



Long Term Care Member Satisfaction Survey 2010



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TABLE OF CONTENTS

BACKGROUND/METHODOLOGY/OBJECTIVES	3
EXECUTIVE SUMMARY	5
CONCLUSIONS	11
DETAILED FINDINGS.....	14
Your Personal Doctor or Nurse	15
Case Management	39
Other Health Services.....	48
About You	75
TABLES	90
APPENDIX	103
SURVEY	113

BACKGROUND/METHODOLOGY/OBJECTIVES

The purpose of this study is to evaluate member satisfaction and perceptions of their level of health care as provided by SCAN Long Term Care and their providers.

The study focused on the following key areas:

- Personal doctor or nurse
- Access and availability
- Case Management
- Transportation
- Language and physical barriers
- Pharmacy and prescriptions

A total of 2,887 members were included in the survey mailing. The survey packet consisted of a four page survey and a personalized cover letter requesting participation. One week following the survey mailing, a follow-up postcard was sent to all members to remind them to participate in the survey. It should be noted that, for 1,142 members, the survey was sent “in care of” another individual.

The surveys were mailed on September 7, 2010. At the closing date, September 30, 2010 seven hundred and ninety (790) completed surveys were received along with 42 post office returns that could not be resent or delivered, member deceased or came back after correction a second time, for a response rate of 28% (compared to 30% in 2009).

The status of the post office returns for 2010 is as follows:

Total surveys returned to SCAN	137
Total corrected/revised and resent	124
Could not be corrected and resent	
Member passed away	11
Updated information not provided in allotted time	3
Unable to update information	1
Returned after second mailing attempt	27
Total removed for response rate calculation	42

Fifty-five (55) of the total respondents completed the survey on-line.

Based on the respondent identification, the following table shows who the survey was sent to for those responding.

<u>Sent To:</u>	
SCAN Member	2,555
Representative (c/o)	332

Based on the question in the survey that asks, “Who completed this survey?”, the surveys were completed by:*

<u>Respondent</u>	<u>Frequency</u>	<u>Percentage</u>
SCAN Member	215	27.9%
Spouse	99	12.9
Caregiver	78	10.1
Nurse	4	0.5
Family member /Friend	346	44.9
Other	70	9.1

* The total adds up to 812 due to multiple responses by some respondents.

Results were analyzed and significance testing at the 90% confidence level was performed. All phases of this study (except resending of post office returns) were performed by North American Testing Organization.

EXECUTIVE SUMMARY

Where Do You Live

Forty-two percent (42% or 325 respondents) of respondents live in their own home or a friend's home, 44% (or 341 respondents) live in an Assisted Living facility and 14% (or 107 respondents) live in a Nursing Facility.

Your Personal Doctor or Nurse

Overall, most respondents indicate that they do have one person they consider to be their personal doctor or nurse (88%, compared to 84% in 2009). This represents a significant overall increase. Respondents who live at Home (94%) are significantly more likely to have one person they consider to be their personal doctor or nurse compared to those in Assisted Living (87%) and those respondents who currently live in a Nursing Facility (77%). Those in Assisted Living gave a significantly higher "yes" response compared to those in Nursing Facilities. Within each living setting, there are no significant differences between 2010 and 2009 results.

All of the respondents were asked if they had encountered any problems getting a personal doctor or nurse they are happy with since having joined SCAN. As in 2009, nineteen percent (19%) mention that they did experience some problems getting a doctor or nurse. There is a significant decrease in the number of respondents living at Home who said "a small problem" in 2010 (8% in 2010 vs. 13% in 2009).

Significant differences are noted in 2010 in the following areas:

- Home- Significantly higher "not a problem" in 2010 (84%) compared to Nursing Facility respondents (77%)
- Assisted Living- Significantly higher "a small problem" (13%) compared to those at home (8%)

As in 2009, when asked to elaborate, member responses include doctors in the directory not accepting SCAN, doctors being too far away, dissatisfaction with their doctor, doctor coverage under another plan, already had a doctor and their living situation precluded them from having to get a personal doctor or nurse.

Those respondents who had a visit with their doctor were asked how often they were seen by their doctor within 45 minutes of their appointment time. There were no significant differences in the response between

2009 and 2010. Overall, 83% of the respondents indicate that they were “always” or “usually” seen by their doctor within 45 minutes of their appointment time. This has remained relatively consistent with 2009 findings (80%). Respondents living in Nursing Facilities are significantly less likely (compared to those in Assisted Living) to have been seen by their doctor within 45 minutes, with 5% reporting that they are “never” seen within 45 minutes and 20% stating they are “sometimes” seen within 45 minutes of their appointment time (compared to 4% “never” and 11% “sometimes” among Assisted Living respondents).

It should be noted that for those living in a Nursing Facility, this question may not apply, as it is not clarified whether the respondent had to leave the facility to see a doctor (in the facility, the doctors often schedule days and waiting time is not an issue). In future surveys, a clarification question may be considered to specify whether the respondent went to an “outside” doctor’s office. For the 2010 survey, caution should be used in considering the results for the “45 minute wait time” among members in nursing facilities and assisted living facilities.

Results between 2009 and 2010 have remained fairly constant in the area of physical barriers at the providers office (2009 “no” responses were 94%, in 2010 93%). No significant improvements are noted in all the living environment settings. When asked to elaborate on the physical barriers, the two primary issues are “lack of handicapped parking” and a failure to provide or be wheelchair friendly.

In terms of end of life decisions, no significant changes are noted overall in 2010, 65% respondents in 2010 indicate that their doctors or other health providers asked them about end of life decisions (Advance Directives, Living Will, Power of Attorney, Five Wishes), in comparison to 2009 (68%). Significant decreases are noted in Assisted Living between 2009 and 2010 (64% said “yes” in 2010, compared to 70% in 2009). In addition, significantly more Nursing Facility respondents (77%) indicate that their doctors or other health providers asked them about end of life decisions in comparison to those living at Home (62%) and those in Assisted Living (64%).

In 2010, slightly fewer members (6%) claim to have experienced language barriers with their doctor or nurse in getting health services compared to 2009 (7%). When asked to elaborate on these barriers, some respondents indicate that the staff only speaks Spanish or poor English, doctors are hard to understand due to their accents and translators may be needed.

Case Management

More than nine in ten respondents (95%) continue to report that they know how to contact their SCAN Case Manager when they need to. Home respondents (99%) are significantly more likely to know how to contact their SCAN Case Manager than are those in Assisted Living (94%) and Nursing Facilities (88%). This also represents a significant difference between the Assisted Living and the Nursing Facility respondents.

Of those respondents who called their Case Manager, 86% report that their Case Manager calls them back the same day (83% in 2009). Compared to 2009, this rating also increased somewhat among respondents living at Home and in Nursing Facilities.

The majority of respondents (96%) continue to indicate that their SCAN Case Manager does explain things to them in a way they can understand (96% in 2009). In 2010, significantly more Home respondents (98%) and Assisted Living respondents (97%) say that their SCAN Case Manager explains things to them in a way they can understand compared to those in Nursing Facilities (90%).

Other Health Services

There is a significant decrease in the percentage of those using SCAN transportation services to a medical visit (2009 reported 48%, with 38% in 2010). Significantly fewer Home respondents (35%) used these services in 2010 (52% in 2009), as did Assisted Living respondents (38%) in 2010, in comparison to 2009 (45%). It is not surprising that significantly more Nursing Facility respondents required SCAN transportation services (49%) compared to those at Home (35%) and those in Assisted Living (38%).

Of those 293 respondents who needed transportation services, only 12% incurred problems getting transportation to or from their medical visit (compared to 13% in 2009). In comparison to 2009, there is a significant decrease in those having problems among Nursing Facility respondents (15% in 2009 vs. 4% in 2010). In 2010, significantly more Nursing Facility respondents did not have transportation problems (96%), compared to those at Home (84%).

When asked to elaborate, respondents mostly mentioned that the transportation provider was late or did not show up.

Almost nine out of ten (87%) of those responding say that the transportation provider got them to their provider within one hour before their appointment time. This represents a significant decrease since 2009 (93%), but it is important to note that the wording of the question in 2010 was somewhat different than that in 2007 and 2009 (2010: In the last 12 months did the transportation provider always get you to your scheduled appointment within one hour before your appointment time? 2009/2007: Did the transportation provider get you to your scheduled appointment on time?)

Significant decreases in this response are noted among Home (92% in 2009 vs. 84% in 2010) and Assisted Living (96% in 2009 vs. 90% in 2010) respondents.

In 2010, a wording change was instituted on Q13. The new wording is “In the last 12 months, were you ever late for an appointment due to the transportation provided by SCAN?”. In 2009, the question wording was “Were you picked up within one hour of your appointment time?”. Therefore, a comparison of year to year results and significance testing could not be performed comparing each year.

Overall, 83% of those responding say that they were not late for an appointment due to the transportation provided by SCAN. Those in Nursing Facilities gave a significantly higher “no” response (92%) to this question in comparison to those in a Home environment (77%).

In 2010, a wording change was instituted on Q14. The new wording is “In the last 12 months did you wait more than one hour to be picked up after calling for transportation at the end of your appointment?”. In 2009, the wording was “Were you retrieved and taken back to your place of residence within one hour of the completion of your medical appointment?”. Therefore, a comparison of year to year results and significance testing could not be performed comparing each year.

Thirty-four percent (34%) of those 268 responding say that, in the last 12 months they did wait more than one hour to be picked up after calling for transportation at the end of your appointment. It may be expected that Assisted Living (28%) and Nursing Facility (25%) responses are significantly lower than those at Home (44%).

In 2010, respondents were asked if their medications were paid for by SCAN. Seventy-two percent (72%) indicated that their medications were paid for by SCAN. Significantly more Assisted Living respondents (75%) and Nursing Facility respondents (80%) said “yes” in comparison to those who live at Home (67%).

More than eight out of ten (89%) respondents did not have a problem getting their medication when going to the pharmacy, this represents a significant increase compared to 2009 (84%). Similarly, in 2010 significantly more of those who live in Assisted Living (92% in 2010, vs. 87% in 2009) and those in Nursing Facilities (96% in 2010, vs. 83% in 2009) indicated that they did not have a problem getting their medication. Significantly more of those in Assisted Living (92%) and those in Nursing Facilities (96%) indicated that they did not have a problem compared to those living at Home (86%). It is important to note that only those that had their medications paid for by SCAN are included in this question in 2010..this was not the case in 2009.

Of the 35 respondents that incurred a problem, 49% mentioned “Authorization needed”, 40% mentioned issues with “Co-payment” (significantly higher than 2009, 20%), 37% mentioned “Medication not available at the time of pick-up” (significantly higher than 2009, 21%), 37% said “Medication not covered by SCAN”, and 26% mentioned an “Other” issue (significantly lower than 2009, 46%).

It should be noted that, as in 2009, for those living in a Nursing Facility (and possibly Assisted Living facilities), this question may not apply as the respondent may not have to leave the facility to receive their medications. In future surveys, we may want to consider skipping this question for those in Nursing Facilities and/or Assisted Living settings, or adding a clarification question to determine if the member actually had to pick-up medications from an outside pharmacy. Therefore, in 2009 and 2010 the results for this question among members in Nursing Facilities and Assisted Living facilities should be considered with caution.

About You

Of the total sample, 42% of the respondents live at Home, 44% in an Assisted Living setting and 14% in a Nursing Facility. Of those in Assisted Living, 27% live in an Assisted Living Center, 15% in an Assisted Living Home and 1% in and Adult Foster Care Home.

The mean age of the respondents was 75, the same as in 2009.

Sixty-eight percent (68%) of respondents had someone help them complete the survey. This is significantly lower than in 2009 (73%). The decrease is primarily among those living at Home in which significantly less respondents in 2010 (60%) needed assistance compared to 2009 (70%). Significantly more Nursing Facility

respondents (91%) had someone help them compared to those at Home (60%) and those in Assisted Living (70%).

Overall, respondents needed the most help by having someone answer the questions for them (59%), while 37% had someone read the questions to them and 36% had someone write down the answers.

CONCLUSIONS

SCAN offers health care services to members who are currently enrolled in the Arizona Long Term Care Systems program. Their goal is to provide quality health care to members who are elderly or physically disabled. Another goal is to help keep members healthy enough to let them continue living in their home, rather than in a nursing facility or assisted living center.

Aside from having PCP's and Specialists available to them, SCAN members are also assigned a Case Manager to assist them in staying healthy and independent. SCAN provides transportation services to those who need transportation to and from medical visits and offers a pharmacy benefit.

The improvements made since 2007 appear to be continuing and in no area did performance slip (or end up lower) to 2007 levels.

As in 2009, SCAN members overall, continue to appear to be satisfied with their personal doctor or nurse, access and availability and ancillary services. In 2010, there is a significant increase in the number of members who say they have one person they think of as their personal doctor or nurse (88% in 2010, vs. 84% in 2009).

There are a few areas that do continue to be open to some improvement.

Finding: There is a significant decrease in the number of members living in Assisted Living for whom health providers are asking about end of life decisions. In 2009, 70% indicated that they were asked about this issue, compared to 2010 in which the percentage decreased to 64%.

Recommendation: SCAN might want to consider additional communications and training for health providers in the Assisted Living setting in the hopes of increasing the level of discussions regarding end of life decisions.

Finding: In 2010, eighty-six percent (86%) of the respondents reported that they did receive a call back from their Case Manager the same day the call was placed. This is an improvement since 2009, when 83% of respondents claimed that they received a call back the same day by their Case Manager.

Recommendation: Since there is some room for improvement here, it continues to be recommended that SCAN encourage their Case Managers to contact their members the same day a call was placed, at least to acknowledge that they received the call and will be working to help find a solution to the issue at hand.

Finding: It appears that the number of members, especially those living at Home are using SCAN transportation services (overall 38% in 2010, vs. 48% in 2009...Home, 35% in 2010 vs. 52% in 2009) is decreasing. While this may not be an issue, it may be reflective of some problems with the transportation services as indicated by this member's comment: "Not available when needed, lengthy wait times. Gave up using SCAN transport, arranged own." Approximately 12% of respondents indicate that they do have problems getting transportation to and from their medical visit. Overall there is not a significant difference in this finding since 2009, except in the Nursing Facility setting (96% in 2010, vs. 85% in 2009).

Recommendation: SCAN might want to work with their contracted transportation providers to determine the specific issue at the Nursing Facilities and improve their pick-up times at these locations. As recommended in 2009, SCAN may want to continue to implement some standards for the transportation services they contract with. Such standards could include follow-up reminder calls to the member the day before a scheduled pick-up and having the service arrive within a certain time frame of the appointment to ensure that the members is dropped off or picked up in time. The phone number of the transportation service should also be provided to the member so that the member can follow-up with the service themselves in the event that the follow-up call was not placed or to confirm/change arrangements.

Finding: Transportation providers continue to have issues getting members to their medical appointments within one hour of their appointment time. In 2010, 13% had problems in this area, compared to 7% in 2009...this represents a significant increase. The issues are primarily for members living at Home (16%) and those in Assisted Living (10%).

Recommendation: Overall, the objective should be to increase the number of members getting to their appointment within one hour before their appointment time. Unfortunately, since 2009 the trend seems to be in the opposite direction. Additional follow-up appears to be required with the transportation providers including determining the best methods to ensure that members are picked-up both before and after their appointments in a pre-determined, reasonable amount of time.

Finding: Improvement is evident, since 2009 in terms of problems at the pharmacy. There was a significant decrease (improvement) in the number of members having problems with getting their medications (16% in 2009 vs. 11% in 2010 having problems).

The main problems that members have experienced at the pharmacy include “co-payments” (40% in 2010, vs. 20% in 2009), and “medication not available at the time of pick-up” (37% in 2010, vs. 21% in 2009).

Recommendation: In the future, it may be helpful to determine the specific issue members are having with co-payments in order to identify whether the problem is in the pharmacies handling of the co-pays, or the amounts of the co-pay. At this point, it is difficult to determine how this issue may be effectively addressed. In terms of the medication not being available at the time of pick-up, this is definitely a pharmacy issue and may be pursued through direct contact with the pharmacies.

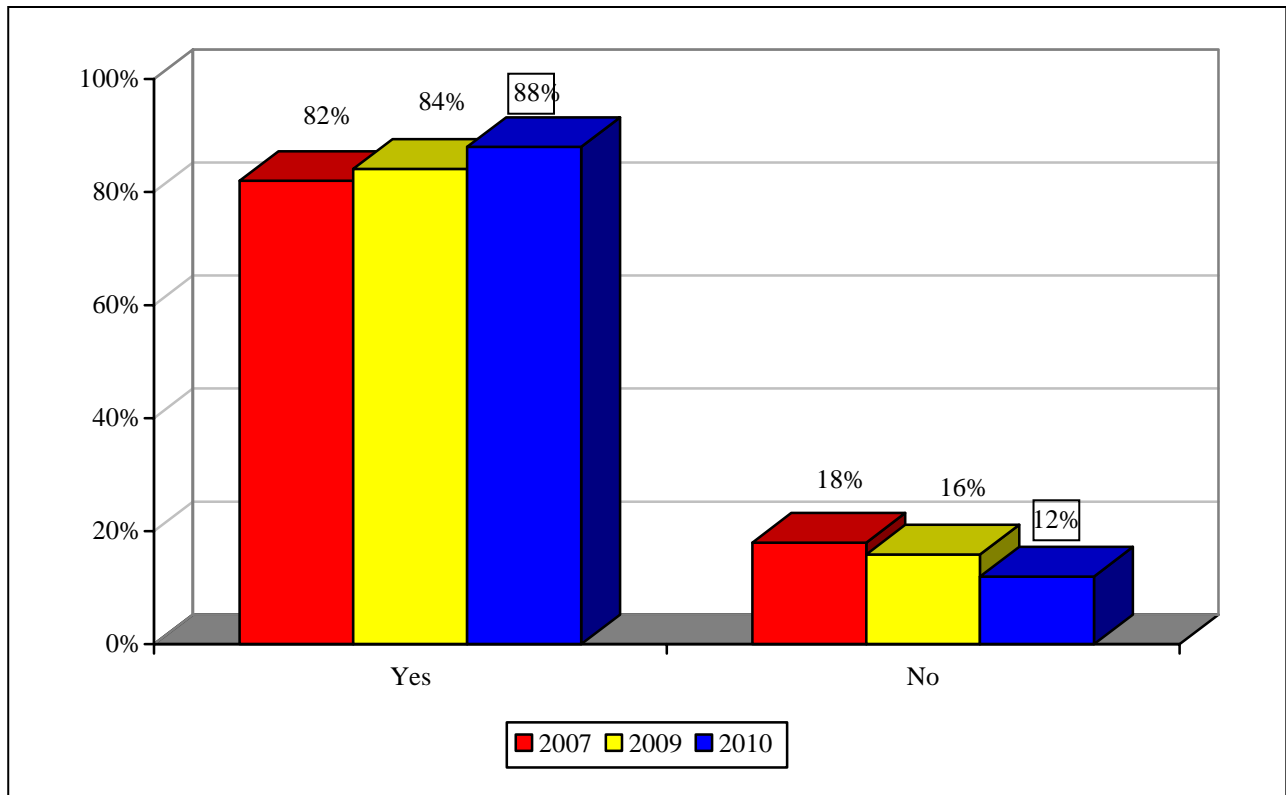
In 2010, the survey requested the name of the “problem” pharmacies, so it may be easier for SCAN to directly address this issue.

DETAILED FINDINGS

Your Personal Doctor or Nurse

- In 2010, more than eight in ten respondents (88%) have one person they think of as their personal doctor or nurse while 12% do not. This is significantly higher than 2007 and 2009 results.

Q.1 Do you have one person you think of as your personal doctor or nurse?



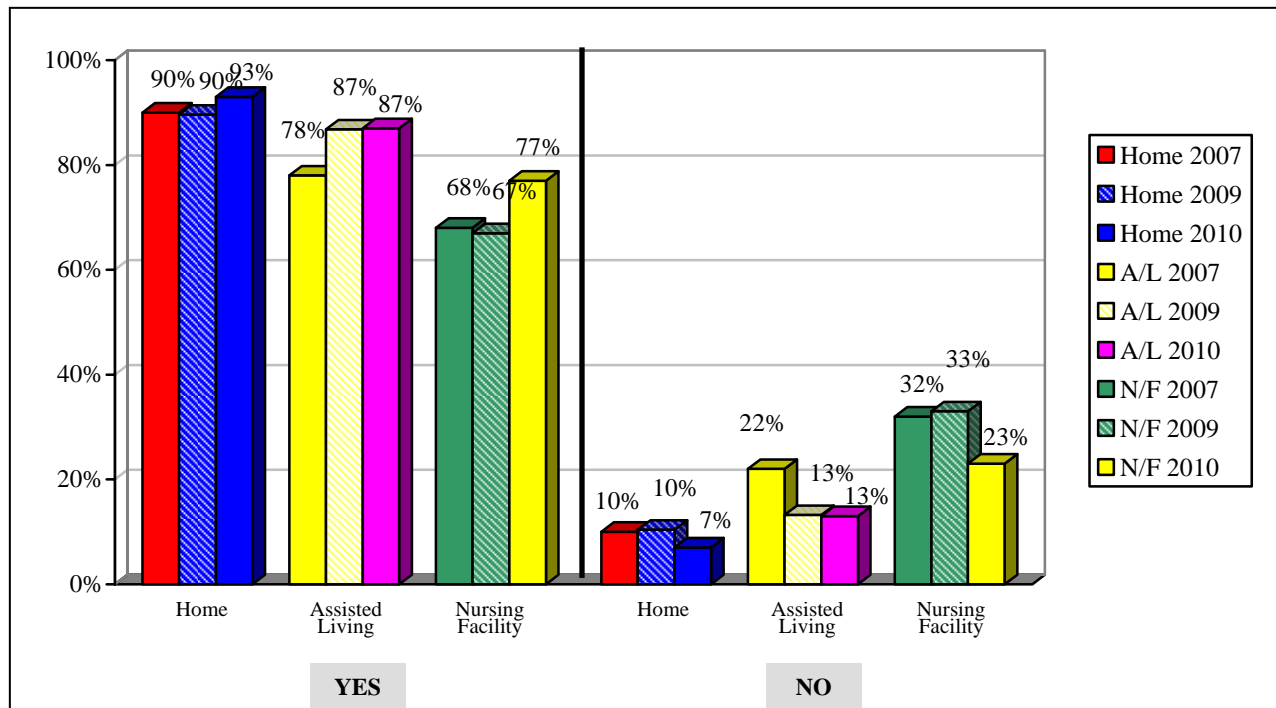
Base = 178 – 2007
730 – 2009
711- 2010

☐ = significant difference 2010 vs. 2009/2007

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Respondents that currently live in their own home or a family/friend’s home were the most likely to have stated that they have a personal doctor or nurse (93%), followed by those respondents living in assisted living (87%) and in a nursing facility (77%).
- Respondents living at home in 2010 were significantly more likely to have one person they think of as their personal doctors or nurse compared to those living at home in 2009.

Q.1 (By Setting) Do you have one person you think of as your personal doctor or nurse?

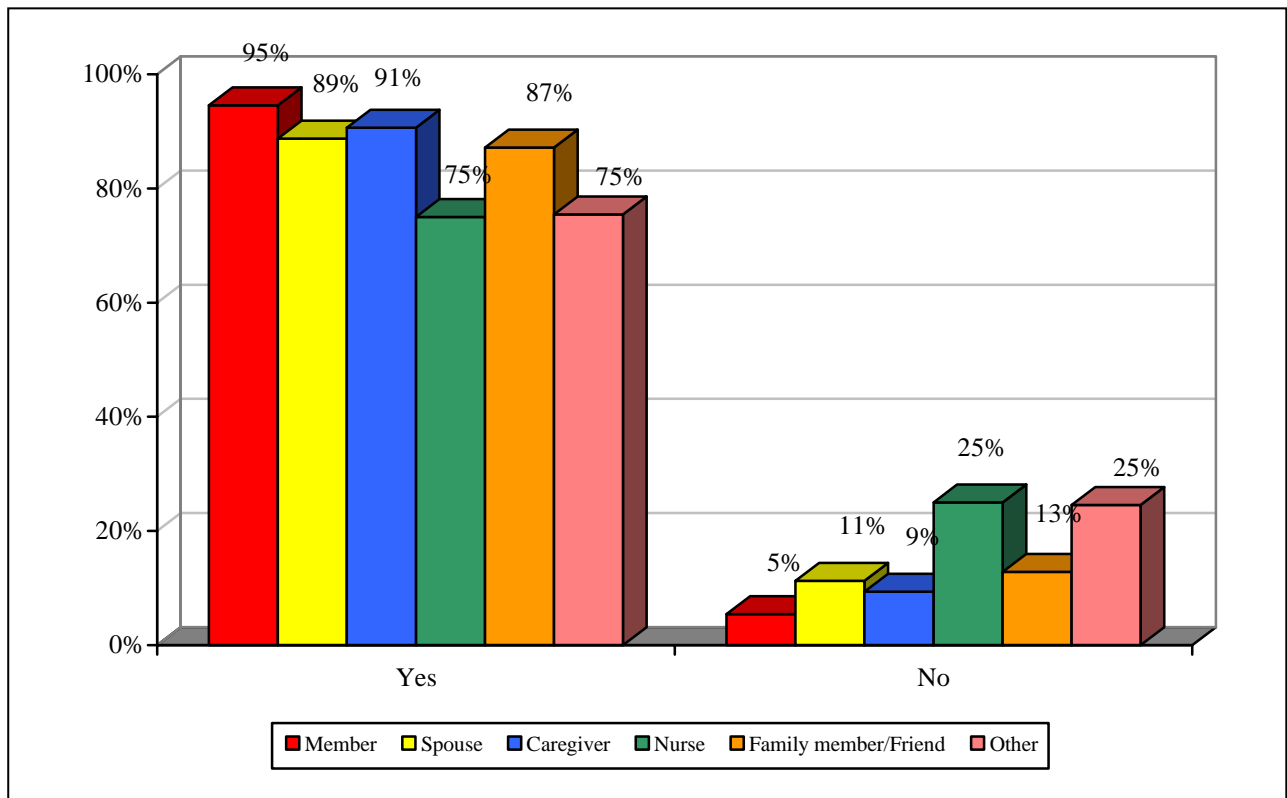


Home base = 71 (2007), 259 (2009), 323 (2010)
 Assisted living base = 82 (2007), 342 (2009), 335 (2010)
 Nursing facility base = 22 (2007), 115 (2009), 104 (2010)

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.1 (By who completed survey) Do you have one person you think of as your personal doctor or nurse?

