your local survey coordinator for guidance. If a proxy or translator is used, please document this on the questionnaire.)

Caller Logbook

Your survey coordinator should have provided you with a list of names of all caregivers to be contacted in this survey. This should be a sample of caregivers from the entire population of eligible caregivers. This list should include at a minimum the caregiver's name, caregiver ID, phone number, and care recipient's name.

All caregivers on this list have to be contacted. Some caregivers may have to be called several times in order to reach them. All attempts to contact a caregiver should be recorded in the logbook with the time and date of the call recorded. In addition, the logbook contains a field called 'Final Result' for reporting results such as the caregiver moved, has no phone, or the questionnaire has been completed.. Please use the logbook to record all attempts (except busy signals) to contact the caregivers.

When calling the caregivers

Introduce yourself by stating who you are and what agency you represent. For example, "Hello, my name is [NAME] and I am calling from the Lower Savannah Area Agency on Aging."

If you get the person's voice mail, do not leave a message on their answering machine. Mark this call in the caller logbook as an unsuccessful attempt.

If the caregiver is not at home but someone else answers the phone, just tell the person who answers that you will call the caregiver back. Ask the person if they know when a good time to reach the caregiver would be. Mark this call in the caller logbook as an unsuccessful attempt.

If you call and no one answers, mark this in the caller logbook as an unsuccessful attempt. For caregivers who may be difficult to reach, make at least seven (7) attempts to contact them during different times and on different days before excluding them from further calls. A busy signal does not count as an attempt.

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When administering the questionnaire

Before asking any questions, read the introductory script at the top of the survey. Some respondents may be reluctant to answer certain questions if the care recipient is close enough to overhear the interview. If the caregiver tells you that this is a bad time to talk, ask them to tell you a better time for them to talk and call them back then.

If the caregiver asks for clarification on a question, please re-read the question to them exactly as written. Do not attempt to paraphrase the question in your own words. If they are still unclear about the meaning of the question after you have repeated it, tell them that they should answer the question in terms of what it means to them. Do NOT try to explain what the question means to you.

NOTE: For many people, caregiving is an extremely emotional experience. You may be the first person to have asked them how they feel about caregiving. About half of the caregivers interviewed in our pretest cried at some point during the interview. **BE PREPARED FOR THE EMOTIONAL IMPACT THAT THESE QUESTIONS MAY HAVE ON SOME RESPONDENTS.** You may have to wait at times for a respondent to compose himself or herself before continuing with the interview.

Last question: Additional assistance

Some caregivers will be unaware that Area Agencies on Aging and other service organizations provide assistance to caregivers. If the interviewee appears to be struggling with or extremely stressed by caregiving tasks, **get their address and phone number** so that information can be provided to them promptly.

Immediately after the questionnaire is filled out

- Thank the caregiver for responding.
- **REVIEW YOUR WORK!** Make sure that all questions are completely and legibly answered.
- In the Office Use Only memo box at the bottom of the first page of the survey, write in the caregiver's ID, care-recipient's ID, and date that the survey was administered.
- In the caller logbook, record the 'Final Result' of the call, which hopefully will be a completed questionnaire and not a refusal.
- The completed questionnaires need to be stored in a dedicated folder. On a weekly basis, all questionnaires and a copy of the logbook should be delivered to the AAA survey coordinator for processing. The AAA survey coordinator will be responsible for the data entry process and final storage of all materials related to this effort.