

Quality Improvement Program Survey Questions

CLIENT NAME: _____ DATE OF BIRTH: _____
(MM/DD/YY)

SERVICE: ADULT DAY SERVICES (ADS)

VENDOR: _____ WORKER'S NAME: _____
(If Known)

**PLEASE ANSWER QUESTIONS WITH THE FOLLOWING:
ALWAYS—USUALLY—HALF THE TIME—OCCASIONALLY—NEVER—NA**
(Those that apply to the services you receive.)

1. **How satisfied are you with the services overall?**
Always Usually Half the Time Occasionally Never N/A= Not Applicable
2. How often is the day care center open when it should be?
3. How often are activities offered on a regular basis?
4. How often do you enjoy the activities?
5. How often are you given a variety of activities to choose from?
6. Do you always feel safe inside the day care center?
 - A. Request that more than one time/claim slip be signed at a time
 - B. Asks to borrow money or property
 - C. Asks to receive client's Social Security check
 - D. Asks to put client's property in his/her name
 - E. Asks client for power of attorney
 - F. Asks client to sign blank pieces of paper or blank checks
 - G. Threatens client
 - H. Other problems
 - I. No problems
7. How often are the workers neat and clean?
8. How often is the inside of the building neat and clean?
9. How often do the workers respect you?
10. How often do workers respect your belongings?
11. How often do the workers respect your need for privacy?

12. Have you had problems with the adult day care service?
 - A. Requests that more than one time/claim slip be signed at a time
 - B. Asks to borrow money or property
 - C. Asks to receive client's Social Security check
 - D. Asks to put client's property in his/her name
 - E. Asks client for power of attorney
 - F. Asks client to sign blank pieces of paper or blank checks
 - G. Threatens client
 - H. Other problems
 - I. No problems

13. When you have had problems with the day care center, how easy was it for you to know who to call?
 - A. Very easy
 - B. Fairly easy
 - C. Not easy or hard
 - D. Fairly hard
 - E. Very hard
 - F. N/A = Not Applicable
 - G. No problems

14. How often were the problems fixed to your satisfaction?

15. Can the day care center serve you better?
 - A. More services needed
 - B. Workers should show more respect
 - C. Workers should show more respect for my belongings
 - D. Other changes are needed
 - E. Fine as is

16. How much has going to the adult day care center affected the quality of your life at home?
 - A. A lot better
 - B. A little better
 - C. No change
 - D. A little worse
 - E. A lot worse
 - F. N/A = Not Applicable

17. How much has going to the adult day care center improved your ability to remain safely in your home?
 - A. A lot better
 - B. A little better
 - C. No change
 - D. A little worse
 - E. A lot worse
 - F. N/A = Not Applicable

How might the day care center improve their services to you?