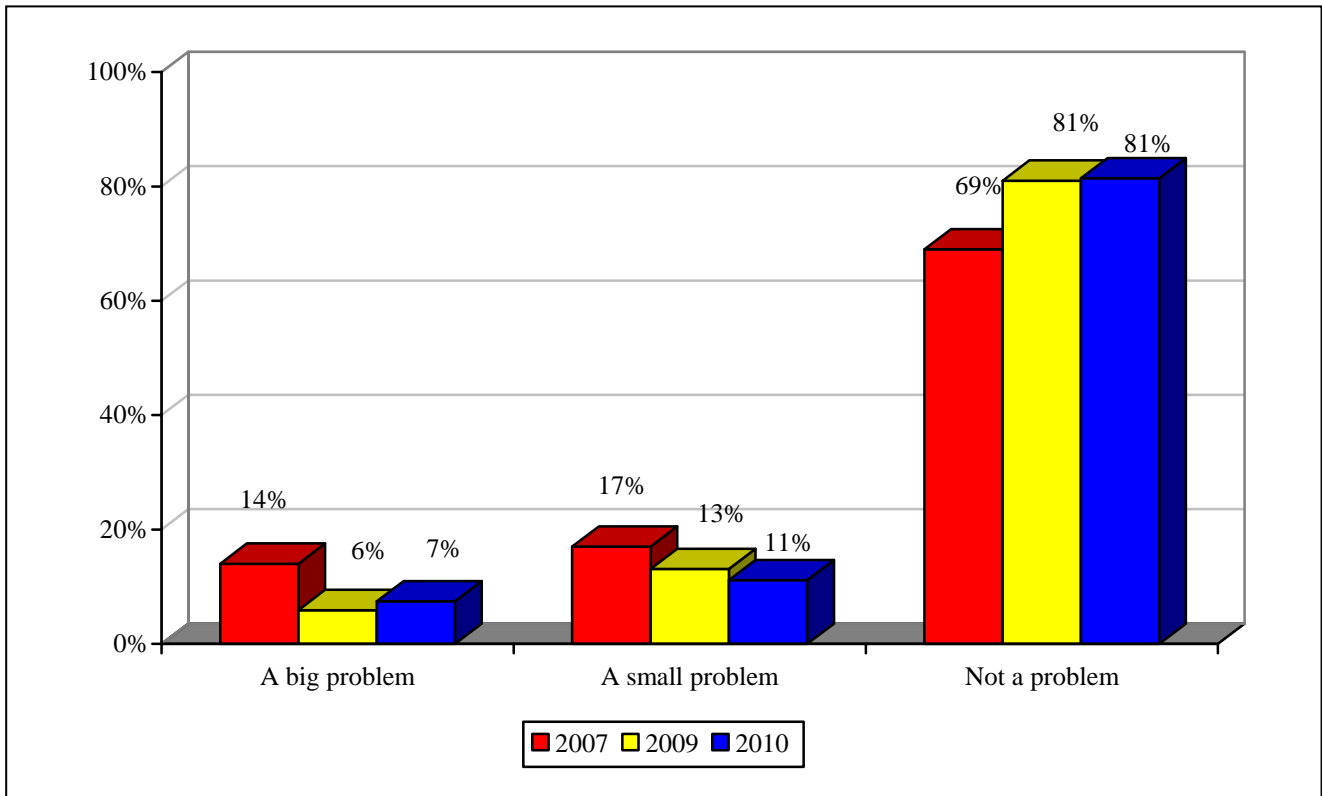


Base = 203 – Member
 80 – Spouse
 75 – Caregiver
 4 – Nurse
 312 – Family member/Friend
 57 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- There is no significant difference in the response since 2009, 81% of respondents report that they did not experience any problems in getting a personal doctor or nurse that they are happy with.

Q.2 Since you joined SCAN, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?



Base = 166 – 2007

717 – 2009

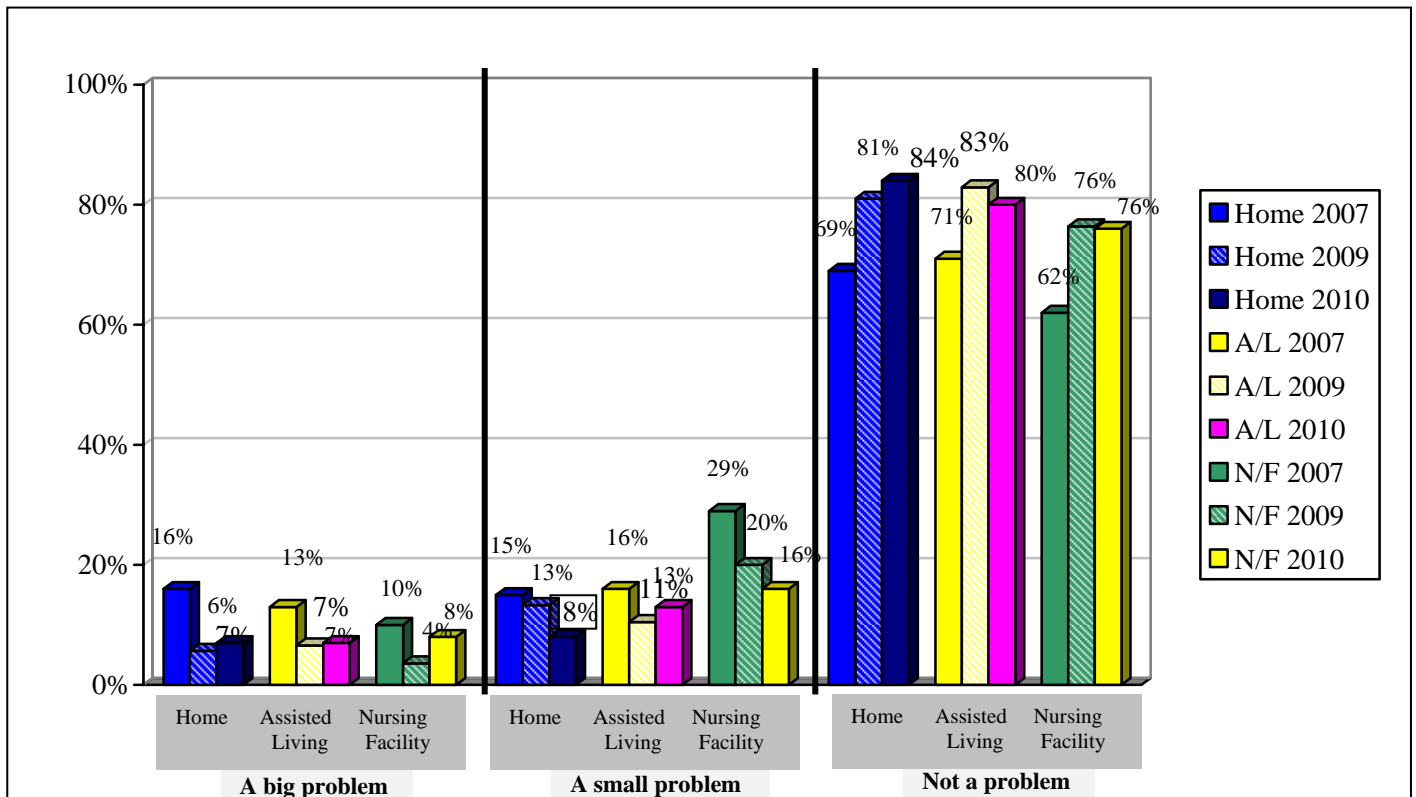
754- 2010

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Since having joined SCAN, respondents living in a home (84% “not a problem” – significant difference compared to nursing facility) or assisted living (80% “not a problem”) were less likely to have experienced any problems getting a personal doctor or nurse they are happy in comparison to respondents living in a nursing facility (77%). Those respondents living in a nursing facility were more likely to have experienced “a small problem” getting a personal doctor or nurse than respondents living in assisted living.
- In 2010, respondents living in a home were significantly less likely to have a small problem getting a personal doctor or nurse they are happy with (8% vs. 13%) compared to 2009.

Q.2 (By Setting) Since you joined SCAN, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

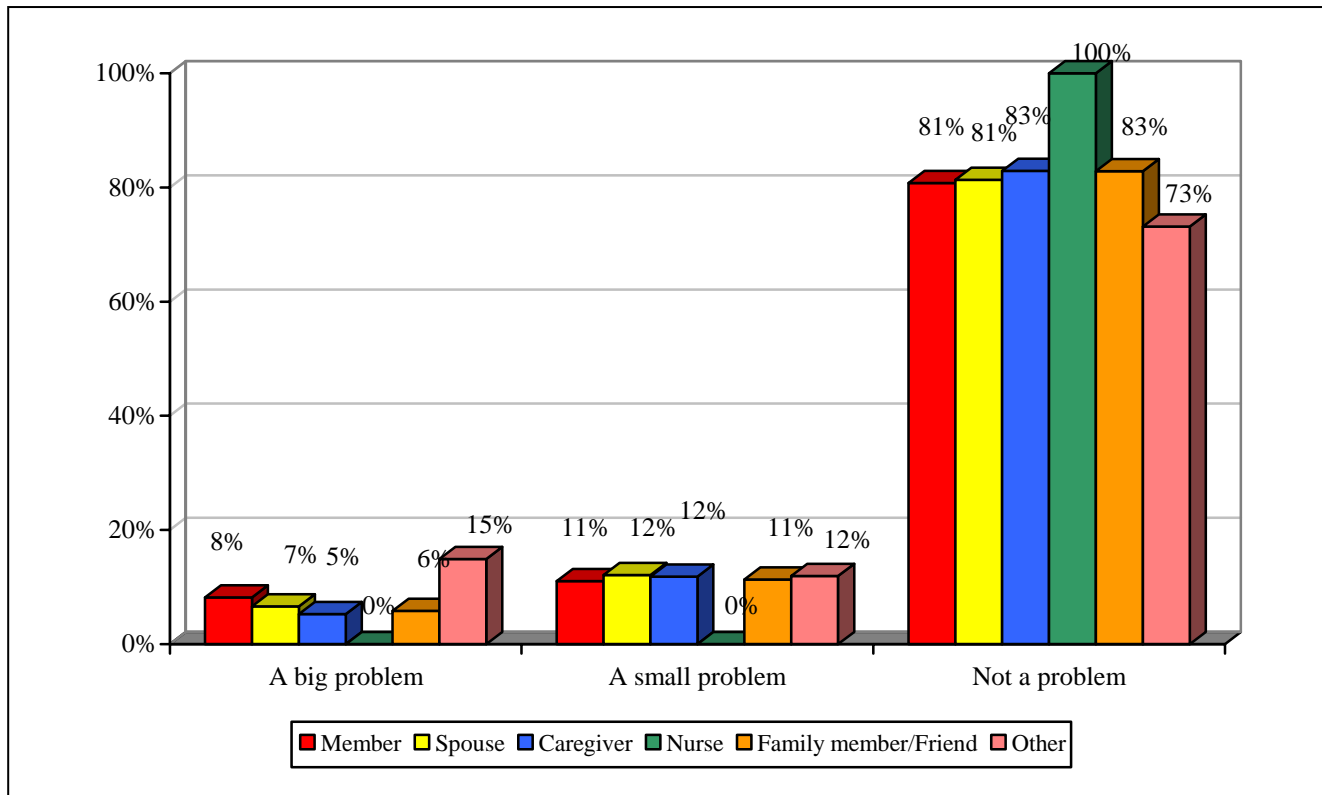


Home base = 68 (2007), 263 (2009), 314 (2010)
 Assisted living base = 75 (2007), 333 (2009), 322 (2010)
 Nursing facility base = 21 (2007), 110 (2009), 102 (2010)

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.2 (By who completed survey) Since you joined SCAN, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?



Base = 208 – Member
 91 – Spouse
 76 – Caregiver
 4 – Nurse
 327 – Family member/Friend
 67 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

**If a problem, please describe the problem:
COMMENTS ATTACHED TO SURVEY**

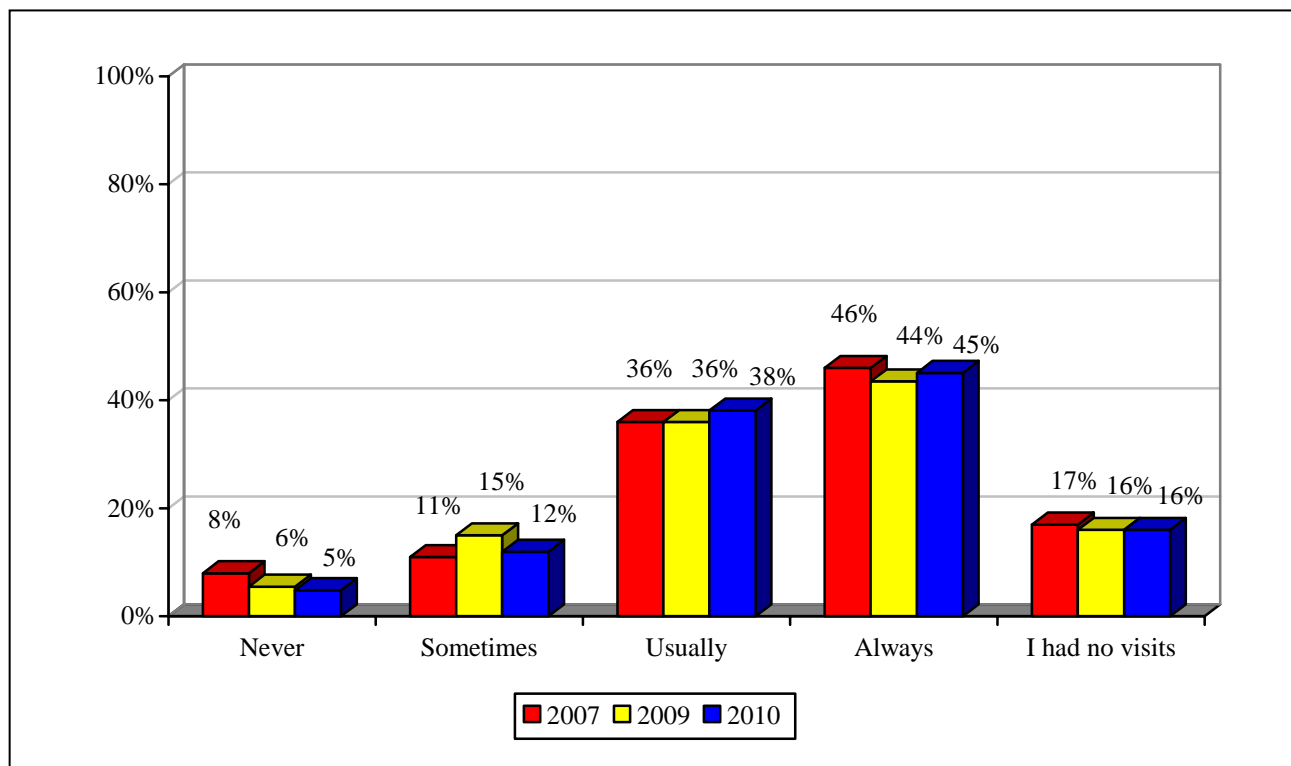
ID	Response
1069	SCAN did not reimburse Dr. and I was refused future care unless I paid bill.
1080	Cannot find the doctor in the list of doctors in the handbook. Care home has been taking Luevina to the doctor.
1094	Dr. Will Inocent is very rude.
1119	My mother JoAnn Scarborough has a Cigna medicare select plus RX. She uses Cigna docs.
1127	Many doctors were not accepting new patients.
1142	She's not referring me to special doctor. She said the doctor is not covered by SCAN.
1154	One doc was available, was told he was scan approved. He wasn't but it took months to find out.
1162	We were using one doctor but she may no longer be under scan.
1220	SCAN has not done anything to help me. Everyone is very rude and not knowledgeable at all.
1221	Personal Dr. (Frederick Stone) has not been fully accepted by SCAN. I now finally obtained special permission to have him back but SCAN has not given me an insurance card identifying him.
1269	Distance to travel from residence to office.
1352	Things needed to stay above 100 lbs, denied teeth.
1370	Had to change doctors because of medication error.
1371	Lois Swartz fails communication with doctor. Poor sow at best.
1374	The SCAN nurse kept insisting that mom have a reversal of the colostomy. Argued with my sister.
1391	Lack of communication from providers. Lack of return calls.
1434	Had trouble finding a doctor that took primary insurance and scan.
1438	Assigned doctor as PCP who is 25+ miles from my nursing home.
1456	I know my doctor is trying to join SCAN.
1466	Could not locate a Dr. that took SCAN only.
1468	Bed bound
1491	The doctors kept changing. Same with his case manager.
1496	We don't have personal doctor now because the Dr. or primary is always relocated.
1498	We don't know how it works. We want someone to see her but don't know how to get a doctor.
1516	My physician is deceased, I have gotten a new one.
1541	I have not tried getting a new doctor. Aside from what I have already.
1575	They don't take scan.
1604	Don't have one. Floor nurses take care of him. Doctor is staff doctor.
1611	If it also concerns my foot doctor it's really SCAN itself they claim duplicate products but they never even purchase any of my archers just alebrace and foot one for drop foot problems.
1615	Nothing even cover.
1616	Not interested in me as a person, just a number.
1632	Same doctor when we use Budgeuay.
1634	Just finding one.
1647	Only give medication. I have seen no nurse or doctor.
1658	I met many of them but they were not able to give me suitable care.
1678	Limited to doctors in nursing homes.
1713	Competent MD's seem to avoid SCAN.
1733	Often caregivers must be given daily instructions on what to do or are always late.
1764	My doctors that I already had and was happy with don't accept SCAN.
1778	It was a challenge finding a PCP who accepted both AHCCCS/SCAN and APIPA.
1800	Just released from Glendale Care Center, Have only seen Dr. Once (not sure yet).
1831	The doctor I am with now over books his patient's. I have to wait an hour to see him.
1859	SCAN is not being used as a primary plan.
1874	Can't find a doctor that has the time for me or understands my history.
1881	Using our personal doctor. Don't have a list of Dr.'s for SCAN.
1886	Not sure who MD is never comes when he says.

1896	First doctor was unresponsive.
1907	The dentist who saw her at the facility, whatever he did he messed her front partial. By that I mean they came off and he glued them once, still she has not been able to keep them on. She has had the partial for 10 years or so and never had a problem before. Now she has been waiting for the dentist for the past three weeks, hasn't shown up yet. Hope you can do something to help my sister.
1917	Problem with medications and doctors. Getting doctors.
1933	M.D. would not see me without photo ID. Also I was late, female M.D.
1937	Dr's and even hospitals had never heard of scan.
1968	I couldn't find a doctor who seemed to care about me.
1969	Ask med tech for doctor and none shows up.
1989	There was an issue with the paperwork and getting the correct doctor listed
1994	The doctor who we selected was not originally on the list.
2021	The list of SCAN approved doctors was way out of date. Many physicians that were listed were no longer in Arizona or didn't accept SCAN patients anymore. It took months to finally find a medical care provider.
2023	Would like to have a naturopathic doctor, have mentioned this to case worker. No set time given to me.
2052	The Doctor assigned to me has a problem with follow up care .
2066	Not a problem but it is wonderful that you can get such good doctors from long term care.
2088	The nursing home did not want to give him a new doctor.
2110	Difficult in making from appointments. Sitting in office for very extended periods. Later patients were taken before me plus not being emergency.
2142	If you don't see anyone it's not a problem.
2200	Mother has Alzheimer's. Taking care of her is difficult. She is in a group home nursing care facility.
2247	Hard to get referrals in a timely manor. See doctor from Evercare and SCAN.
2289	Physician assistant helps most of the time.
2291	A doctor or nurse practitioner comes to the home about once a month on call.
2316	We had to change physician which we did not wish to do.
2331	Dr and Nurse provided by hospice of the Valley.
2335	Had to pick within the network and the assisted living facility for my parents.
2338	All the calling wastes time.
2348	Most of them just didn't listen to what I was telling them. I might as well have been talking a foreign language.
2364	Recently it took the Dr. 1 Week to refill my prescriptions.
2376	Not happy with Dr's answers or attitude
2379	I was talking about the nurse and doctor at Copper Village.
2389	They change to often.
2398	The dermatologist we went to was very nice but not all thorough. My mother who had a cancerous growth on her face a few years ago did not have a complete body check as she should have.
2422	My doc is not with SCAN.
2427	Never met the assigned physician.
2428	Primary physician is not a SCAN preferred provider.
2440	I can never seem to talk to Arnold's Doctor.
2467	no contact
2525	Great difficulty getting in home personal RN happy with - staffing company problems.
2546	Doctor we select did not accept SCAN.
2555	Did not know any doctors in this area.
2571	It took 3 weeks for the doctor to tell me the results of my MRI.
2577	Dr Bell Leff and Dr Protishener Nasrin Jazayeri left.
2615	Doctor left for another and was replaced shortly after.
2628	Dr. Kahlil didn't always return phone calls.
2695	Sees the P.A. but doesn't remember.
2696	I don't get to see her.
2698	I've always been with outside doctor.
2738	Haven't seen anyone, who are they?
2743	My supplement insurance pays in part for my personal doctor.
2784	Dr. comes to home but it is not easy to get a Dr. that will come to your home.

2787	Doctor not always available at time I would like to see her.
2793	I do not have SCAN as my primary insurance.
2800	Primary care (Dr. Patel) was changed to nursing home doctor without patients consent but was changed back to Dr. Patel on 9/21/10.
2844	Not clear all doctors.
2846	Wonderful
2864	Mother is 98 yrs old.
2868	I am not happy that the list of doctors. It so small in N. Scottsdale and we can't find someone better.
2882	Dad has many doctors and one of them could not be considered "personal".
2924	Too many young children in the waiting room. Ages 3 yrs to 4 yrs, very noisy. Doctor did not show up and let her nurses do all of the testing, blood work, etc.
2946	We retained mom's G.P.
2954	Understanding the traveling doctor who serves the grand court.
2955	Communication, I am the son of the patient and it is difficult to get information and updates.
2956	Have never seen a doctor, a nurse yes.
2999	No one contacts me about a doctor's visit to home. Don't know when Lynn last seen.
3033	The care facility has a routine visit.
3053	Referrals
3086	Bus pass
3171	I see very little of the doctor and a long time passes between visits. Visits only last a few minutes.
3218	Hard to get through the phone line, long waits at time of appointment.
3219	Pain in joints.
3251	Locating a doctor that is on primary insurance and scan.
3335	No problem with Dr. it's that Gila Bend AZ doesn't take SCAN.
3357	Can't find one. I had a good one but he went to the hospital. Dr. Jamil Mohammed. Need a primary doctor.
3397	I went through 3 of them before I found one that cared.
3433	Assigned primary Dr who took SCAN but not primary Insurance medical assigned by SCAN!
3480	The problem is not with the doctor but finding one my mother likes.
3502	No doctor assigned since moving here.
3511	My daughter found her for me.
3516	Appointments 2 months to get in
3539	All ready had.
3542	Dr. Gill only takes APIPA. Info sent to Julia McCloud for resolution.
3544	Difficult to find Dr. in my area based on my needs.
3559	In a home with multiple responsibilities, i.e.. Emeritus, Hospice, SCAN.
3582	See doctor assigned to residence - Emeritus.
3624	Slow in getting help. Took more than 2 weeks to get tooth pulled, no appointments.
3657	Had inspiris and it was getting to see them
3687	Difficult finding people to handle catheter issue properly.
3741	It took too long to get an appointment.
3781	Nursing home doctor
3794	The Dr. does not come to see me to often.
3808	I told the nurse she had a skin cancer for 6 months. My mother ended up needing radiation treatments. I also wanted mittens and the nurse declined and said it was excessive. Within 2 weeks of getting them her face wasn't bleeding and healed.
3818	SCAN is the secondary insurance so they don't pay anything with my doctor.
3826	Didn't understand why PCP was on SCAN list of Dr's but not certified for nursing home. Finally accepted NH PCP.
3856	Doctor at nursing facility are present at the time of need.
3859	The P.A. that sees my mother forgets my requests to check out issues that mom complains about and has to defer until the next visit.

- Results from 2009 to 2010 have remained relatively consistent with regard to being seen within 45 minutes of scheduled appointment times. Forty-five percent (45%) of the respondents report that they are “always” seen by their doctor within 45 minutes of their appointment time, 38% are “usually” seen within 45 minutes of their appointment time, and 12% are “sometimes” seen by their doctor within 45 minutes of their scheduled time. Only five percent (5%) of the respondents state that they are “never” seen by their doctor within 45 minutes of their appointment time.
- There are no significant differences between the yearly results.

Q.3 Were you seen by your doctor within 45 minutes of your appointment time?



Base = 142 – 2007

586 – 2009

619 - 2010

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- There were no significant differences in the response between 2009 and 2010.
- In 2010, significantly more respondents living in a home or in assisted living than in a nursing facility “always” were seen by their doctor within 45 minutes of their appointment time.
- Respondents living at home in 2010 are significantly less likely to “usually” be seen by their doctor within 45 minutes of their scheduled appointment than respondents living in assisted living or nursing facilities (34% vs. 41% and 53% respectively).
- Significantly more respondents living in a nursing facility than in assisted living or nursing facilities “had no visits” compared to those living at home. Significantly more of those living in nursing facilities “had no visits” compared to those in assisted living.

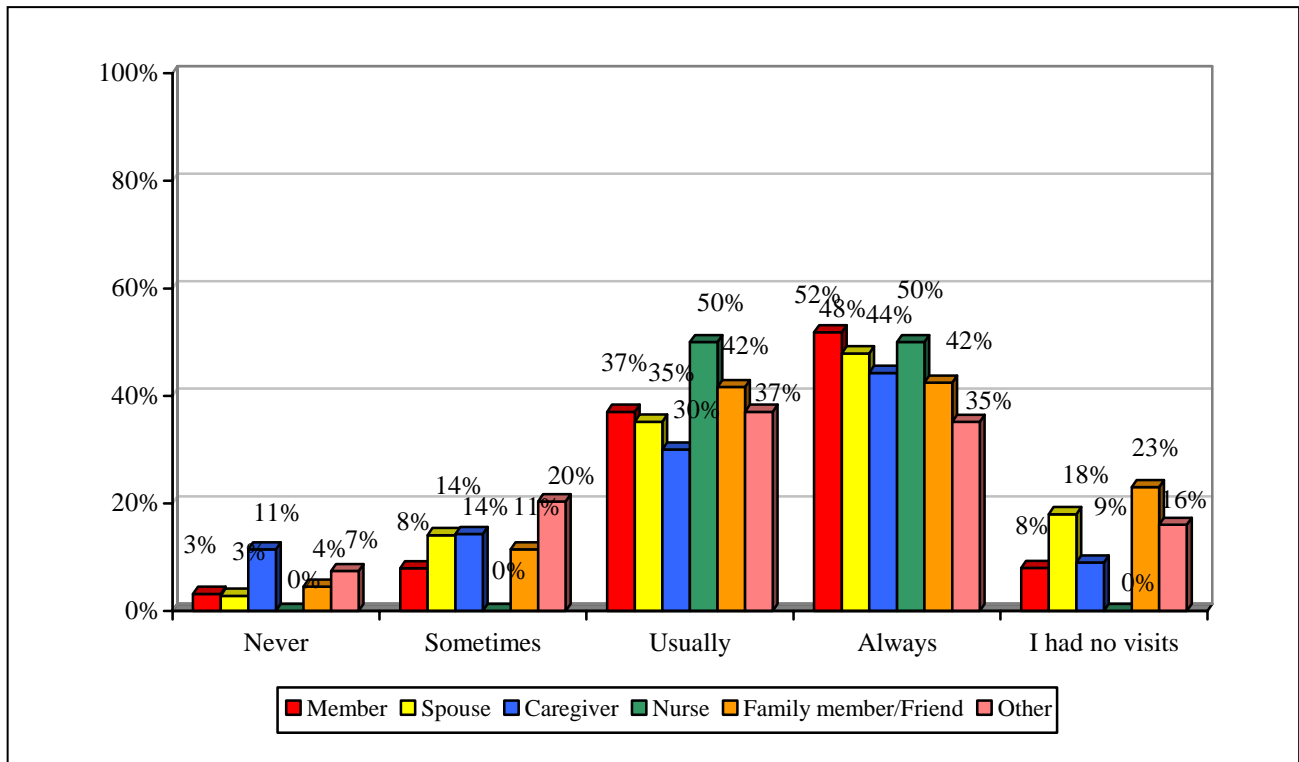
Q.3 (By Setting) How often were you seen by your doctor within 45 minutes of your appointment time?

	Base	Never	Sometimes	Usually	Always	I had no visits
Home 2007	58	10%	7%	40%	43%	15%
Home 2009	247	6%	16%	32%	46%	5%
Home 2010	305	5%	12%	34%	49%	3%
A/L 2007	69	4%	13%	33%	49%	15%
A/L 2009	267	3%	13%	38%	46%	17%
A/L 2010	244	4%	11%	41%	44%	22%
N/F 2007	14	14%	14%	36%	36%	36%
N/F 2009	60	13%	20%	45%	22%	40%
N/F 2010	55	5%	20%	53%	22%	40%

Significant differences indicated in “bold”.

* Numbers in the chart may not add up to 100% or be identical to the text due to rounding.

Q.3 (By who completed survey) Were you seen by your doctor within 45 minutes of your appointment time?

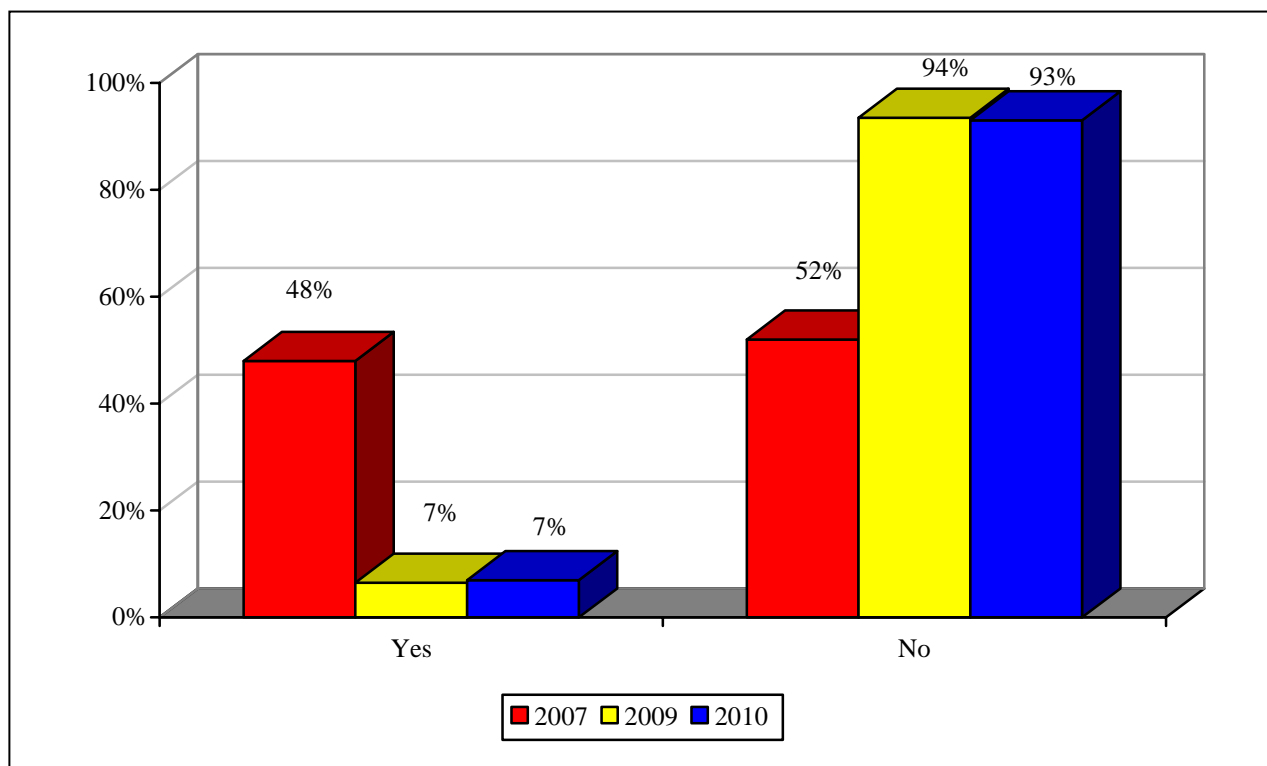


Base = 189 – Member
 71 – Spouse
 70 – Caregiver
 4 – Nurse
 245 – Family member/Friend
 54 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- There are no significant differences in the response between 2009 and 2010. Significant differences did exist between 2007 results and 2009/2010 results.
- In 2010 (and 2009) only 7% of respondents report that they experienced any physical barriers at their doctor’s office while 93% of those in 2010 did not experience any physical barriers.

Q.4 Do you experience any physical barriers at your doctor’s office?



Base = 161 – 2007

665 – 2009

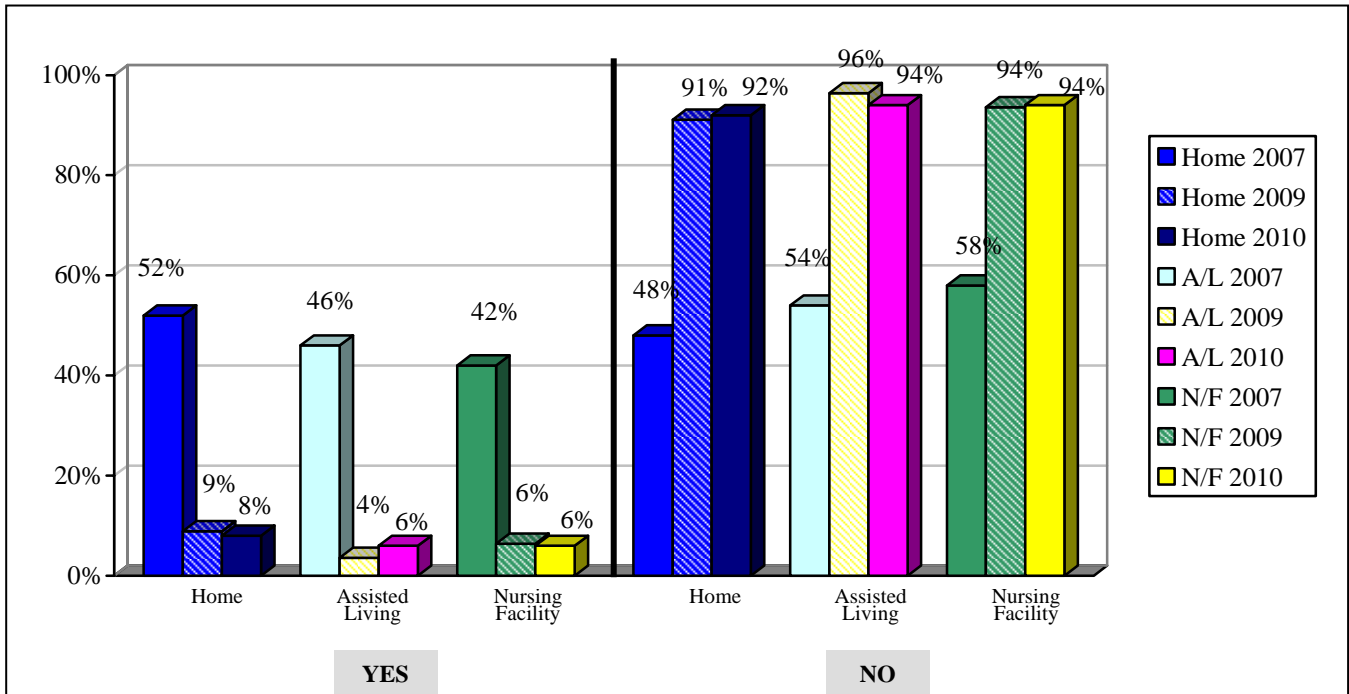
685- 2010

= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Similar to 2007 and 2009, in 2010 those respondents who live in a home are somewhat more likely to have experienced physical barriers at their doctor’s office, while those living in assisted living were the least likely to have experienced any physical barriers at their doctor’s office.
- There are no significant differences in the response between 2009 and 2010 (although significant differences do exist between 2007 results and 2009/2010 responses).

Q.4 (By Setting) Do you experience any physical barriers at your doctor’s office?

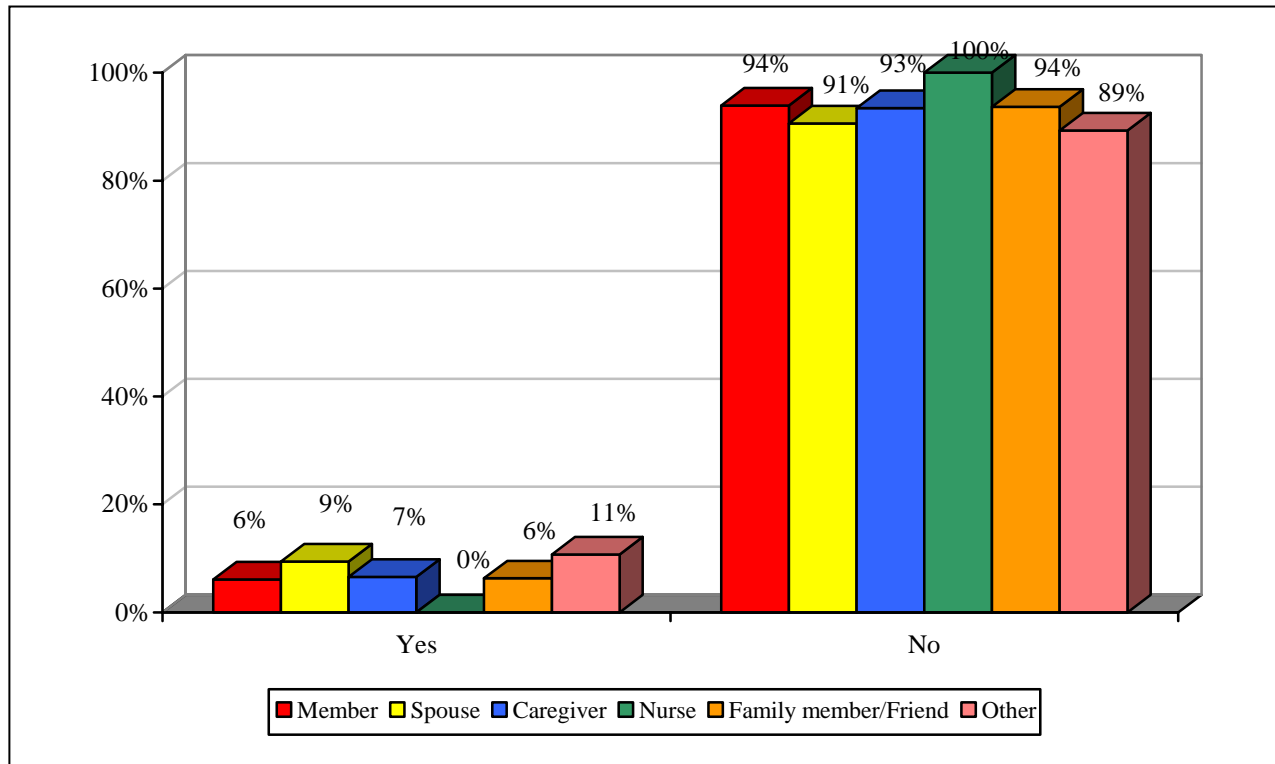


Home base = 63 (2007), 257 (2009), 310 (2010)
 Assisted living base = 78 (2007), 304 (2009), 282 (2010)
 Nursing facility base = 19 (2007), 94 (2009), 81 (2010)

= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.4 (By who completed survey) Do you experience any physical barriers at your doctor's office?



Base = 197 – Member
 85 – Spouse
 76 – Caregiver
 4 – Nurse
 286 – Family member/Friend
 56 - Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

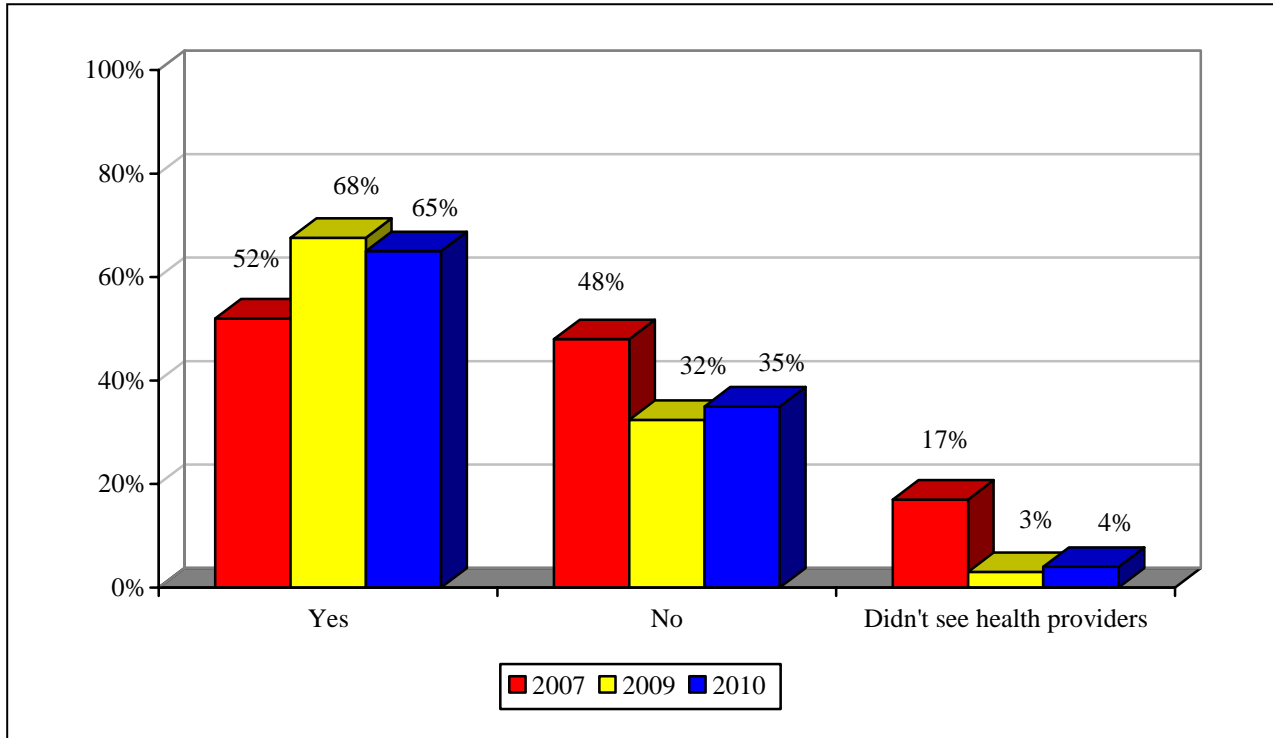
If a problem, please describe the problem:

1054	Not enough handicap spaces, always busy.
1069	Difficult to get disability parking.
1126	Doorway to narrow.
1154	Doc only sees me at my residence, assisted living.
1162	The doctor comes to the patient at CRV once or twice a month.
1195	Postings bother the wheelchair pass and elevator.
1215	Doors, not able to open.
1290	Member is in SNF on Vent
1329	Handicap parking. Very small place, only 2 spaces and nowhere else suitable for wheelchair.
1352	Wheelchair maintenance average wait for work is 30 days.
1374	At the surgeons office there was no way to get her on the exam table. No one seemed to understand dementia.
1402	Do not see doctor.
1429	Doctor visits in group home.
1438	Although ADA ramps are in place, no wheelchairs are available at Dr.'s building.
1466	Doors were not for handicapped.
1468	bed bound
1471	Not enough handicap parking.
1498	Never been to a doctor. Never had a appointment.
1499	Vent dependent, resp failure.
1604	Doctor does visits here at the vet's home facility. No appointments are scheduled.
1611	I use a walker and the door is (sometimes) very heavy and hard to open unless someone helps.
1616	Some places it's in the back and not in the front where it's close.
1632	He comes to the group home.
1647	Do not go to doctors office, stay in nursing home sun crest.
1726	Doctor or PA comes to Solterra.
1772	Handicap parking.
1800	No door hold position to get wheelchair through.
1820	My mother does not go to any doctor outside of her memory care facility.
1838	They ignore people in wheelchairs and provide no help.
1881	Personal doctor not SCAN.
1886	Comes to home.
1891	NP comes to SNF.
1901	Dr and nurse come to my home.
1918	No office visits as service is provided within the residence.
1975	Need step stool to get in and out of van.
1989	His office is technically accessible but it is hard to maneuver around the rooms and office space
2076	Rooms are too small for electric wheelchair.
2110	Limited spaces available. I have to park a distance away. My walking is limited.
2140	I use dial a ride to go to the doctor.
2200	Again she is in a nursing care facility.
2215	Primary doctor visits my assisted living center.
2228	The scale is not big enough to stand on and have my balance so he does not get my correct weight which is important to my age.
2238	My doctor visits me at the assisted living home.
2252	Entrance is a little hard for a transport chair.
2272	The Wheelchair ramp is too far away in these hot months. As far as we can determine there is only one ramp.
2281	Doctor comes to me.
2289	Don't go to his office. He sees me at the nursing home.
2322	Lyle is in the Citadel.

2331	Visits are at home.
2335	They come to the assisted living facility but we have never seen the doctor, only the NP.
2338	More handicap spaces.
2372	Dr visits me in the facility.
2440	Get on the led to check him out.
2447	Not all doctors buildings have automatic doors.
2490	My doctor makes house calls.
2494	No handicap parking is available for doctor's office
2525	Never enough handicapped parking spaces near ramps or office doors and tight spaces in offices.
2552	I don't drive. I'm in a wheel chair.
2555	I do not go to office.
2571	I have been living in a skilled nursing facility.
2603	Examining tables are too high. Cannot be lifted to them.
2608	Marjorie is bed fast and has very good care, nurse and doctors.
2629	My mother has never been to the office. She has in home visits.
2698	Private doctor.
2864	Don't go to office she come to me.
2868	Handicap parking is not convenient.
2881	Live in a facility and care providers come to me.
2882	Dad is permanently hospitalized in care center.
2910	Doctor comes to assisted living residence.
2912	Sometimes it is very difficult to enter and exit front door. It does not have an electric or automatic door.
2922	Not enough handicapped parking spaces.
2954	Doctor visits apartment. no office visits.
2955	In nursing home.
2956	Never been to his office.
3149	Dr comes to me.
3228	N/A. Patient is resident in nursing home (alz unit) No appt. made with doctor. He visits once a month.
3309	Nursing home.
3367	Doctor comes to facility.
3404	Offices too small for wheelchair. Also no way of weighing myself. I can't stand on a scale due to left side paralysis.
3410	Front entry door is difficult wheelchair access.
3445	Confined in a hospital.
3465	Dr. is in facility.
3468	Getting in and out of office.
3478	Doors getting into office (main door) is very heavy and hard to open using other walker or wheelchair.
3486	No visits to office. Doctor comes to facility on rare visits.
3491	Comes to my room.
3528	Home visits.
3544	They even provide a wheelchair.
3556	Haven't been to his office.
3562	Dr. visits at health care center
3687	Dr visits home.
3748	Doctor comes to assisted living.
3758	Dr. Comes to the facility.
3765	Doctor comes to home to visit.
3798	She is in an assisted living cottage and doesn't know anyone. Cannot speak, only walk.
3826	Dr. or PA comes to nursing home. Other specialists have DMT transportation.
3856	Taken care of in nursing center.

- There are no significant differences in response between 2009 and 2010 (significant differences do exist between 2007 and 2009/2010 responses).
- Slightly fewer respondents in 2010 (65%) report that their doctor or health provider asked them about end of life decisions (compared to 68% in 2009).

Q.5 Have your doctors or other health providers asked you about end of life decisions?



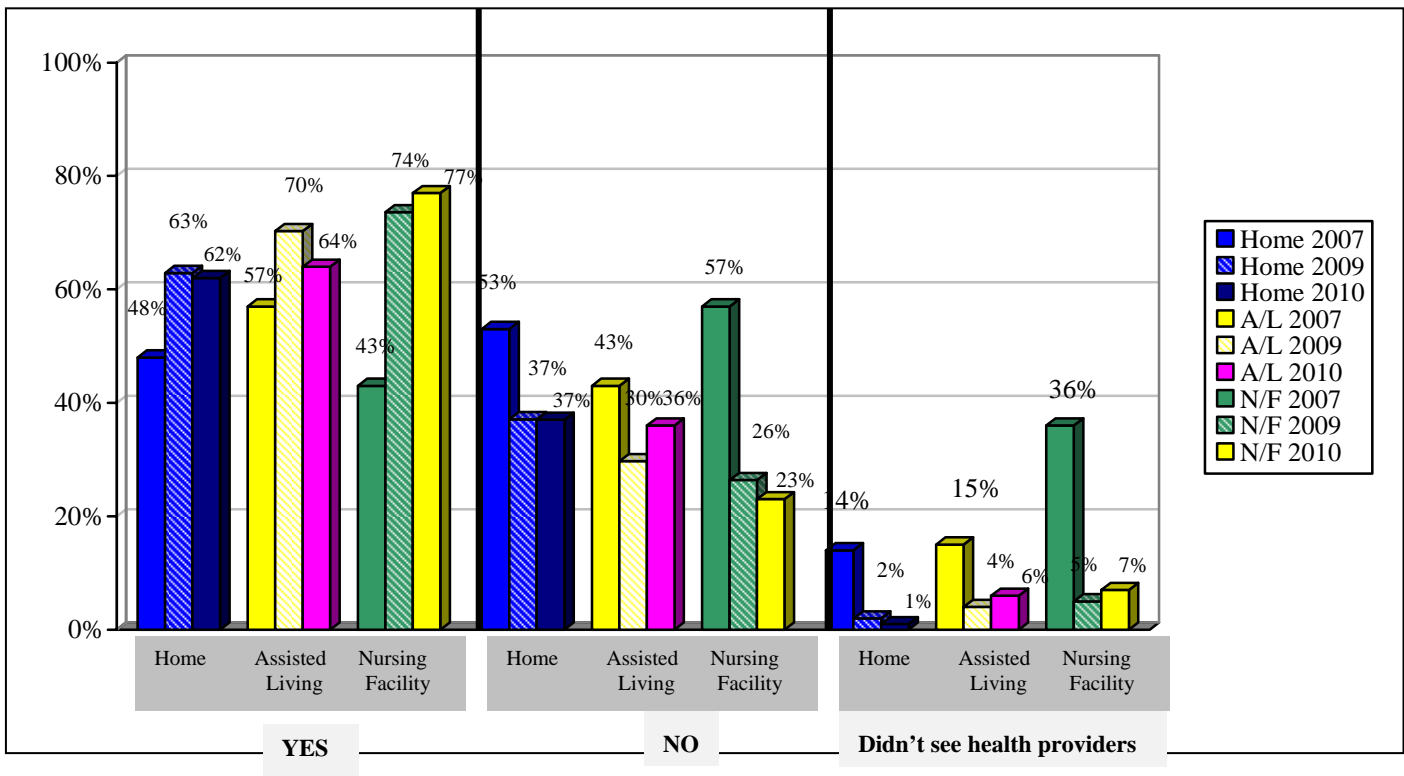
Base = 142 – 2007
 694 – 2009
 726- 2010

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- There are no significant differences in the response between 2009 and 2010.
- Respondents living in a home, assisted living, and in nursing facilities are all significantly more likely to have been asked about end of life decisions by their doctors or other health providers in 2009 and 2010 than in 2007.
- Respondents living in a nursing facility (77%) have a significantly higher percentage of respondents stating that their doctors or other health providers asked them about end of life decisions compared to those respondents living in assisted living (64%) and in a home (62%).

Q.5 (By Setting) Have your doctors or other health providers asked you about end of life decisions?

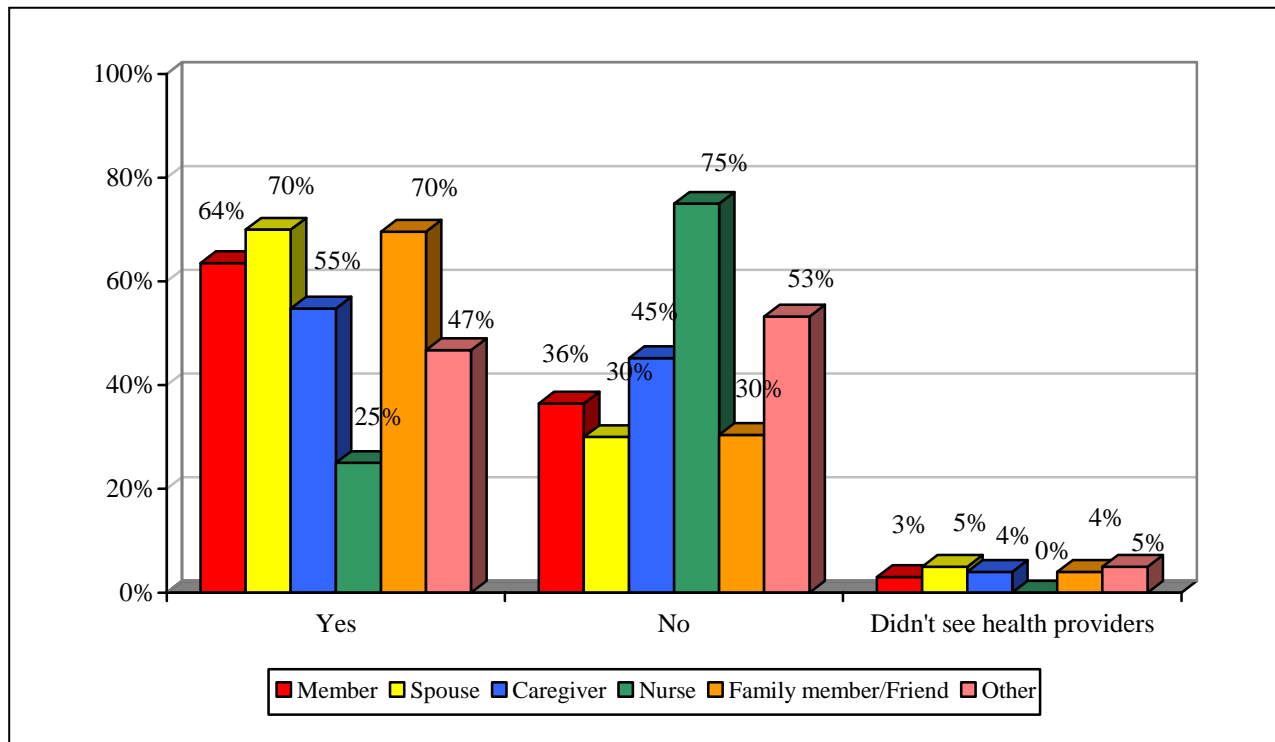


Home base = 59 (2007), 256 (2009), 314 (2010)
 Assisted living base = 68 (2007), 320 (2009), 302 (2010)
 Nursing facility base = 14 (2007), 106 (2009), 96 (2010)

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add to 100% or be identical to the text due to rounding.

Q.5 (By who completed survey) Have your doctors or other health providers asked you about end of life decisions?

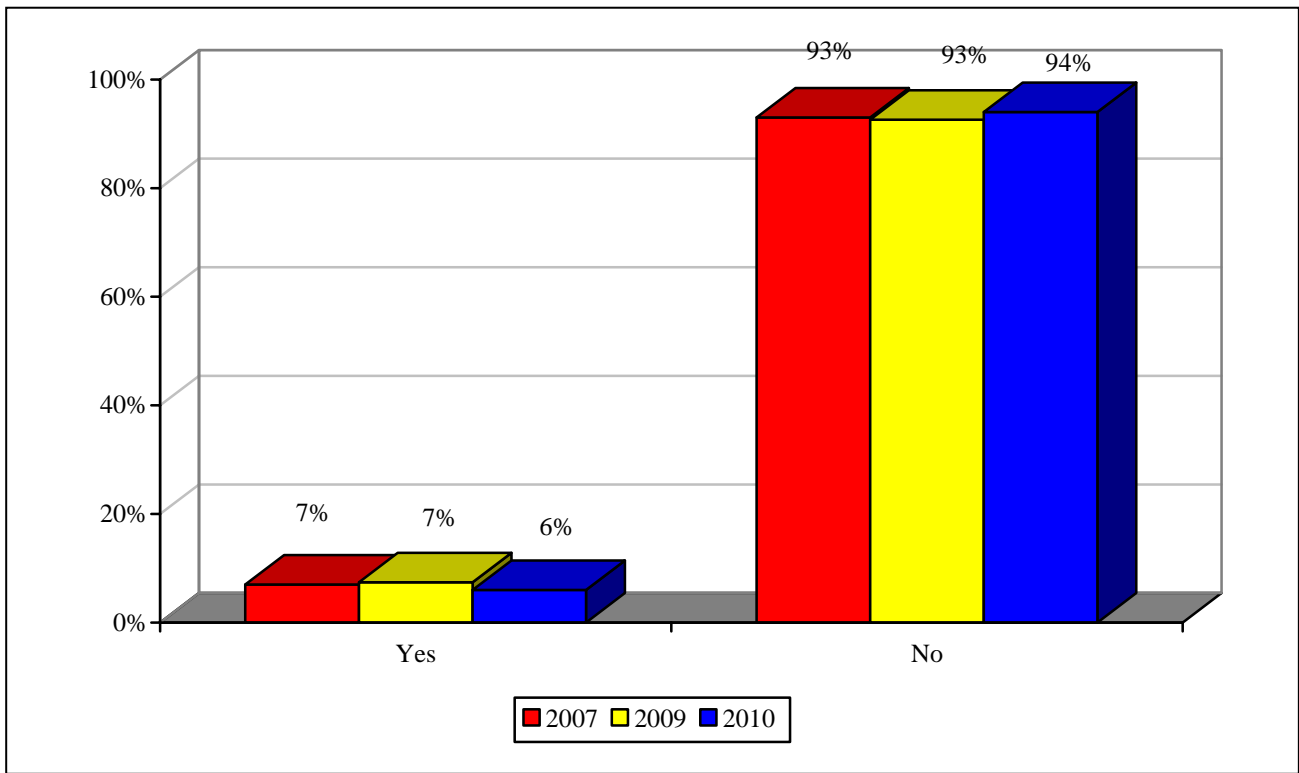


Base = 203 – Member
 90 – Spouse
 73 – Caregiver
 4 – Nurse
 319 – Family member/Friend
 62 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- There has been little change from 2009 to 2010 when it comes to respondents experiencing language barriers with doctors and nurses. Six percent (6%) of respondents indicate that they did experience some language barriers when trying to get health services from their doctor or nurse.

Q.6 Have you experienced any language barriers with your doctor or nurse in getting health services?



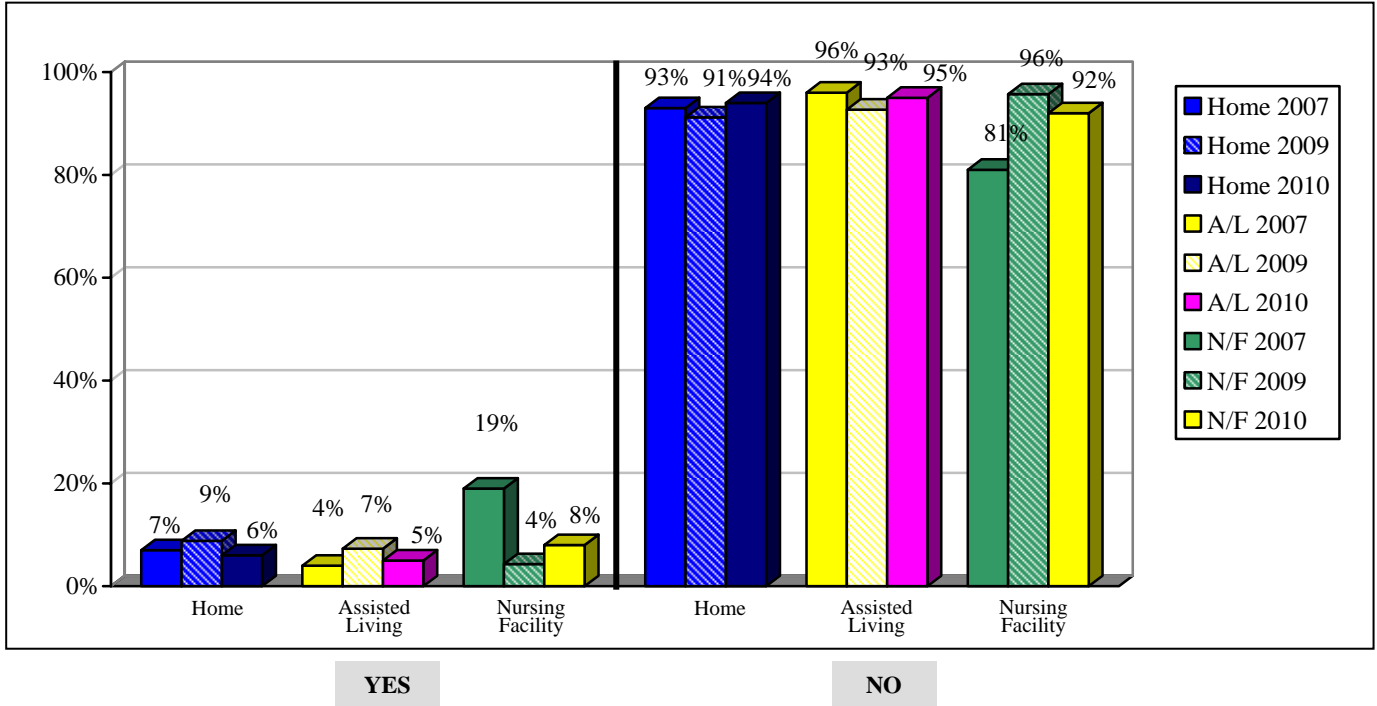
Base = 172 – 2007
 730 – 2009
 766- 2010

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Overall, respondents living in a assisted living facility are least likely to have experienced any language barriers with their doctor or nurse when getting health services (5%) followed by respondents living at home (6%) and in nursing facilities (8%).
- There were no significant changes within living arrangements from 2009 to 2010.

Q.6 (By Setting) Have you experienced any language barriers with your doctor or nurse in getting health services?

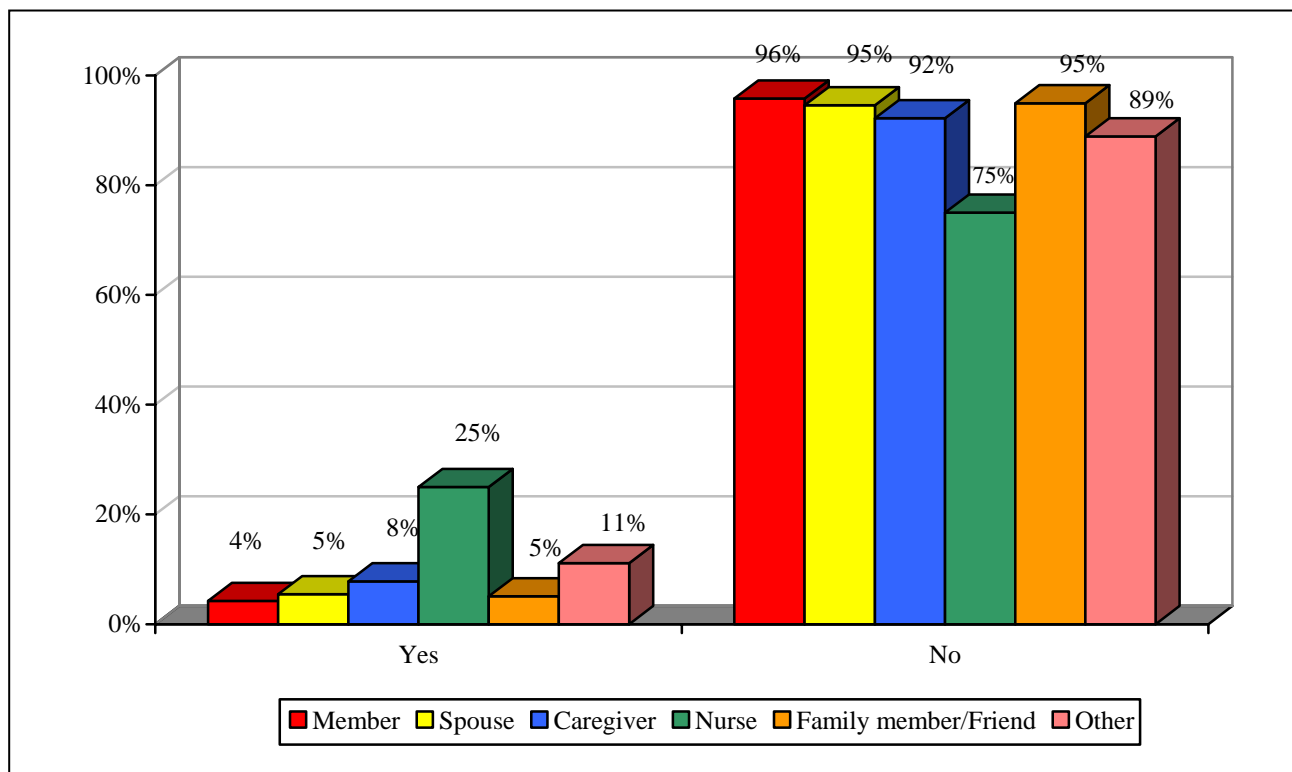


Home base = 68 (2007), 261 (2009), 318 (2010)
 Assisted living base = 81 (2007), 342 (2009), 330 (2010)
 Nursing facility base = 21 (2007), 116 (2009), 102 (2010)

= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.6 (By who completed survey) Have you experienced any language barriers with your doctor or nurse in getting health services?



Base = 214 – Member
 92 – Spouse
 77 – Caregiver
 4 – Nurse
 336 – Family member/Friend
 63 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

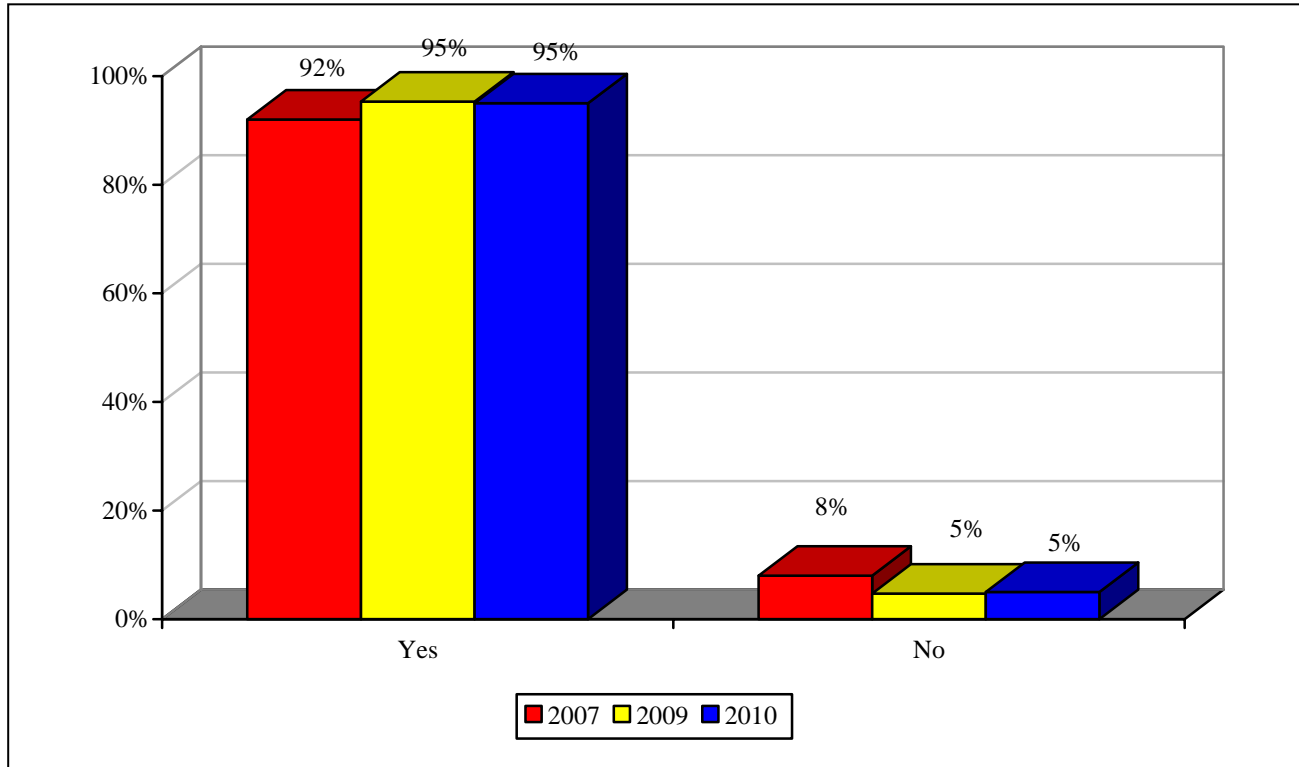
**If a problem, please describe the problem:
COMMENTS ATTACHED TO SURVEY**

ID	Response
1108	Sometimes we have aid's that do not understand. The nurse is always there to help.
1162	The problem is that Adele has advanced dementia and does not understand much.
1209	Spanish speaking employees at Highland Manor who do not clearly understand English and speaks broken English.
1340	Some of the Asians and Indians accents are very hard to understand. Someone will be there to translate or translator will help.
1354	I don't speak English but my daughter interprets for me.
1391	Lack of communication with family who makes decisions for patient.
1414	Sometimes the nurse and staff at the doctors office are hard to understand.
1432	I am deaf. My daughter comes with me. She is proficient in signing.
1496	The doctor or nurse always has a hard time understanding me and I don't understand them too well either.
1521	My doctor does not understand the intensity of my pain management.
1604	Has trouble understanding any of them, hearing is a big problem.
1616	Sometimes, could be on my part.
1634	I some what experience language barrier with Dr. Satapathy my PCP.
1713	Aphasia
1791	The manager Yukiko, interprets every word to me.
1937	Just Spanish here in Arizona.
1955	Can't hear.
2338	Hard time understanding Dr. Savapoor or back eastern doctors.
2348	I am from Georgia and I speak southern. Lots of the doctors thought I was drunk and on outside drugs.
2389	The heavy accent is hard to understand.
2466	He is Chinese and English is not good.
2571	First doctor at the facility had a very thick accent (Indian).
2602	I do not speak English, my daughter translates for me.
2781	My father speaks Spanish.
2812	I need a Russian translator.
2927	My wife translates for her. She speaks Portuguese.
3039	No interpreter provided for my husband when doctors or nurse present.
3171	I am Native American and speak limited English.
3183	I'm Hungarian. My POA (friend) help me many times if needed.
3254	Medical terms difficult to understand native language, Russian.
3410	A few of the caregivers here speak only Spanish.
3445	With nurses and nurses aids assigned to in the hospital where I stay.
3542	I have trouble hearing over the phone and I can't navigate all the numbers.
3543	I have trouble talking.
3719	I have to ask them to talk to my daughter all the time.
3783	John is hard of hearing and often doctors and nurses speak too soft or too fast for him to understand.
3798	She has Alzheimer's.

Case Management

- The majority of respondents indicate that they do know how to contact their SCAN case manager when they need to. In 2010, 95% of respondents indicate that they do know how to contact their SCAN case manager, the same as in 2009.

Q.7 Do you know how to contact your SCAN case manager when you need to?



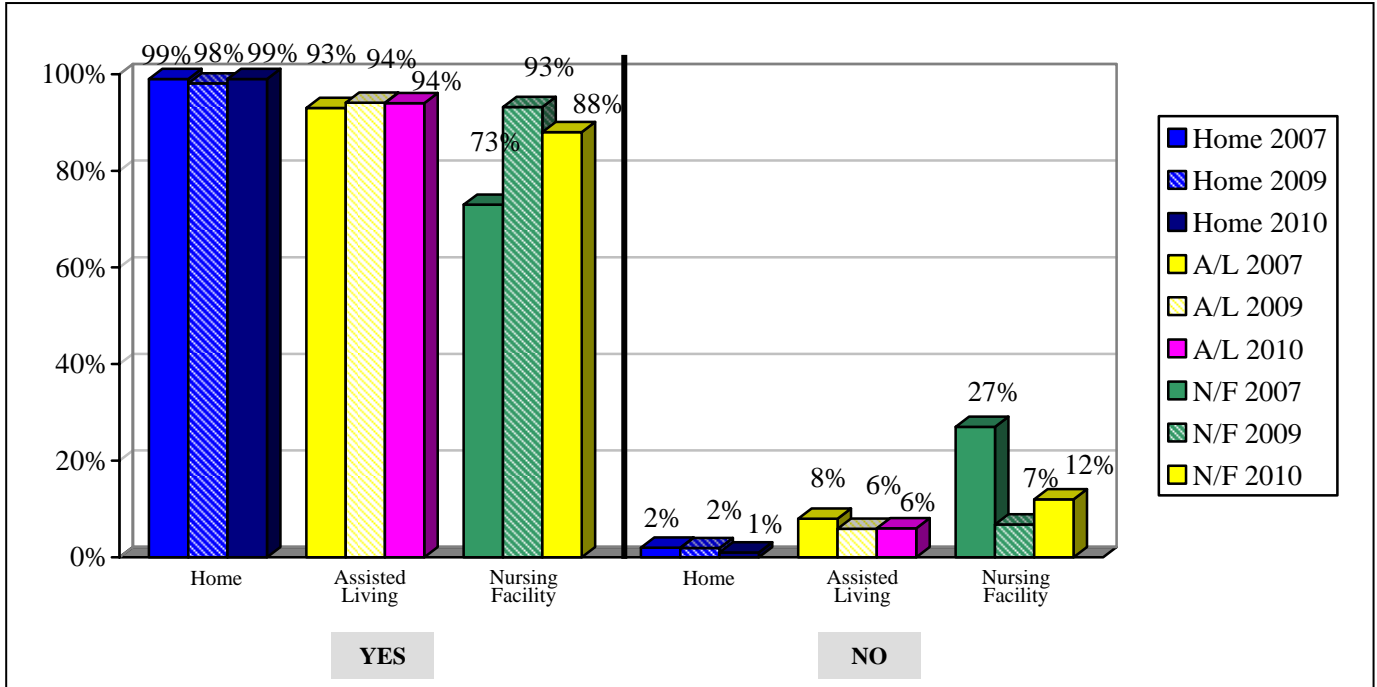
Base = 171 – 2007
749 – 2009
781- 2010

= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Significantly more respondents living at home know how to contact their SCAN case manager (99%), compared to 94% of respondents living in an assisted living facility and 88% in a nursing facility.
- Significantly more of those living in an assisted living facility (94%) know how to contact their SCAN case manager compared to those living in a nursing facility (88%).
- There are no significant differences between 2009 and 2010.

Q. 7 (By Setting) Do you know how to contact your SCAN case manager when you need to?

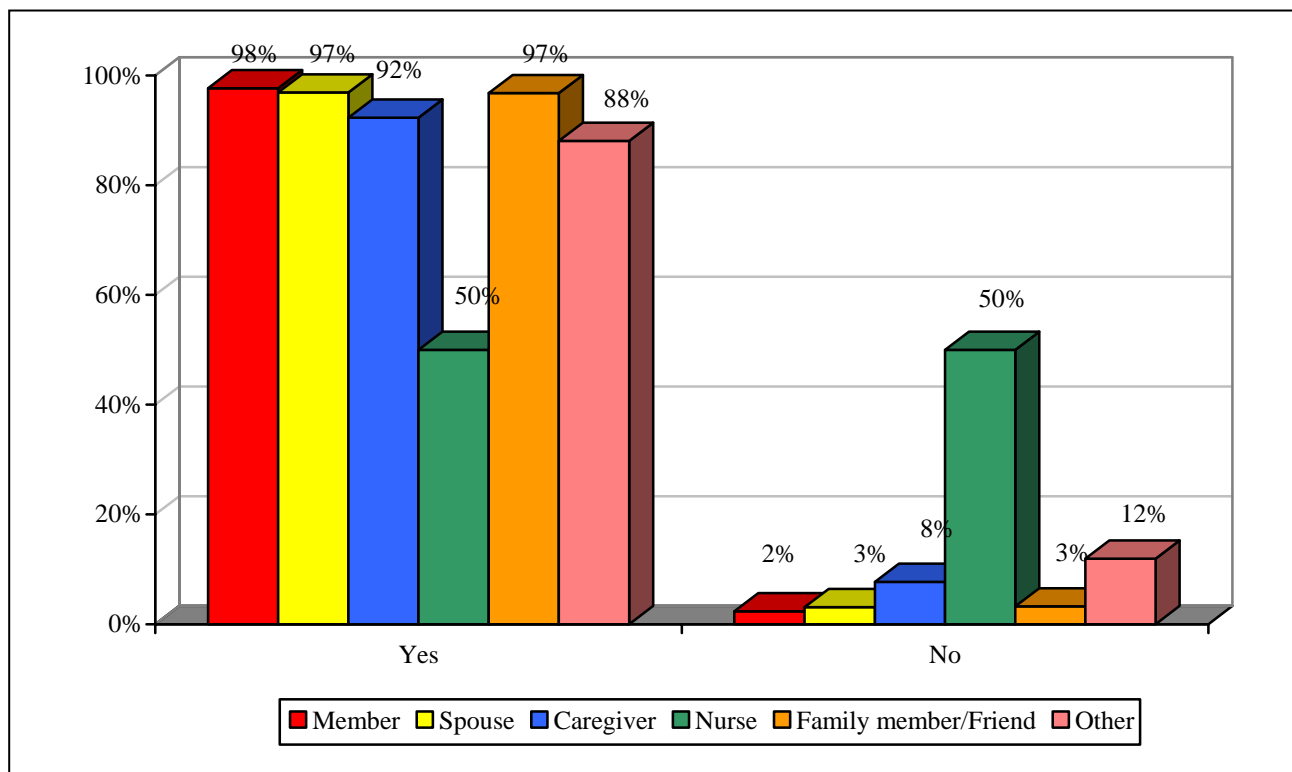


Home base = 67 (2007), 264 (2009), 324 (2010)
 Assisted living base = 80 (2007), 356 (2009), 334 (2010)
 Nursing facility base = 22 (2007), 117 (2009), 106 (2010)

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.7 (By who completed survey) Do you know how to contact your SCAN case manager when you need to?

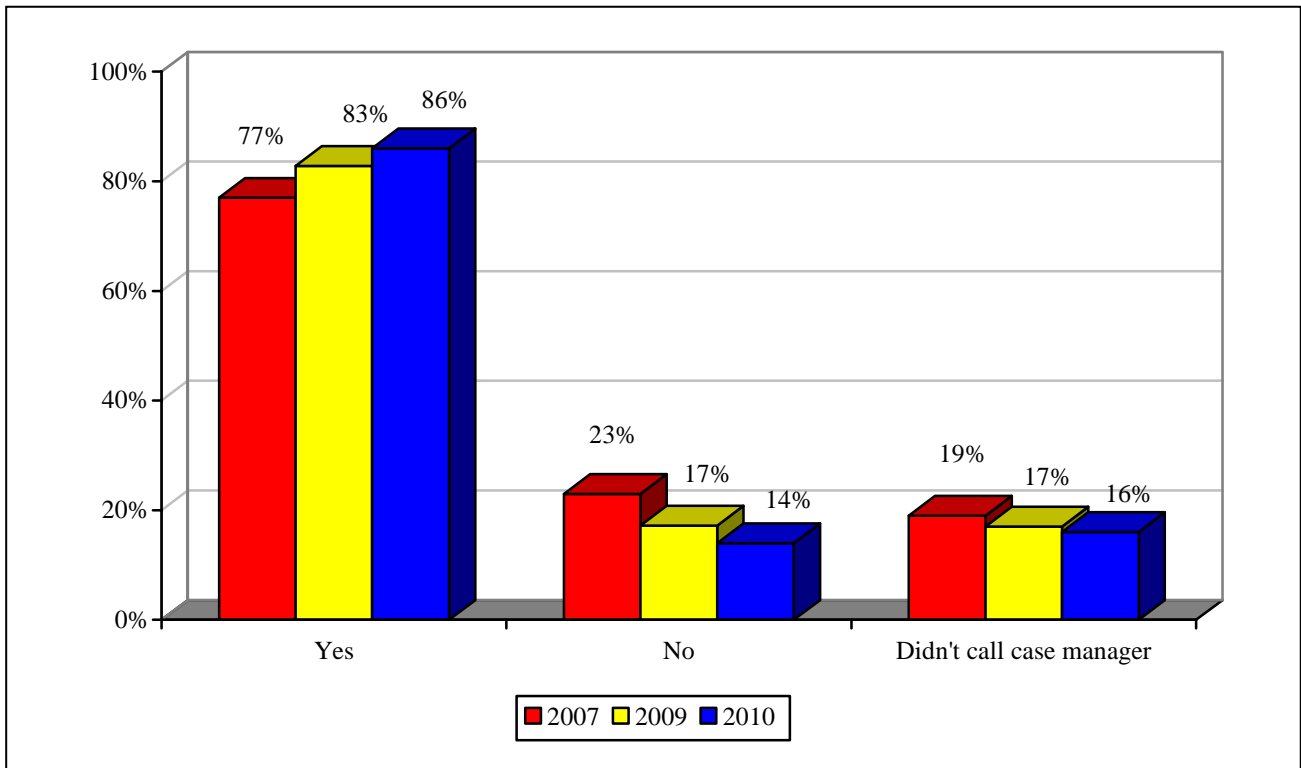


Base = 215 – Member
 97– Spouse
 78 – Caregiver
 4 – Nurse
 342 – Family member/Friend
 67- Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Increasing by 3% since 2009, 86% of respondents report that their SCAN case manager does call them back the same day that they call.
- Significantly more respondents in 2010 (86%) indicate that their case manager calls back the same day compared to 2007 (77%).

Q.8 When you call, does your SCAN case manager call you back the same day?



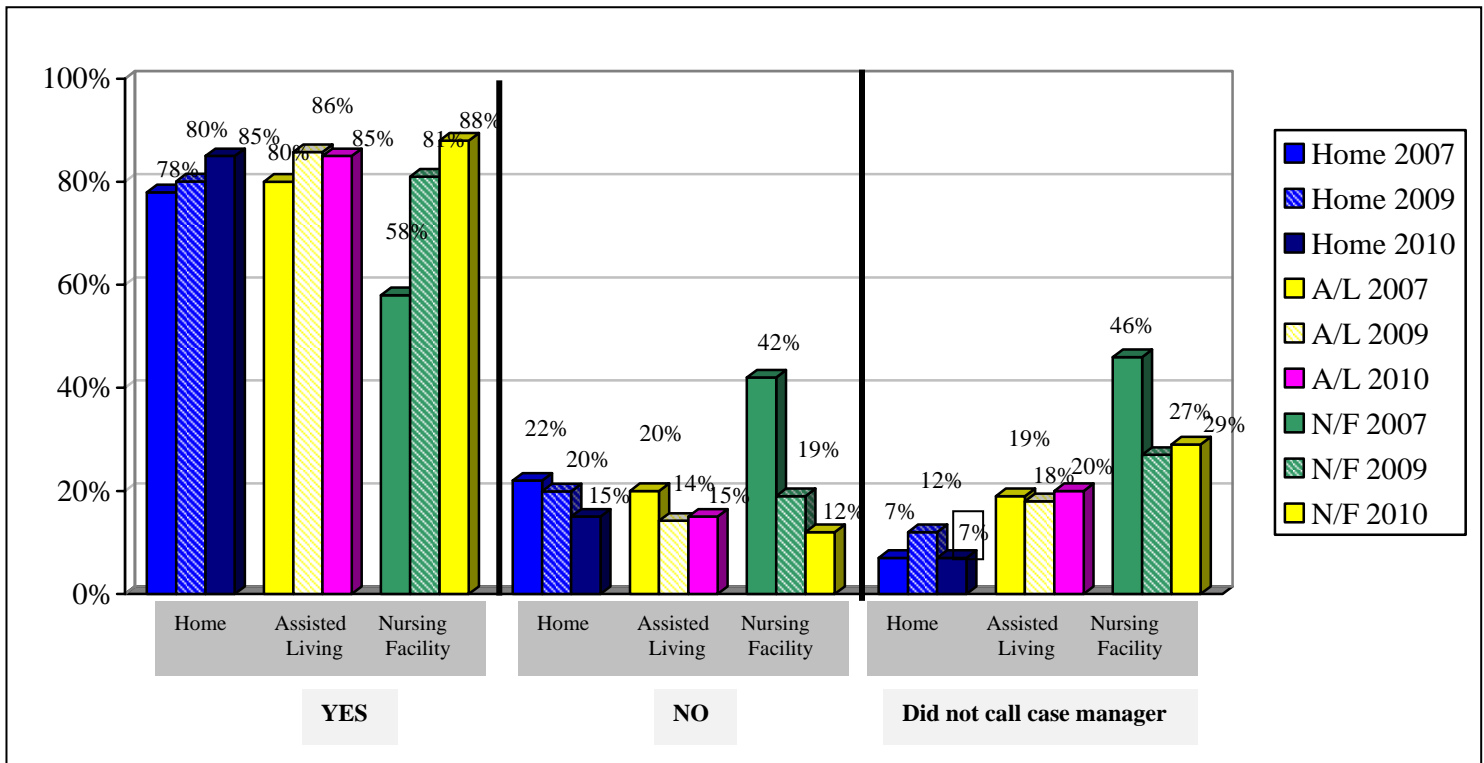
Base = 136 – 2007
 609 – 2009
 653 - 2010

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- The only significant difference noted is among those who did not call a case manager and live at home. In 2010, 7% indicated they did not call a case manager, in 2009 the number was 12%.
- Although between 2009 and 2010 there are no other significant differences to report, there have been increases in the percentage of respondents for both those that live at home (85%) and those that live in a nursing facility (88%) -indicating their SCAN case manager calls them back the same day when they call. The percentage among those that live at home and in nursing facilities has consistently increased over the past 3 years.

Q.8 (By Setting) When you call, does your SCAN case manager call you back the same day?

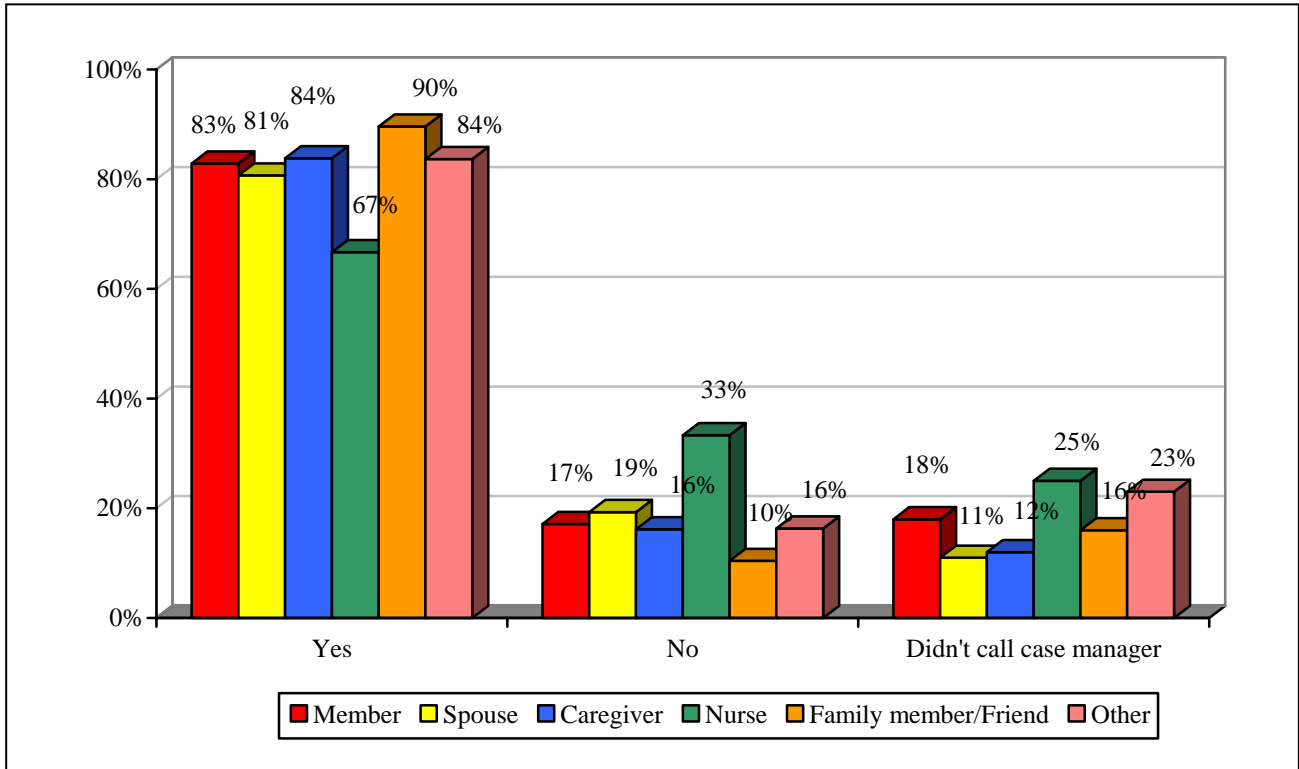


Home base = 59 (2007), 226 (2009), 298 (2010)
 Assisted living base = 64 (2007), 288 (2009), 266 (2010)
 Nursing facility base = 12 (2007), 84 (2009), 75 (2010)

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.8 (By who completed survey) When you call, does your SCAN case manager call you back the same day?

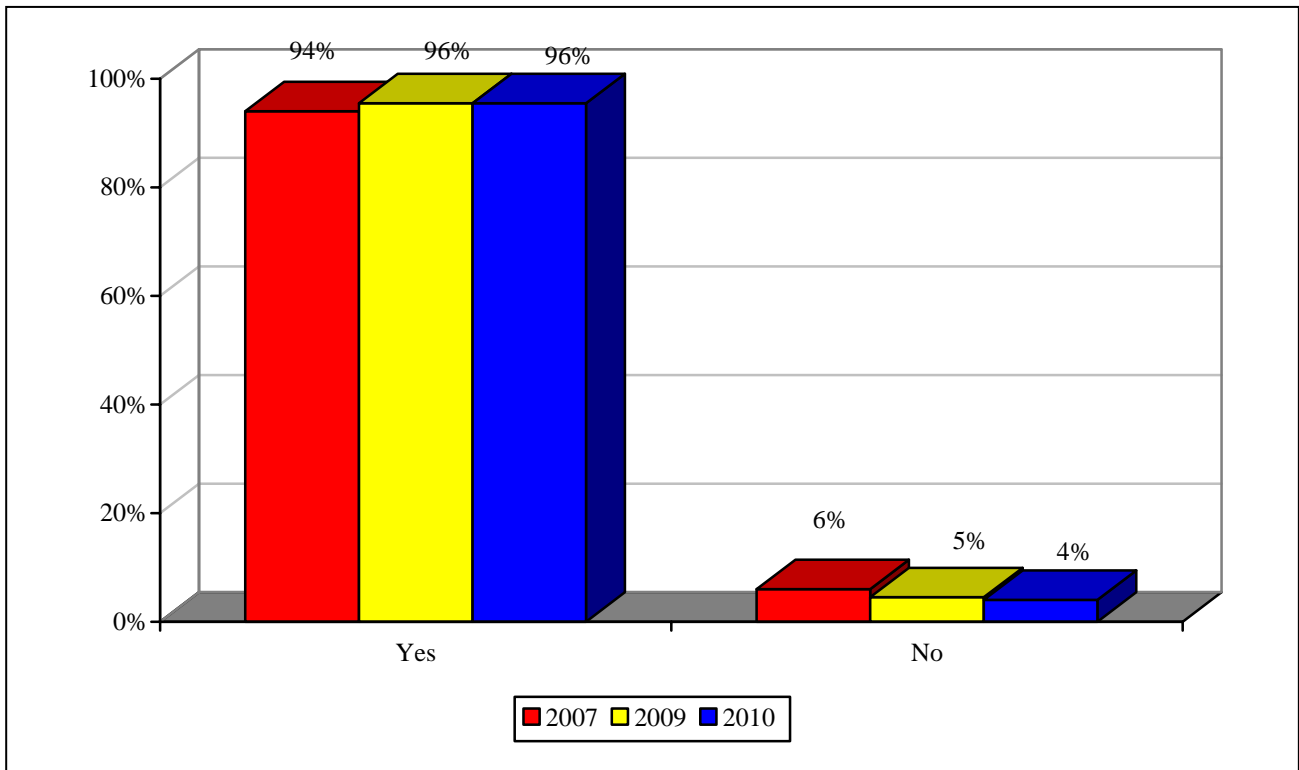


Base = 175 – Member
 88 – Spouse
 68 – Caregiver
 3 – Nurse
 288 – Family member/Friend
 49 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- The majority of respondents (96%) continue to feel that their SCAN case manager explains things to them in a way that they can understand (96% in 2009).

Q.9 Does your SCAN case manager explain things to you in a way you can understand?



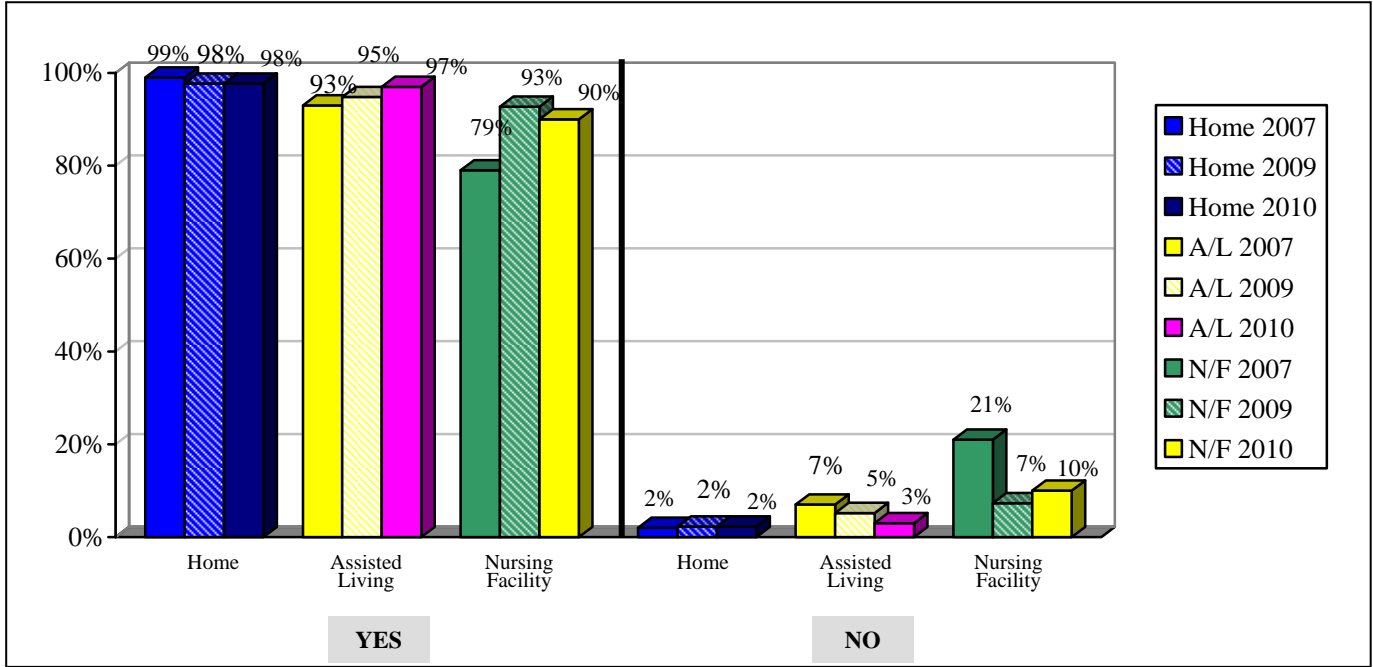
Base = 162 – 2007
 726 – 2009
 763 - 2010

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- More than nine out of ten respondents living in a home (98%), assisted living (97%) and in a nursing facility (90%) said that their case manager explains things to them in a way they can understand.
- In 2010, significantly more respondents living in a home (98%) or in assisted living facility (97%) stated that their case manager explains things to them in a way that they can understand versus those that live in a nursing facility (90%).

Q.9 (By Setting) Does your SCAN case manager explain things to you in a way you can understand?

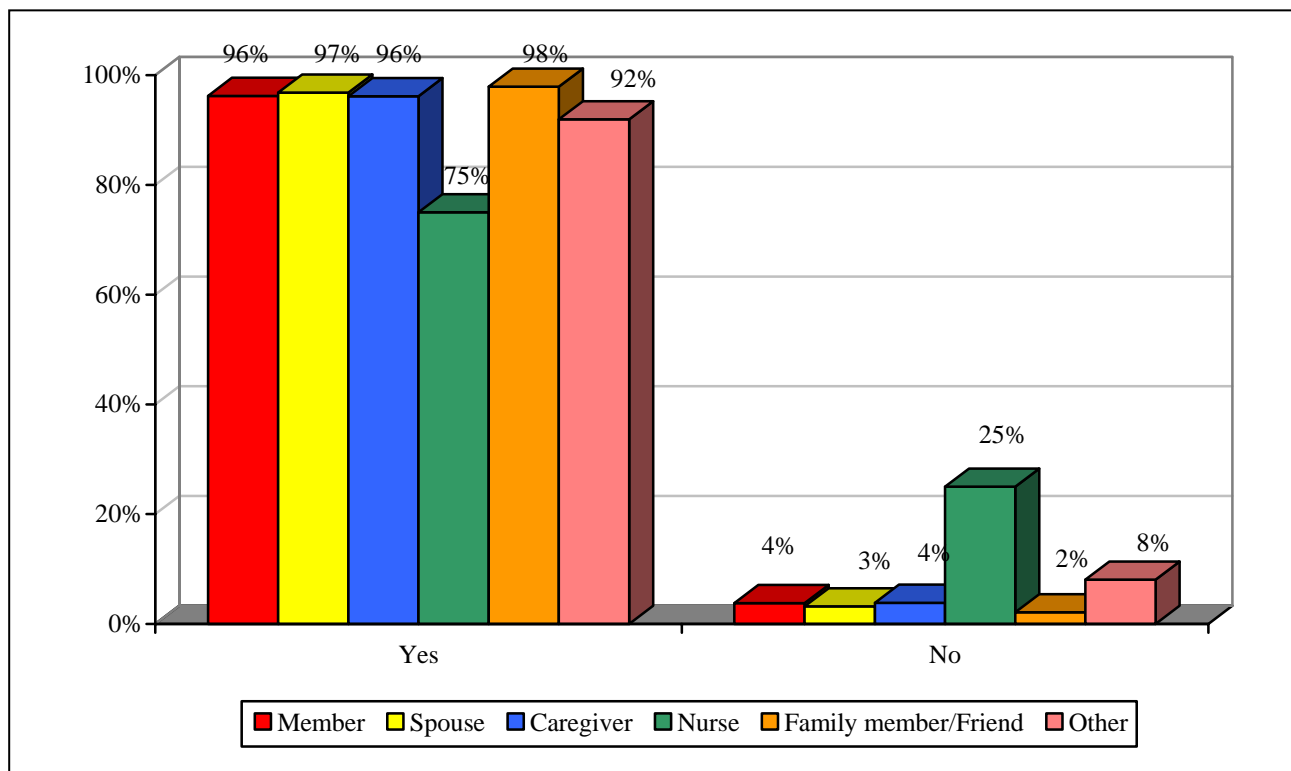


Home base = 66 (2007), 260 (2009), 322 (2010)
 Assisted living base = 76 (2007), 345 (2009), 323 (2010)
 Nursing facility base = 19 (2007), 110 (2009), 103 (2010)

□ = significant difference 2010 vs. 2009

*Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.9 (By who completed survey) Does your SCAN case manager explain things to you in a way you can understand?



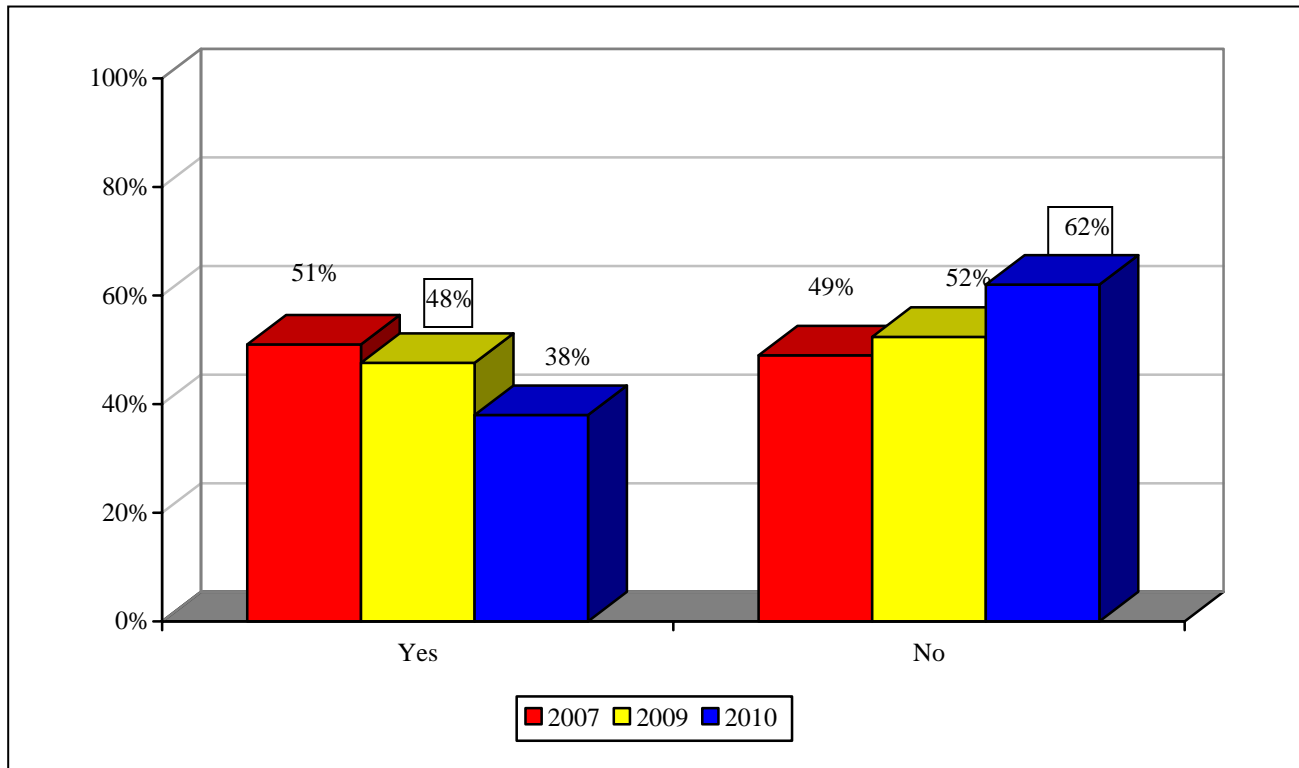
Base = 211 – Member
 94 – Spouse
 78 – Caregiver
 4 – Nurse
 333– Family member/Friend
 62- Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Other Health Services

- In 2010, significantly fewer (38%) respondents indicate that they utilized SCAN transportation services to get to a medical visit compared to 2009 (48%).

Q.10 In the last 12 months, did you utilize SCAN transportation services to a medical visit?



Base = 170 – 2007

740 – 2009

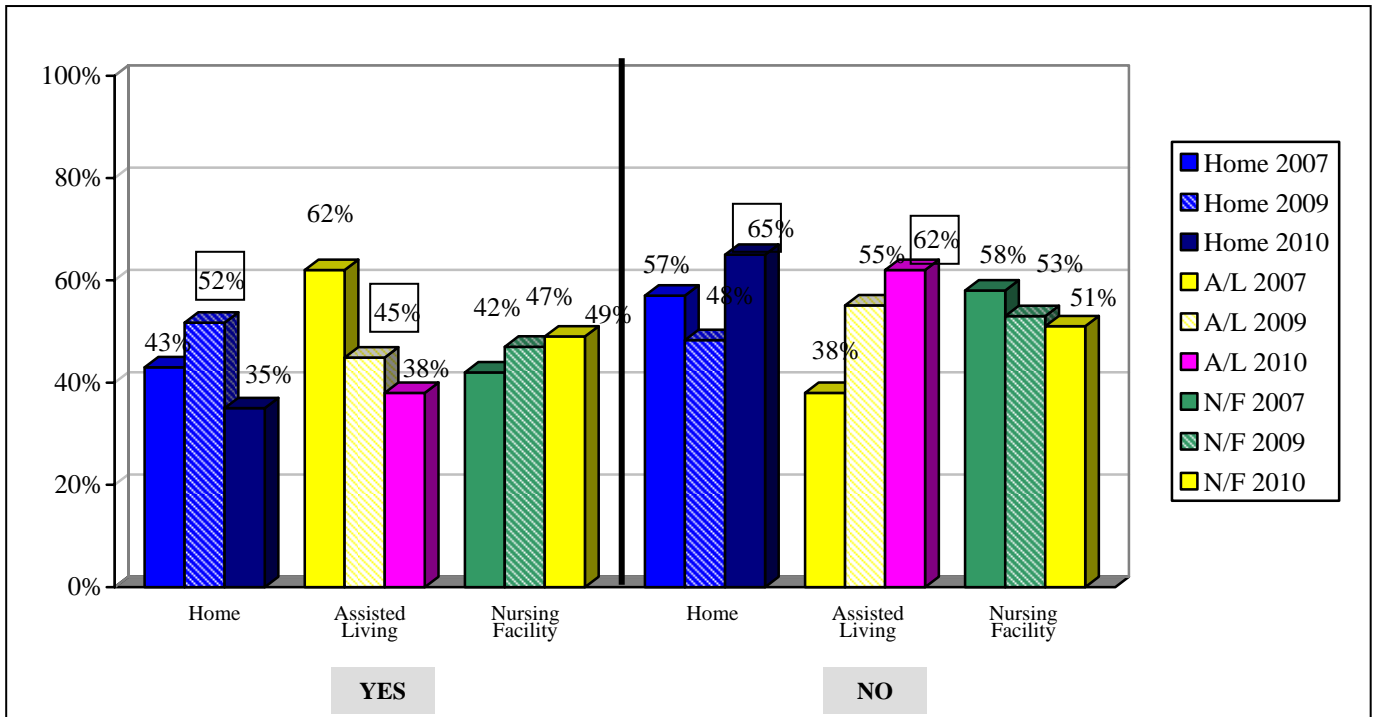
780 - 2010

= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Those respondents living in a home (65%) or assisted living (62%) are significantly more likely to have utilized SCAN transportation services to get to a medical visit compared to those in a nursing facility (51%).
- Compared to 2009, in 2010 significantly fewer respondents living at home (35% vs. 52%) and those living in assisted living (38% vs. 45%) used SCAN transportation services to a medical visit.

Q.10 (By Setting) In the last 12 months, did you utilize SCAN transportation services to a medical visit?

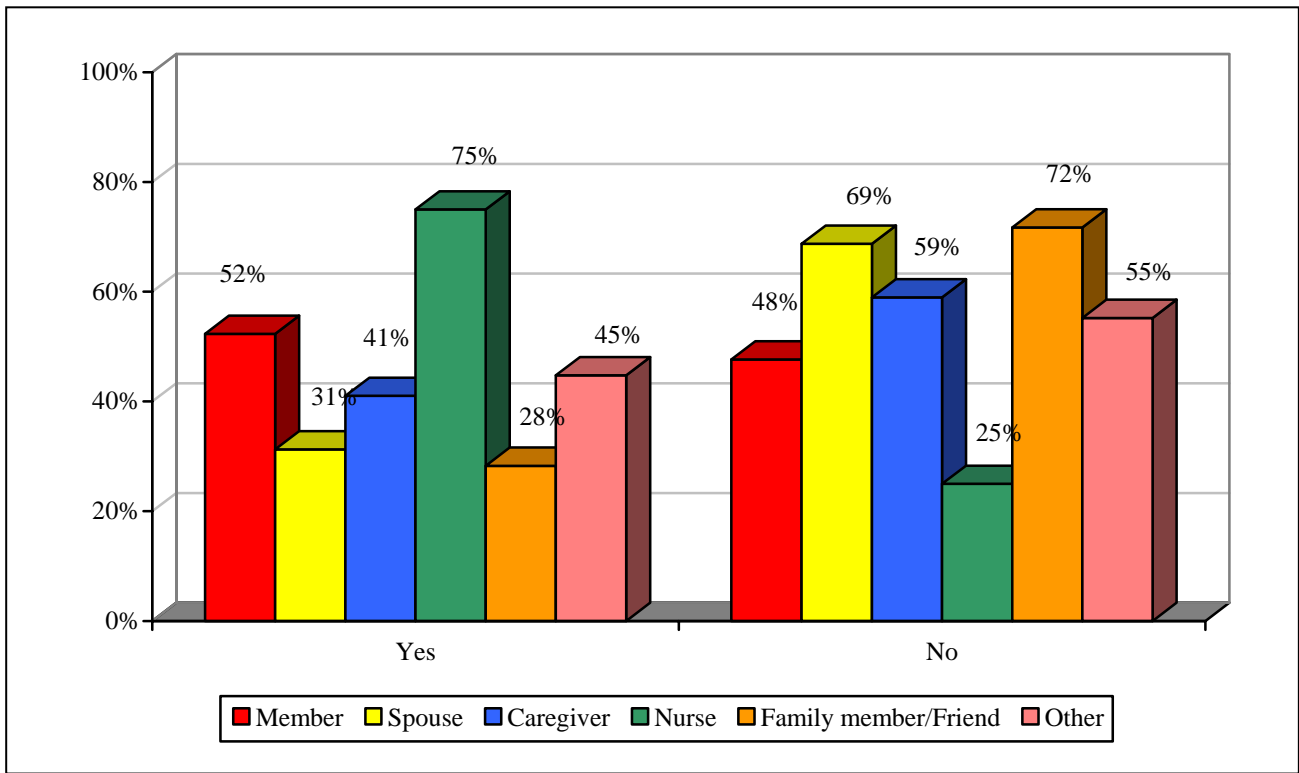


Home base = 68 (2007), 261 (2009), 324 (2010)
 Assisted living base = 81 (2007), 352 (2009), 337 (2010)
 Nursing facility base = 19 (2007), 115 (2009), 103 (2010)

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.10 (By who completed survey) In the last 12 months, did you utilize SCAN transportation services to a medical visit?

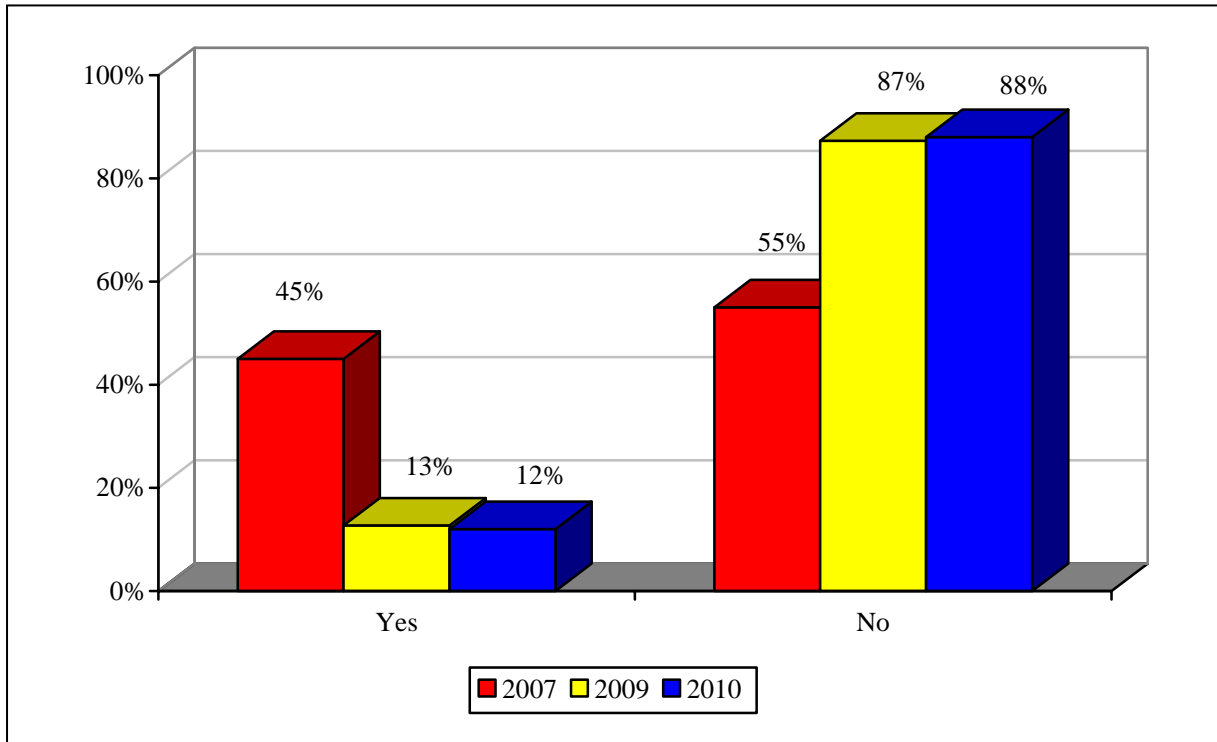


Base = 214 – Member
 96 – Spouse
 78 – Caregiver
 4 – Nurse
 343 – Family member/Friend
 67 - Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- There was little difference in the percentage of those who had problems in getting transportation between 2009 and 2010. The figures remained constant at about 12-13%.

Q.11 In the last 12 months did you have any problems in getting transportation to or from the medical visit?



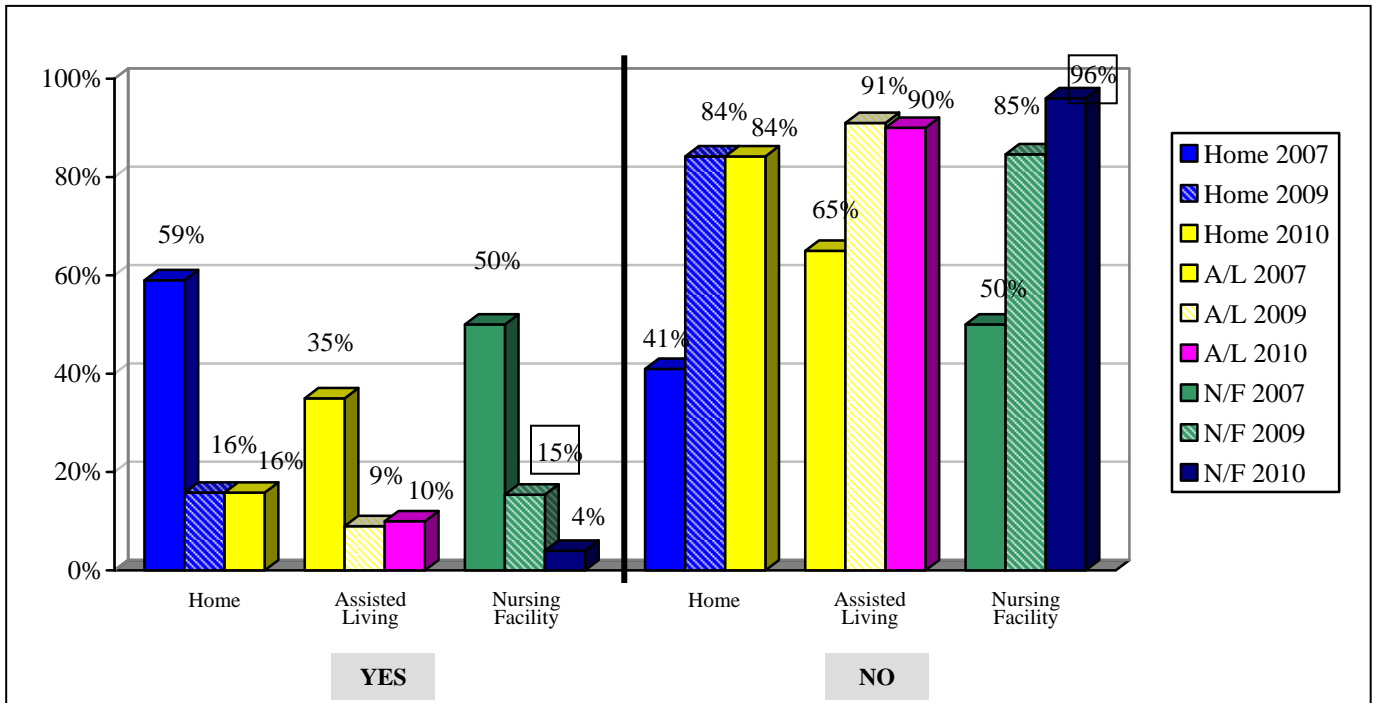
Base = 83 – 2007
 346 – 2009
 293 - 2010

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Similar to 2007 and 2009 findings, respondents living in a home experienced the most problems in getting transportation to or from their medical visits. Approximately 16% of respondents living in a home experienced transportation problems.
- In 2010, significantly fewer nursing home residents (4%) experienced transportation problems, compared to 2009 (15%).
- Those respondents living in nursing facilities (4%) are significantly less likely to experience any problems with transportation to or from medical visits compared with those living at home in 2010 (16%).

Q.11 (By Setting) Did In the last 12 months did you have any problems in getting transportation to or from the medical visit?

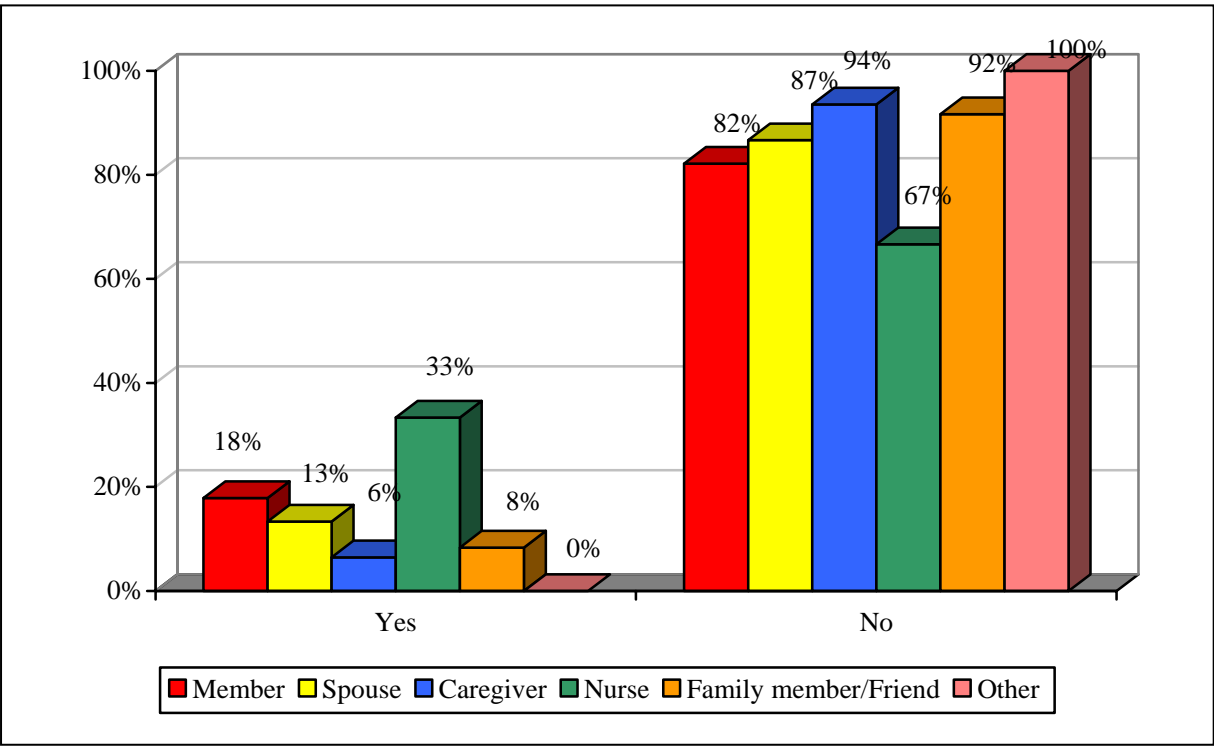


Home base = 27 (2007), 133 (2009), 112 (2010)
 Assisted living base = 48 (2007), 156 (2009), 127 (2010)
 Nursing facility base = 8 (2007), 52 (2009), 50 (2010)

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.11 (By who completed survey) In the last 12 months did you have any problems in getting transportation to or from the medical visit?



Base = 112 – Member
 30 – Spouse
 31 – Caregiver
 3 – Nurse
 96 – Family member/Friend
 29 - Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

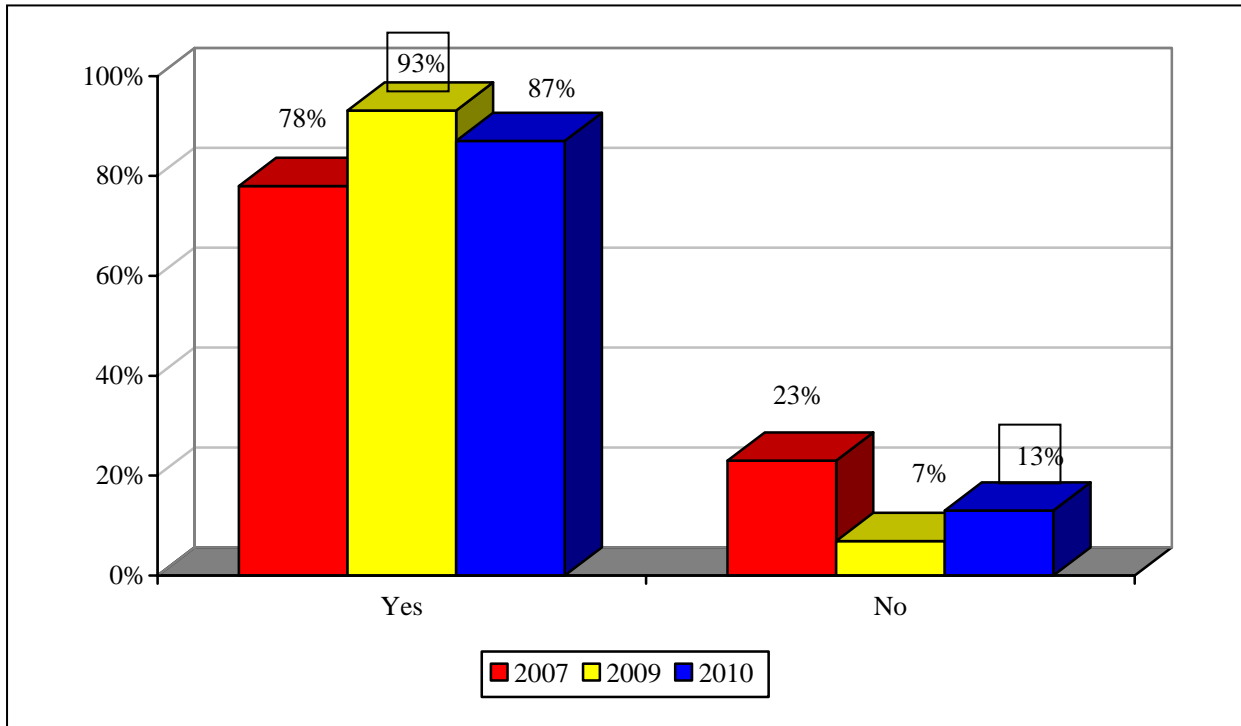
If yes, please describe the problem:

ID	Response
3789	Had to wait 1 hour to be picked up after doctor's appointment.
3662	Sometimes I waited for transportation from doctor's an hour or more a couple times.
3570	My wife drives me.
3513	Once our assigned driver was asked to go on another run and did not make it for our 5am pick up. I had to go another way.
3379	To and from residence to Boswell hospital.
3357	They take too long or they go to the wrong place.
3220	My son drives me.
3068	They were 2 hrs before I got picked up from the office visit
3051	Sometimes late 5-15 minutes.
2956	Once I had to wait 3 hours. Another time 1 hour and 45 minutes. In Arizona that's 100 degrees plus heat.
2917	Do not provide medical transportation right to the front desk of office, just to the building.
2910	1 hr late to appointment.
2846	My niece makes my appointments and drives me.
2651	Before SCAN service was available.
2643	Was 40 mins late to appointment. Waited 1 hour for pick up.
2525	Not available when needed, lengthy wait times. Gave up using SCAN transport, arranged own.
2506	Seems to be getting better, problem is with dispatch not drivers.
2348	A couple of times they didn't show up or I waited 4 hours to return home and who wants to wait hours in the doctors office for appointment.
2322	Wife takes Lyle to appointments.
2267	Had to wait two hours before SCAN picked me up from an emergency room to take me home.
2220	Asked for rear entry and sent to side entry then rode with someone else already in so couldn't take max 3, one was right.
2211	I get a bus pass and don't use medical transport. SCAN provides the pass.
2196	Takes 1-2 hours wait for SCAN to pick up from doctor.
2114	My daughters can't get off work sometimes to take me. Can I get a ride to my doctor's appointments? What number do I call please?
2058	I had to wait 2 hours for a return ride (through com trans).
2052	The wait time for the trip home is a little long.
2030	On many occasions they arrive late.
2002	Wanted to charge for dental and dermatologist visits.
1989	The driver slept in and didn't show up which made us late since we had to find alternate transportation.
1933	Was picked up late.
1658	For no reason a case manager told me I must call for transportation home and when I called her she never answered.
1616	Just one time with the contractors part.
1611	The fax did go through to my requested. Transport was late but thanks to scan I made it.
1607	Either 2 hours early or 2 hours late.
1352	Some wait times to return are 2 1/2 hours.
1311	Transportation did not show up. Missed medical visit.
1311	did not show up to new medical visit.
1266	The transportation that picked me up and brought me home. They picked me up and threw me in the van. I couldn't fit in the van, I weigh 105 lbs.
1162	We brought her back ourselves. Usually the fire department takes her in an ambulance.

- In 2010, significantly fewer respondents who needed transportation services report that the transportation provider they used got them to their appointment on time (87% vs. 93% in 2009).**
- Note: the wording of the question in 2009 was different than 2010, therefore significance testing should be perceived with caution.

Q.12 In the last 12 months did the transportation provider always get you to your scheduled appointment within one hour before your appointment time?

2009/2007: Did the transportation provider get you to your scheduled appointment on time?



Base = 80 – 2007
 233 – 2009
 269- 2010

☐ = significant difference 2010 vs. 2009

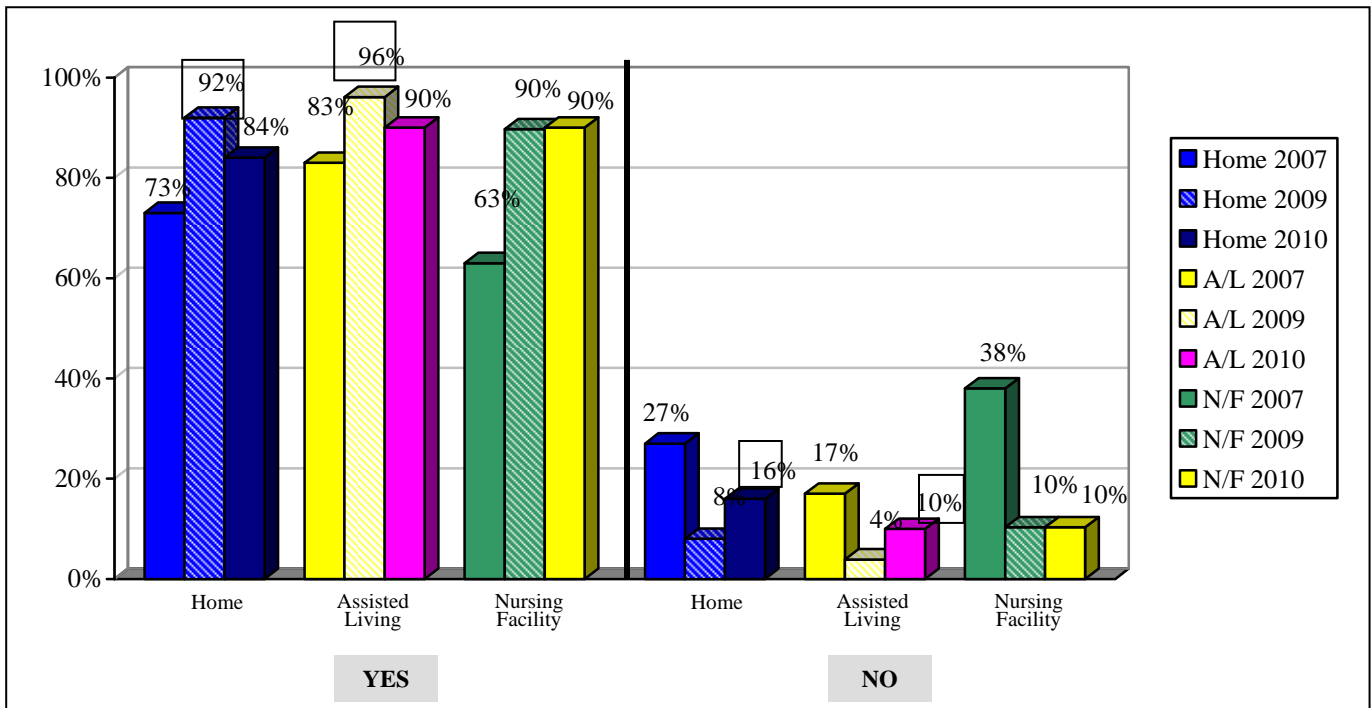
* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

** In 2009, the question wording was different than in 2010: 2009 wording, “Did the transportation provider get you to your scheduled appointment on time?”

- Respondents living in assisted living (90%) and in a home (84%) are significantly less likely this year to have a transportation provider get them to their appointment on time when compared to 2009.
- Note: the wording of the question in 2009 was different than 2010, therefore significance testing should be perceived with caution.

Q.12 (By Setting In the last 12 months did the transportation provider always get you to your scheduled appointment within one hour before your appointment time?)

2009/2007: Did the transportation provider get you to your scheduled appointment on time?



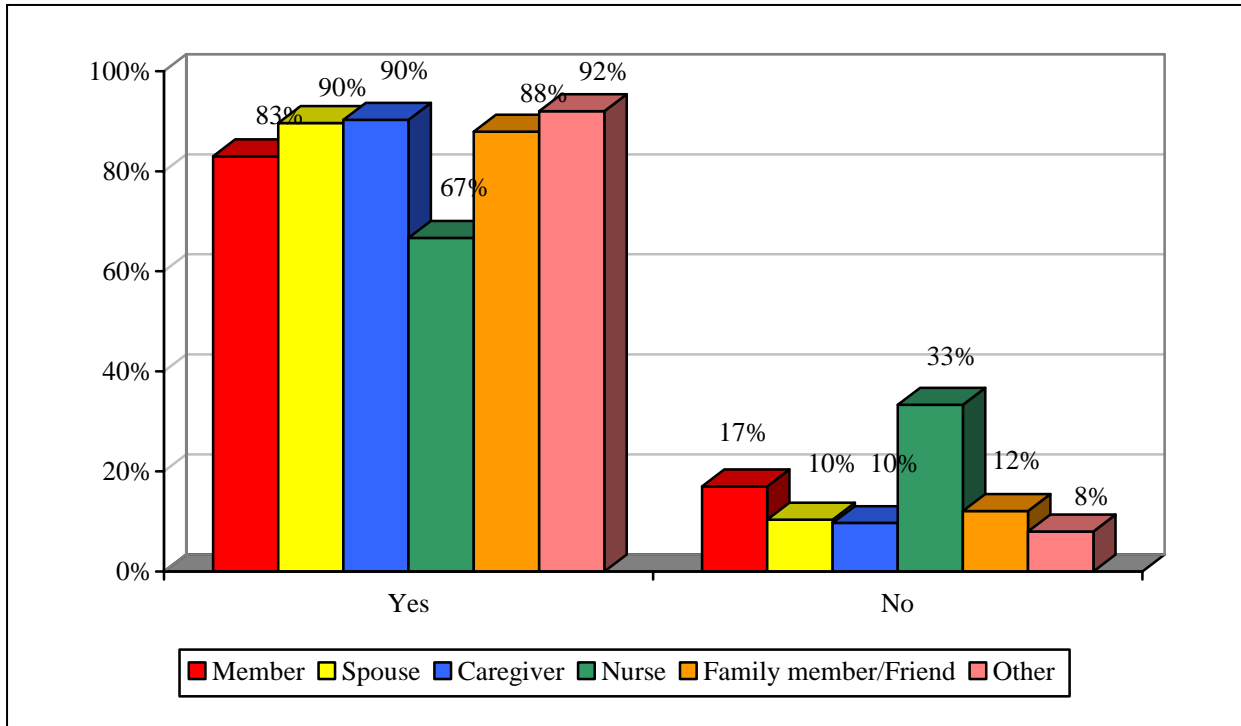
Home base = 26 (2007), 87 (2009), 104 (2010)
 Assisted living base = 46 (2007), 103 (2009), 113 (2010)
 Nursing facility base = 8 (2007), 39 (2009), 49 (2010)

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

** In 2009, the question wording was different than in 2010: 2009 wording, “Did the transportation provider get you to your scheduled appointment on time?”

Q.12 In the last 12 months did the transportation provider always get you to your scheduled appointment within one hour before your appointment time?



Base = 106 – Member
 29 – Spouse
 31 – Caregiver
 3 – Nurse
 83 – Friend
 25 - Other

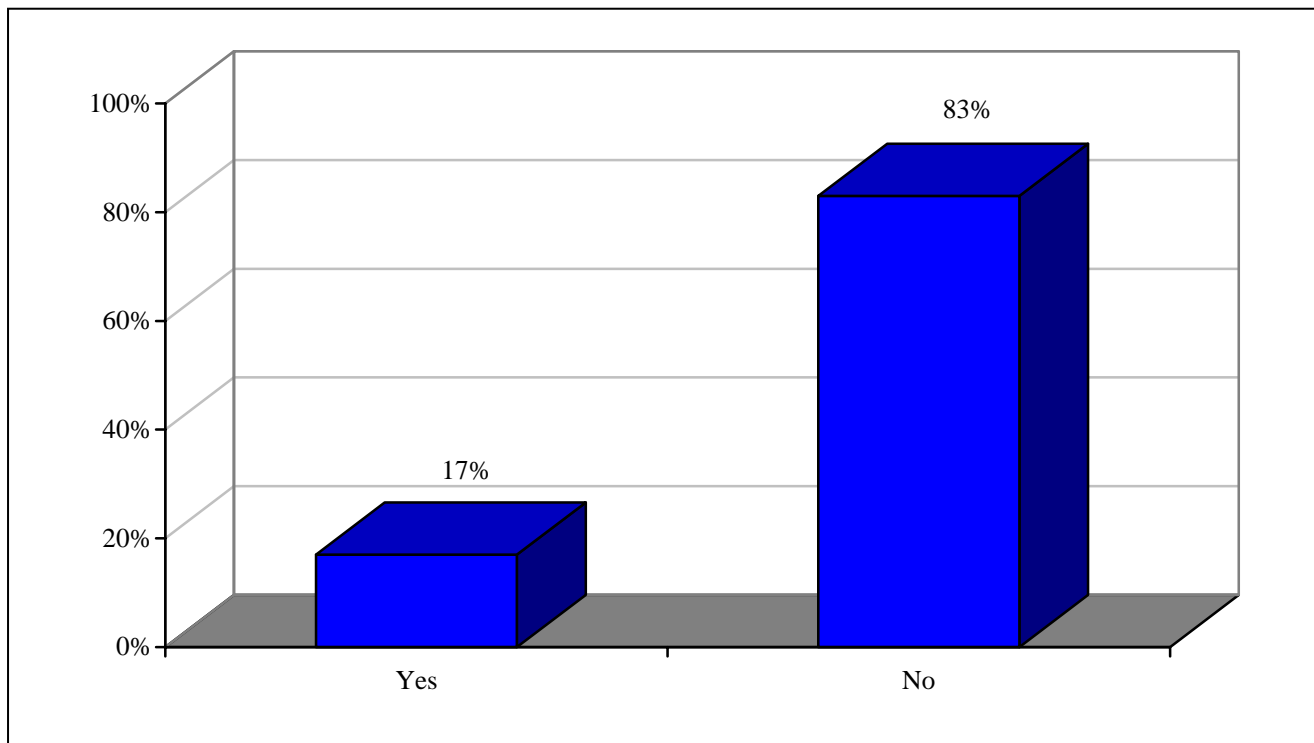
* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

** In 2009, the question wording was different than in 2010: 2009 wording, “Did the transportation provider get you to your scheduled appointment on time?”

- Less than one in five respondents (17%) that utilized SCAN transportation services stated that they were ever late for an appointment due to the transportation services provided by SCAN. Note: the wording of the question in 2009 was different than 2010, not allowing for a comparison of the data or significance testing.

Q.13 In the last 12 months, were you ever late for an appointment due to the transportation provided by SCAN?

2009: Were you picked up within one hour of your appointment time?

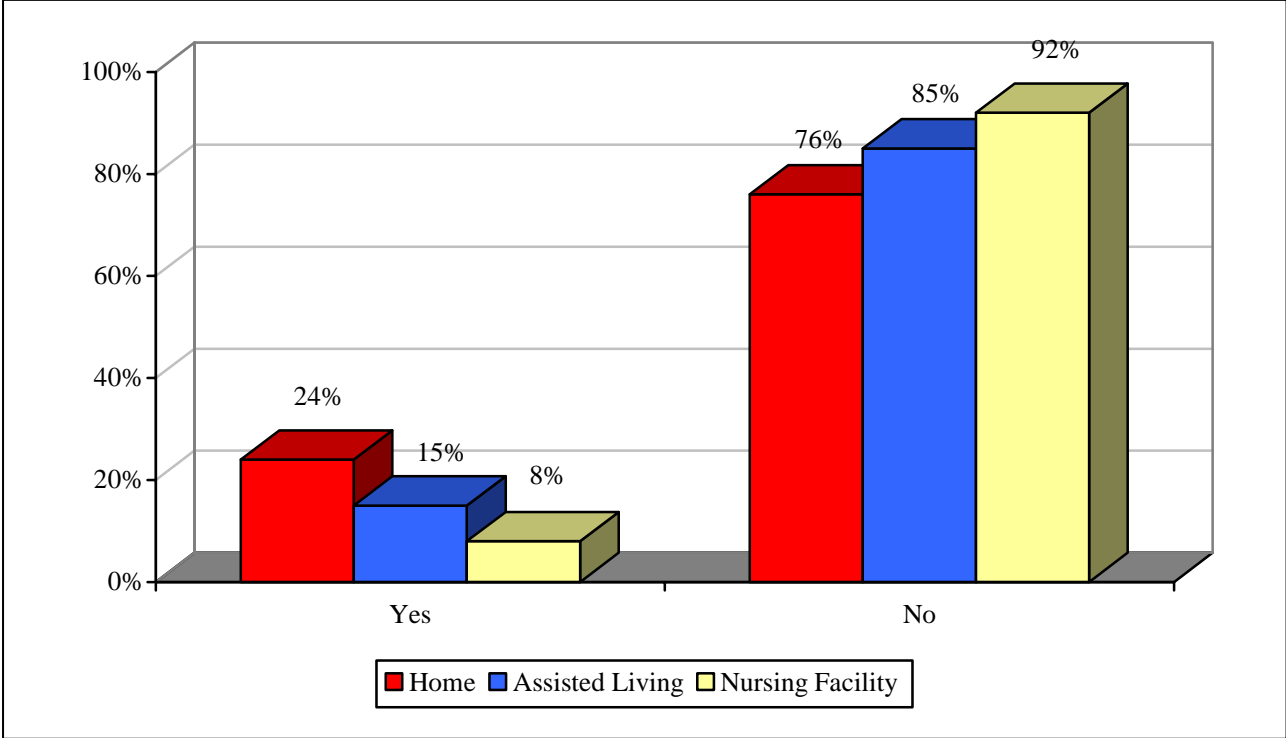


Base = 270 (2010)

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Overall, respondents living at home (24%) are most likely to have been late for an appointment due to the transportation provided by SCAN followed by respondents living in assisted living (15%) and in a nursing facility (8%).
- Respondents at home are significantly more likely to have been late compared to those living in a nursing facility (24% vs. 8%).

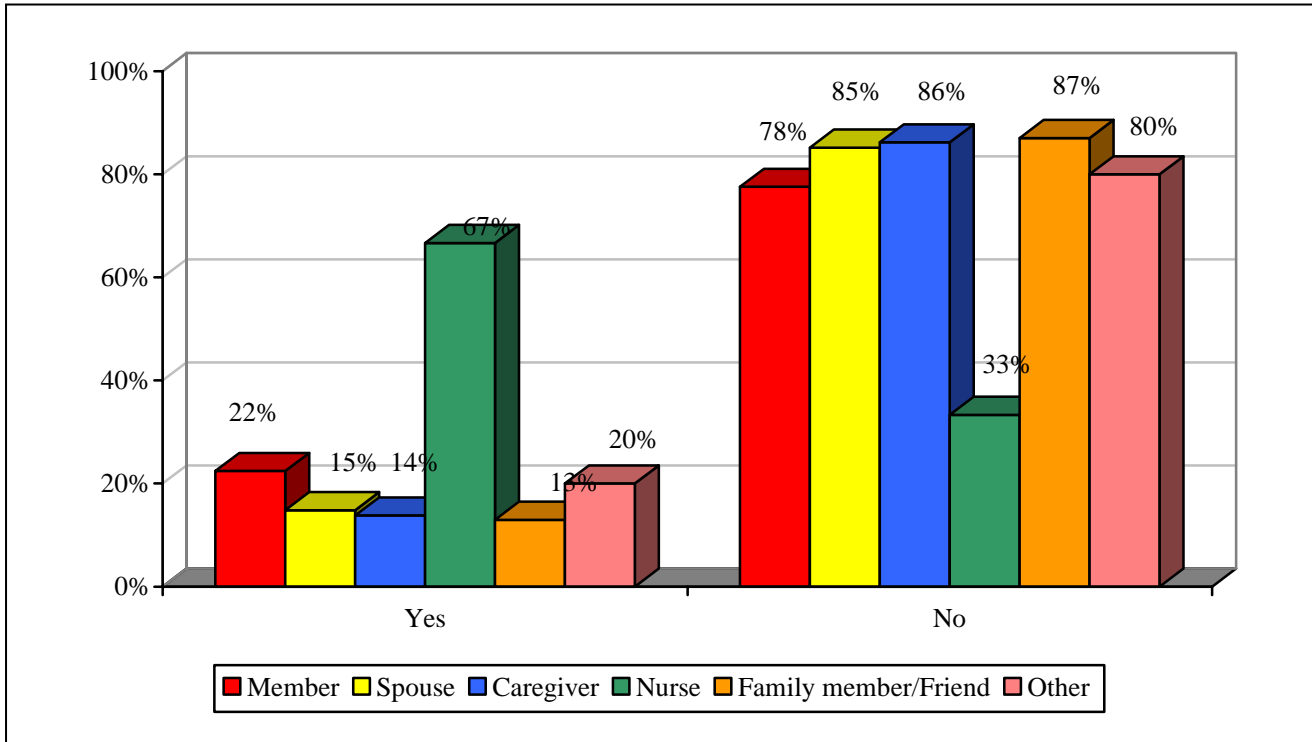
Q.13 (By Setting) In the last 12 months, were you ever late for an appointment due to the transportation provided by SCAN?



Home base = 102
 Assisted living base = 114
 Nursing facility base = 50

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.13 (By who completed survey) In the last 12 months, were you ever late for an appointment due to the transportation provided by SCAN?



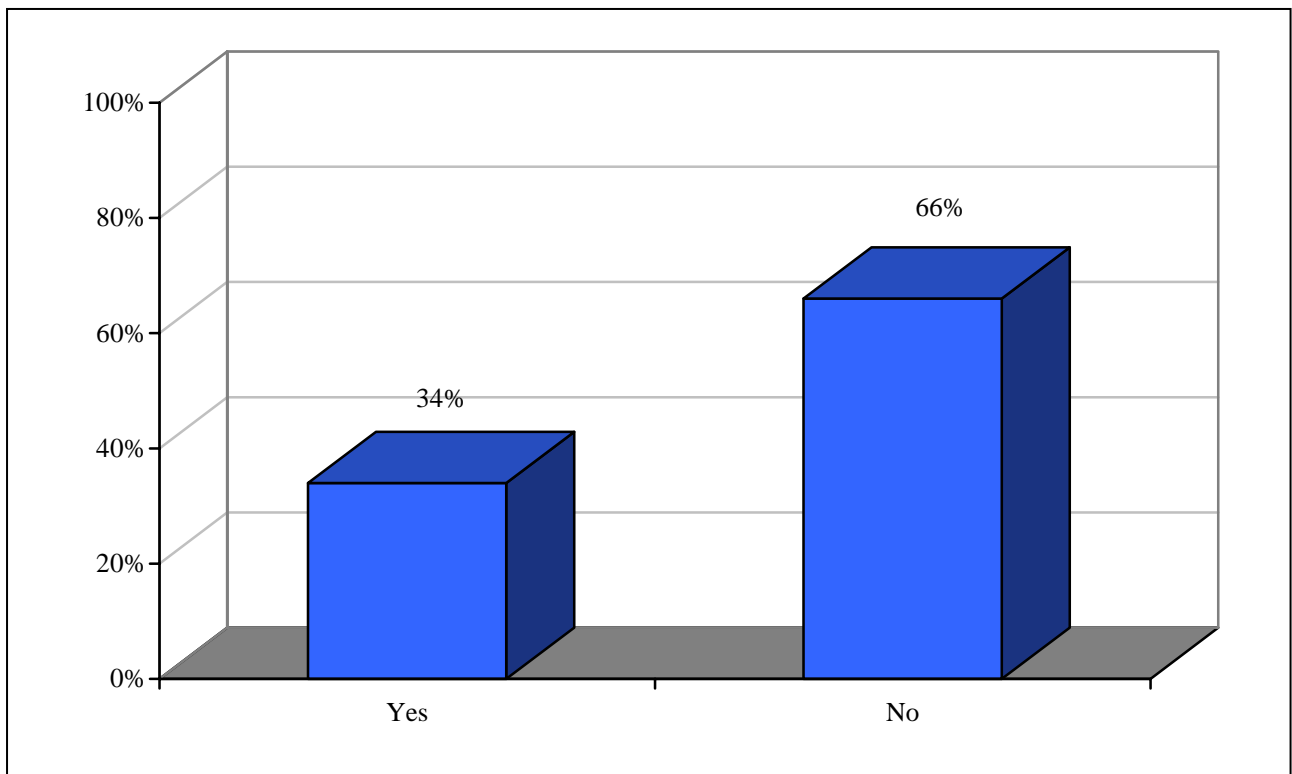
Base = 107 – Member
 27 – Spouse
 29 – Caregiver
 3 – Nurse
 85 – Family member/Friend
 25 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Of those respondents who utilized SCAN transportation services, 34% report that they had to wait more than one hour to be picked up after calling for transportation at the end of their appointment.
- Note: the wording of the question in 2009 was different than 2010, not allowing for a comparison of the data or significance testing.

Q.14- In the last 12 months, did you wait more than one hour to be picked up after calling for transportation at the end of your appointment?

2009: Were you retrieved and taken back to your place of residence within one hour of the completion of your medical appointment?



Base = 268

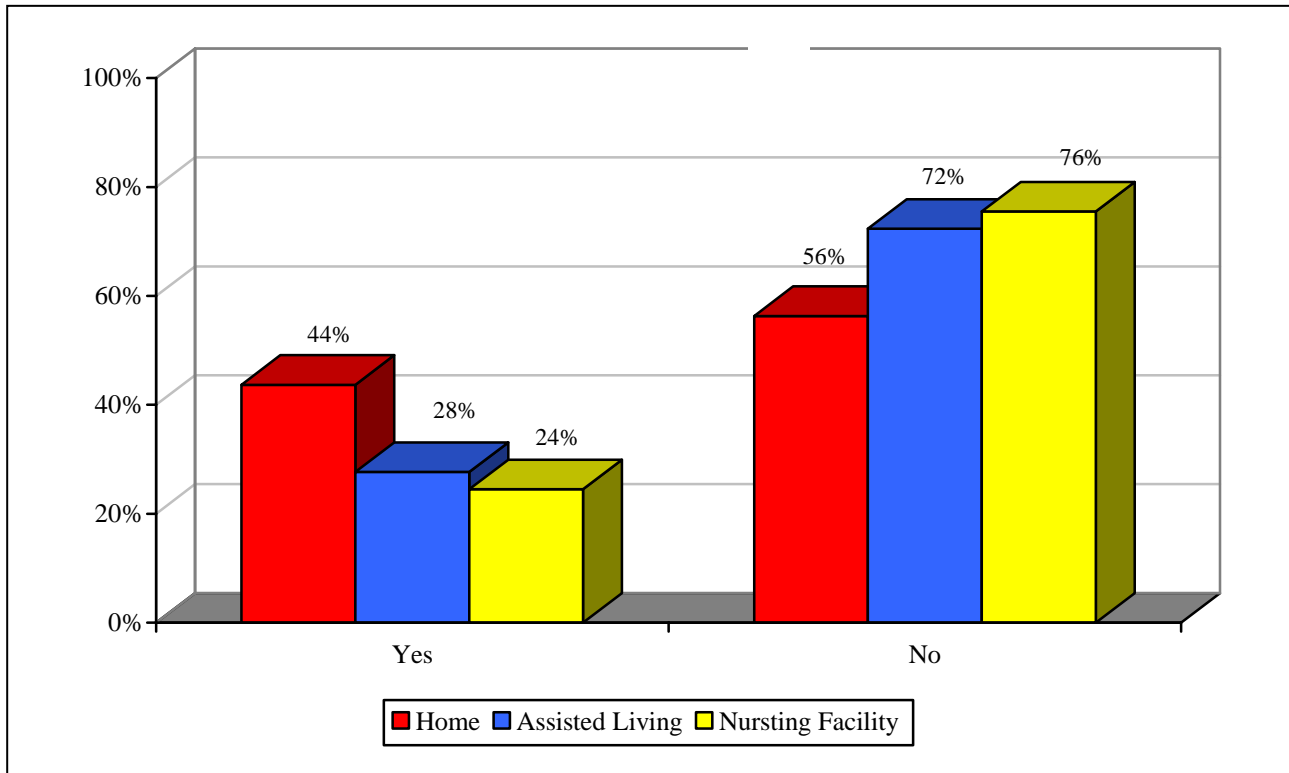
* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

2009: Were you retrieved and taken back to your place of residence within one hour of the completion of your medical appointment?

- Those respondents who live at home (44%) are significantly more likely to have waited more than one hour to be picked up after calling for transportation at the end of their appointment compared to those living in assisted living (28%) and those living in a nursing facility (24%).
- Note: the wording of the question in 2009 was different than 2010, not allowing for a comparison of the data or significance testing.

Q.14- In the last 12 months did you wait more than one hour to be picked up after calling for transportation at the end of your appointment?

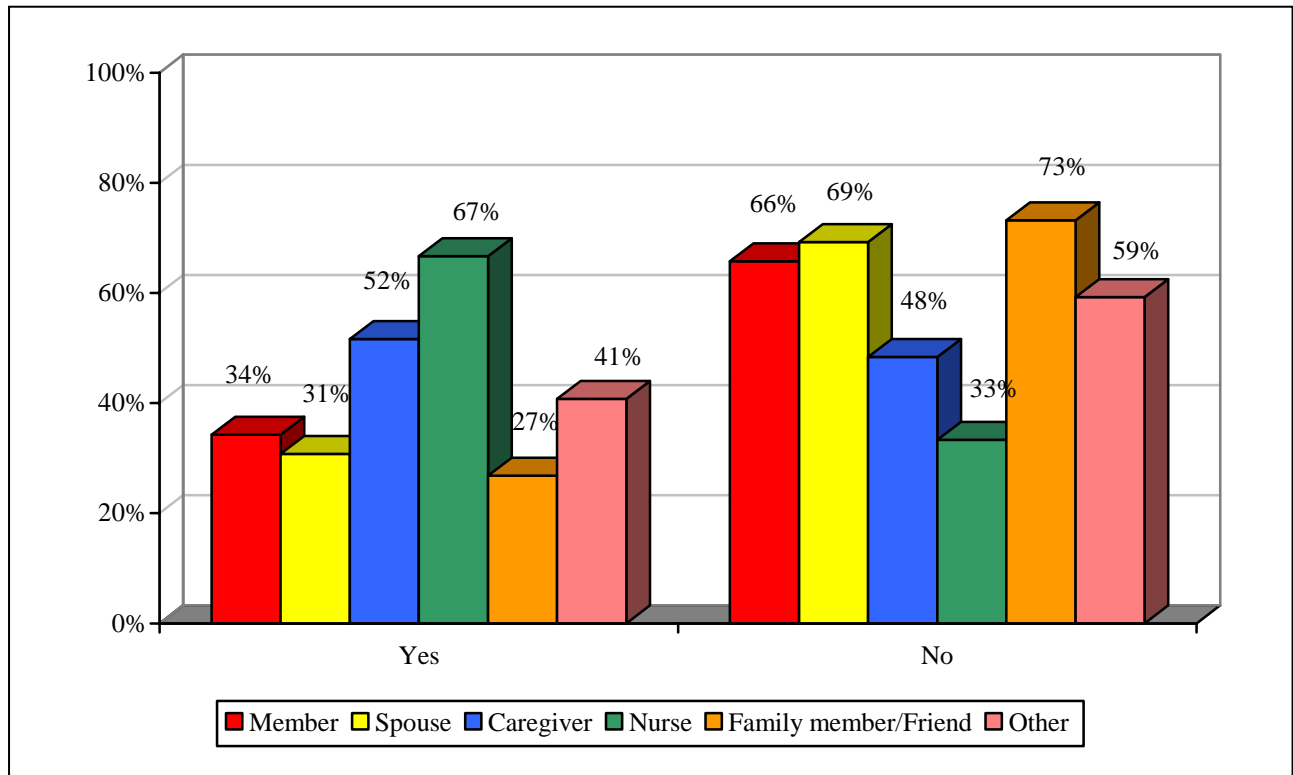
2009: Were you retrieved and taken back to your place of residence within one hour of the completion of your medical appointment



Home base = 103
 Assisted living base = 112
 Nursing facility base = 49

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.14- In the last 12 months did you wait more than one hour to be picked up after calling for transportation at the end of your appointment?

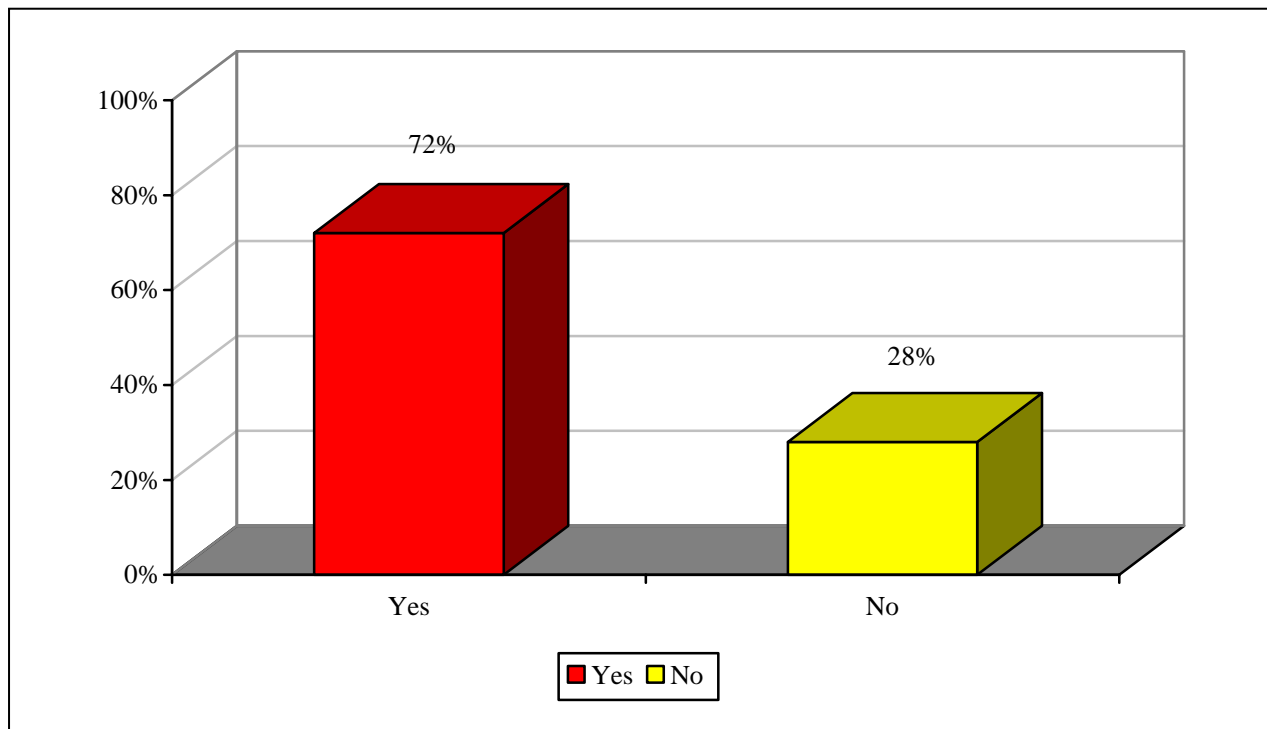


Base = 108 – Member
 26 – Spouse
 31 – Caregiver
 3 – Nurse
 82 – Family member/Friend
 27 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Nearly three-quarters (72%) of the 2010 respondents have their medications paid for by SCAN.

Q.15 Are your medications paid for by SCAN?

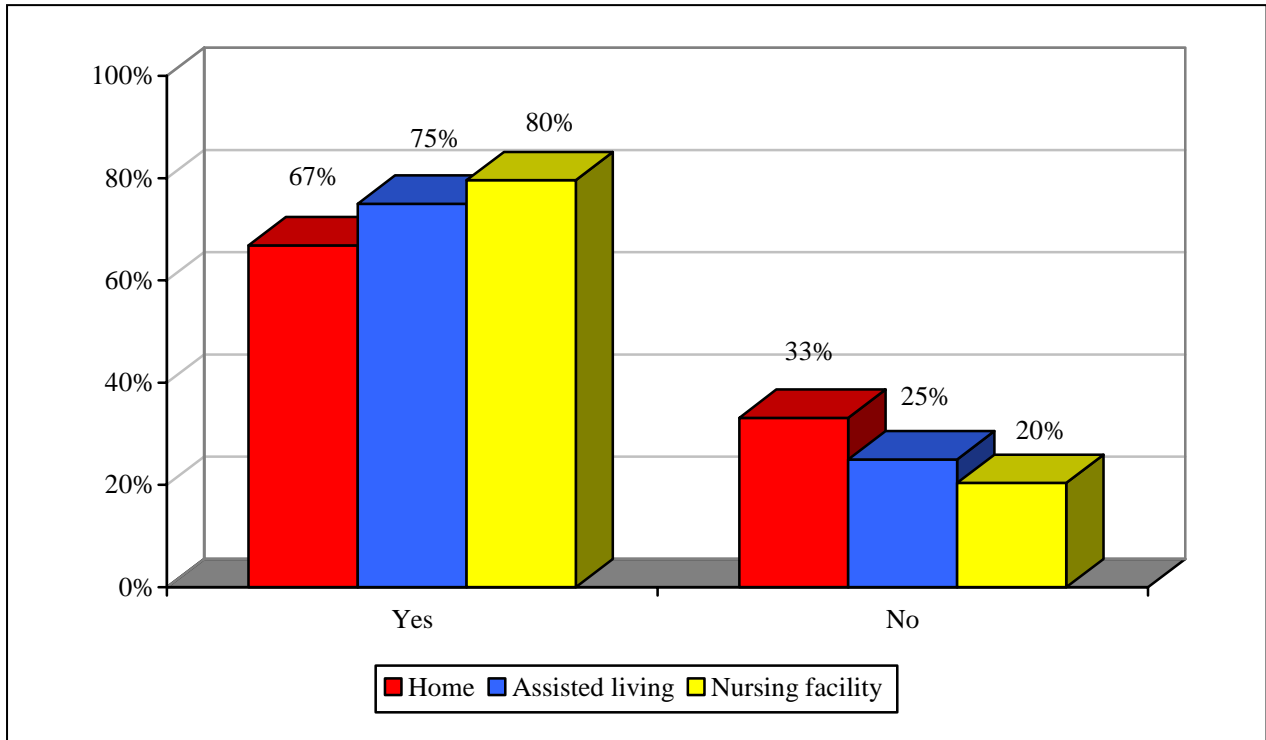


Base = 771

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Respondents living in a nursing facility (80%) or assisted living (75%) are significantly more likely to have their medications paid for by SCAN, compared to those living at home (67%).

Q.15 (By Setting) Are your medications paid for by SCAN?



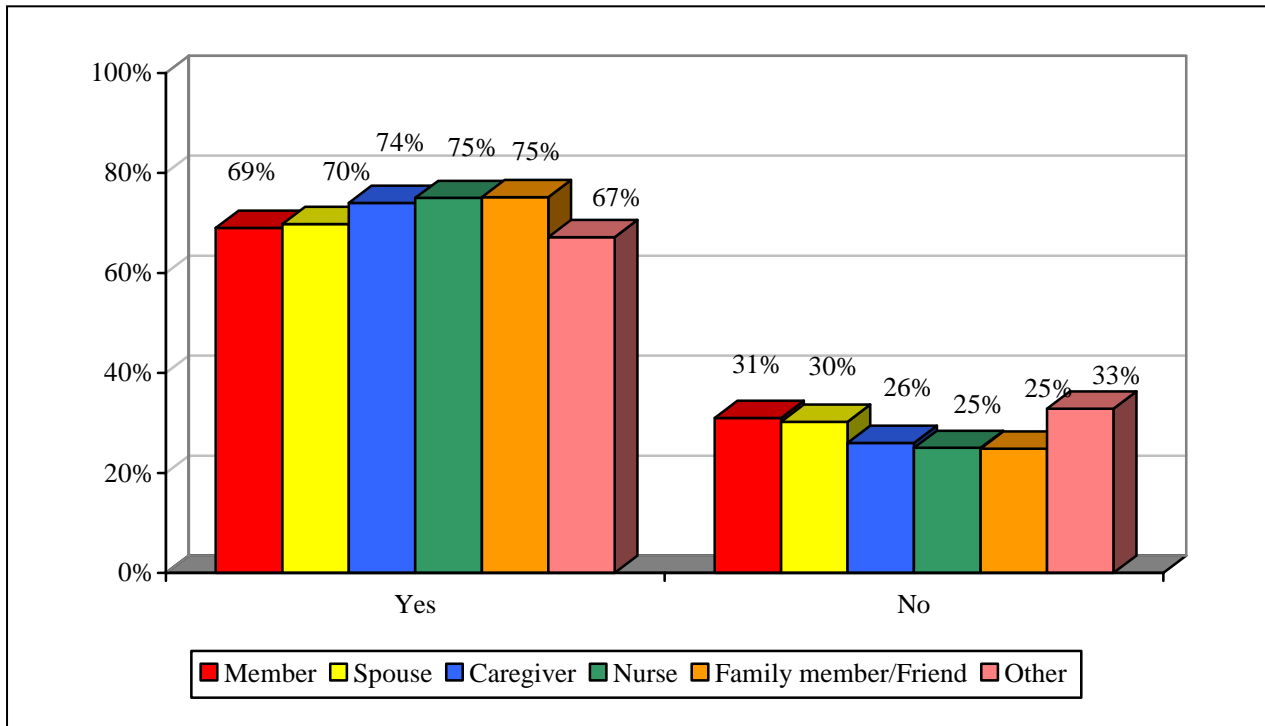
Home base = 320

Assisted living base = 332

Nursing facility base = 103

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.15 (By who completed survey) Are your medications paid for by SCAN?

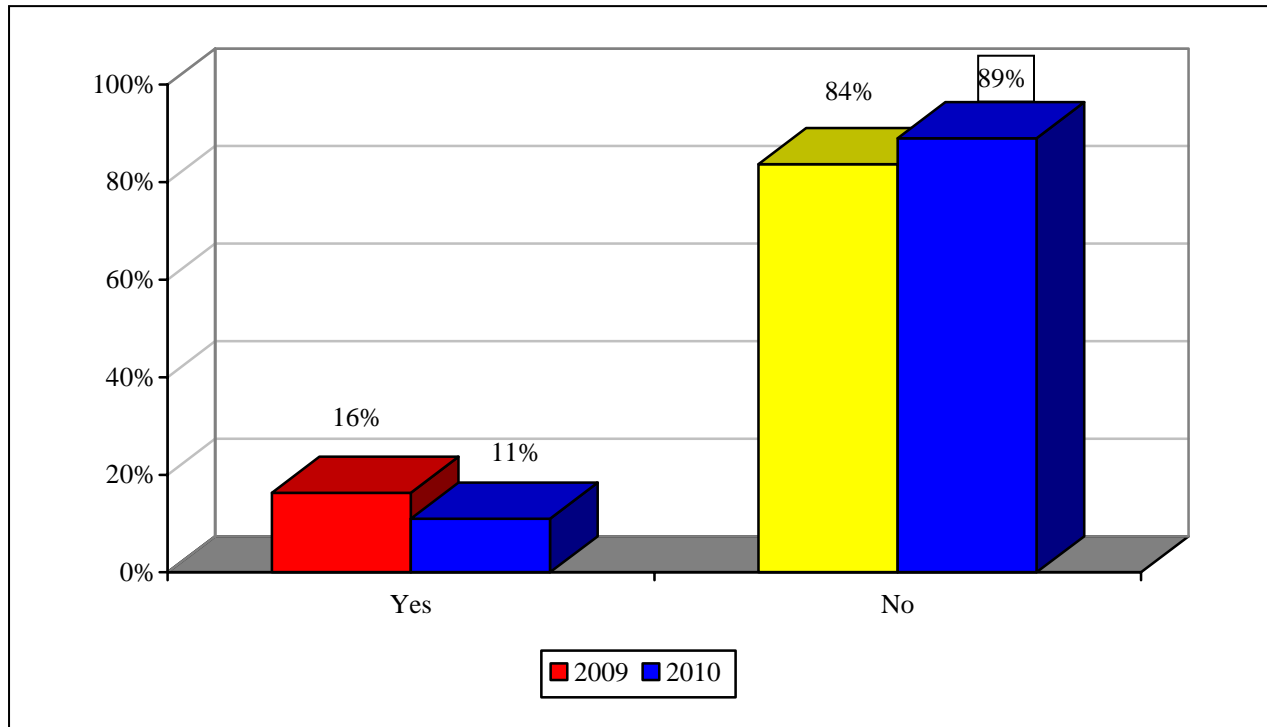


Base = 213 – Member
 96 – Spouse
 77 – Caregiver
 4 – Nurse
 338 – Family member/Friend
 67 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- In 2010, significantly fewer respondents who had gone to the pharmacy had problems with getting their medication. Note: in 2010 the response option was given for the respondent to say “I have not gone to the pharmacy”.

Q.16 If you went to the pharmacy did you have problems with getting your medication?



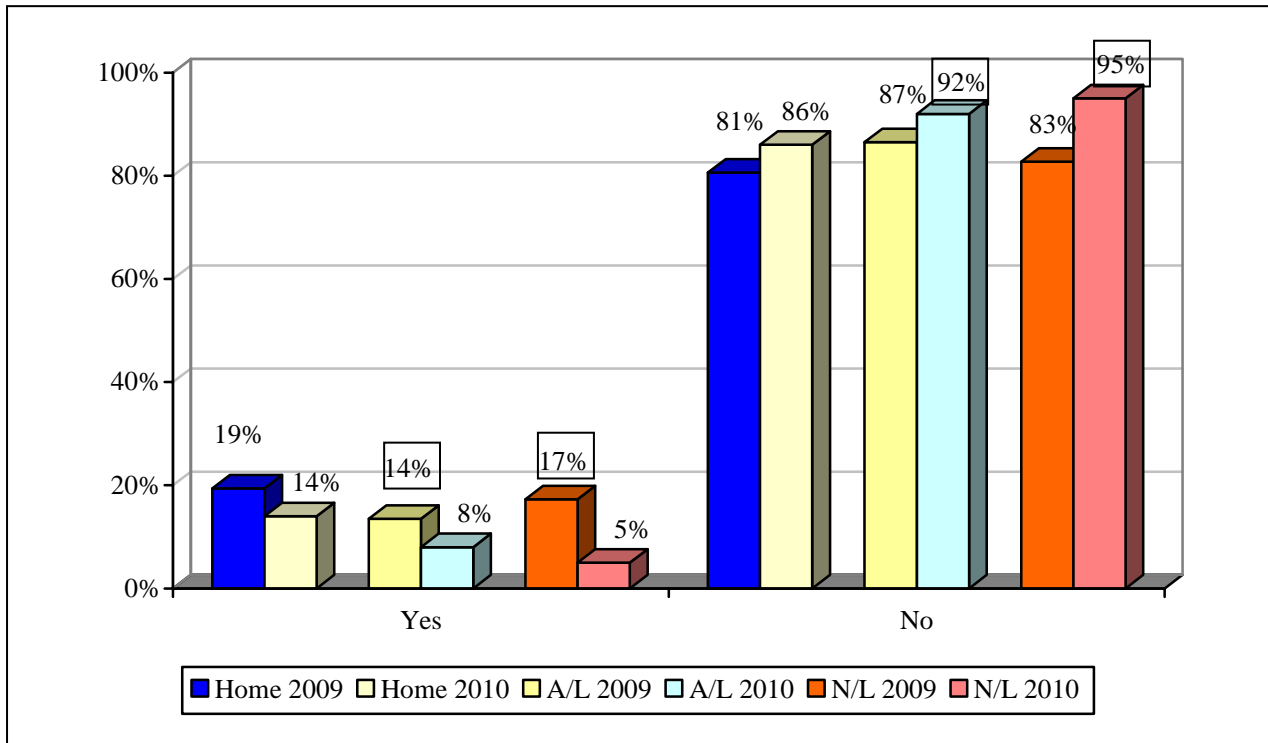
Base = 661, (2009), 349 (2010)

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Significant differences between 2009 and 2010 results are noted among those in assisted living and those in nursing facilities. In 2010, significantly fewer assisted living respondents (8%, compared to 14% in 2009) and nursing facility respondents (5%, compared to 17% in 2009) had problems getting their medication at the pharmacy.
- Respondents living in a home were significantly more likely to have experienced problems attaining their medication at the pharmacy, with 14% reporting having had a problem (compared to 8% for assisted living and 5% for nursing facility respondents).

Q.16 (By Setting) If you went to the pharmacy did you have problems with getting your medication?

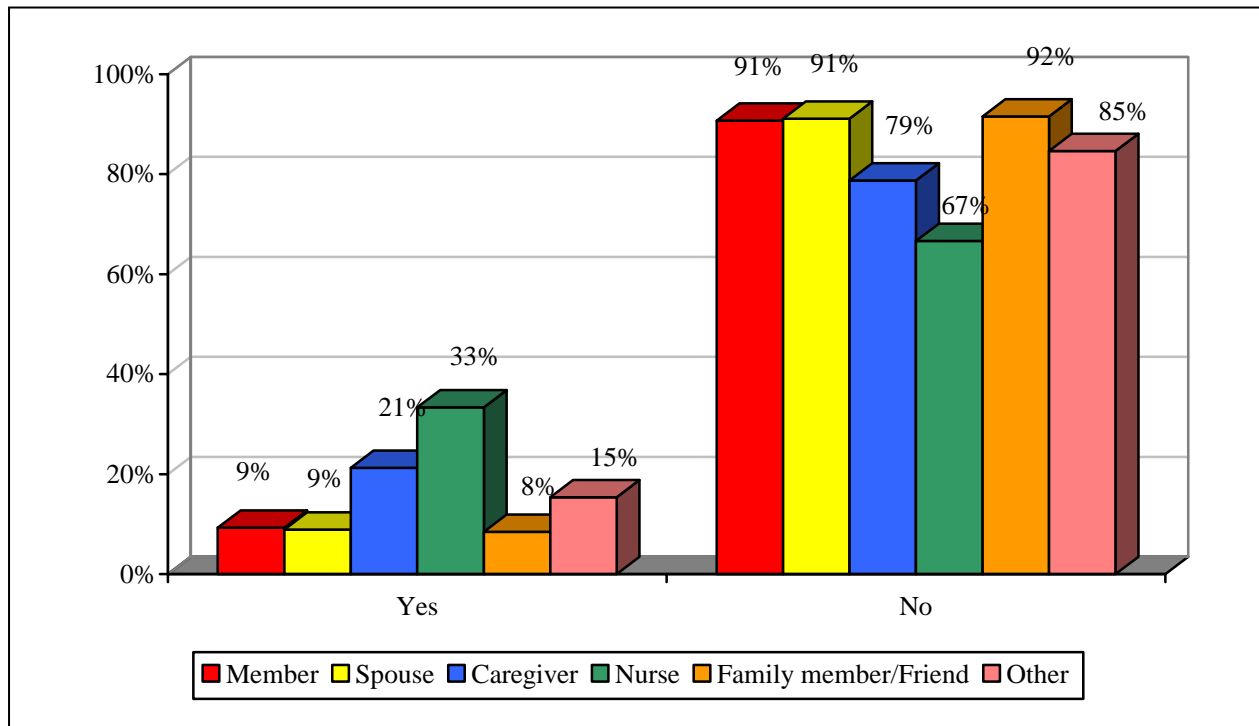


Home base = 258, (2009), 202 (2010)
 Assisted living base = 312, (2009), 119 (2010)
 Nursing facility base = 81, (2009), 22 (2010)

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.16 (By who completed survey) If you went to the pharmacy did you have problems with getting your medication?

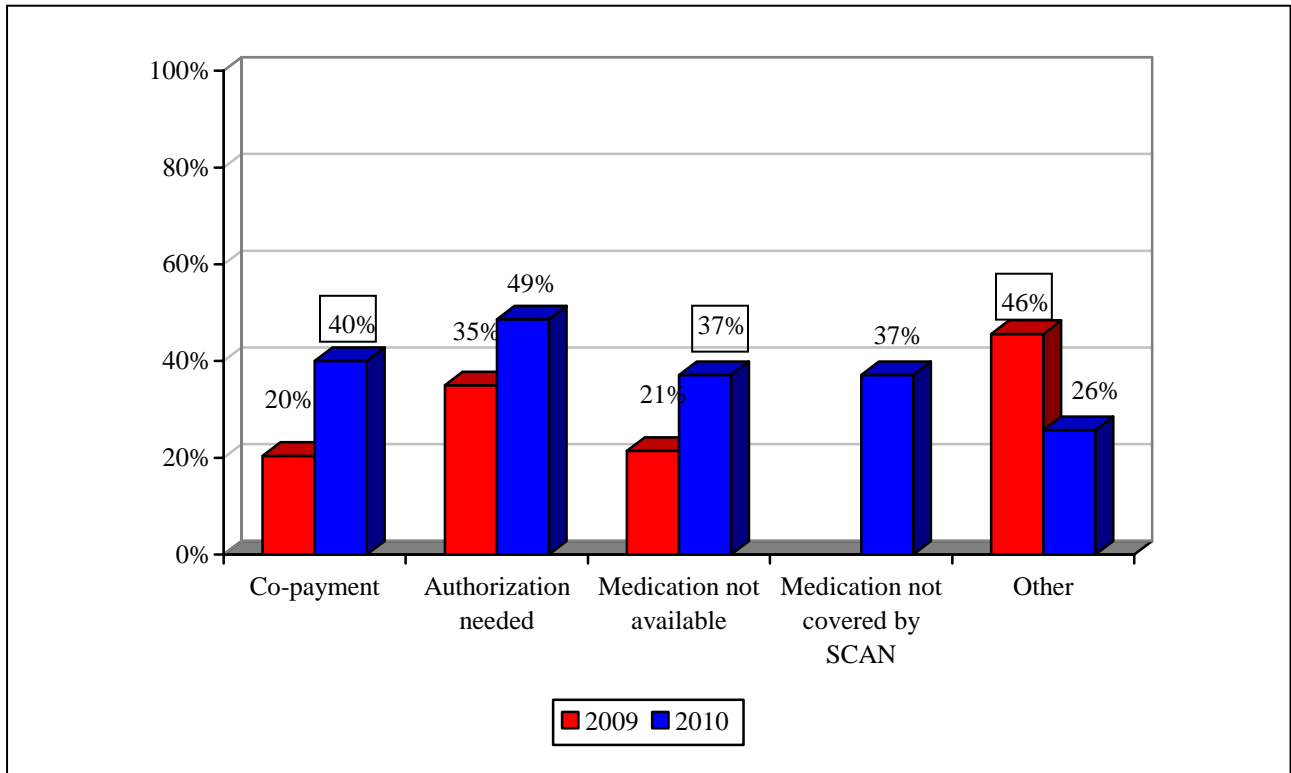


Base = 97 – Member
 45 – Spouse
 47 – Caregiver
 3 – Nurse
 142 – Family member/Friend
 26 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Of those respondents stating they encountered problems with their pharmacy in getting their prescribed medication, significant differences between 2009 and 2010 results are noted for: Co-payment (40% in 2010 vs. 20% in 2009, medication not available (37% in 2010 vs. 21% in 2009, and other (26% in 2010 vs. 46% in 2009)

Q.16b If yes, was there a problem with:



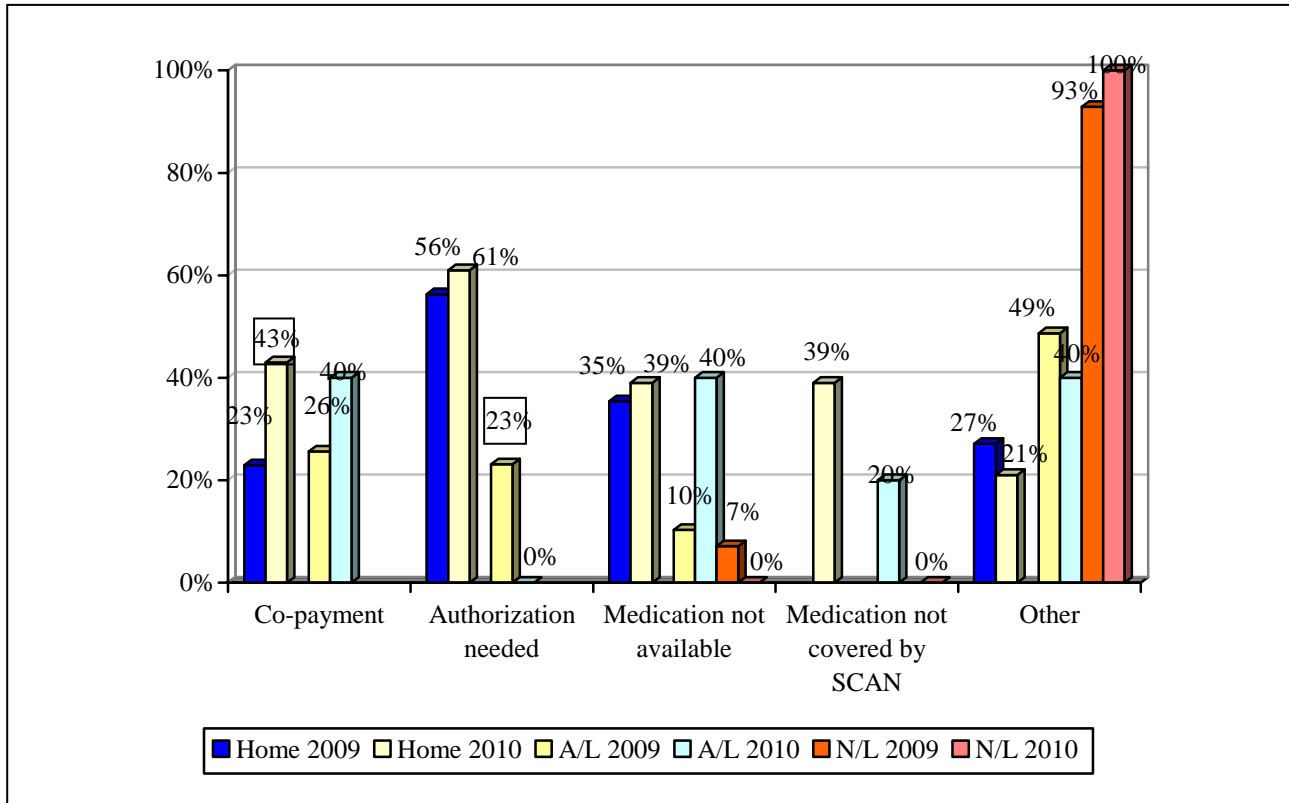
Base = 103, (2009), 35 (2010) * 2010 based on those whose medications are paid for by SCAN

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add to 100% or be identical to the text due to rounding.

- Compared to 2009, a significant increase is noted for those living at home in terms of “co-payment” (43% in 2010 vs. 23% in 2009). A significant decrease is noted for those in assisted living regarding “authorization needed” (23% in 2009 vs. 0% in 2010).
- In 2010, respondents living in a home (61%) were significantly more likely to have problems with authorizations being needed than respondents living in assisted living (0%) and nursing facilities (0%).
- Significantly more respondents living in nursing facilities (100%) than in a home (21%) or assisted living (40%) experienced problems with “other”.
- In addition, it should be noted that 0% of those in nursing facilities experienced any problems with authorizations, pick-up or co-payments.

Q.16b (By Setting) If yes, was there a problem with:



Home base = 48, (2009), 28 (2010)

Assisted living base = 39, (2009), 5 (2010)

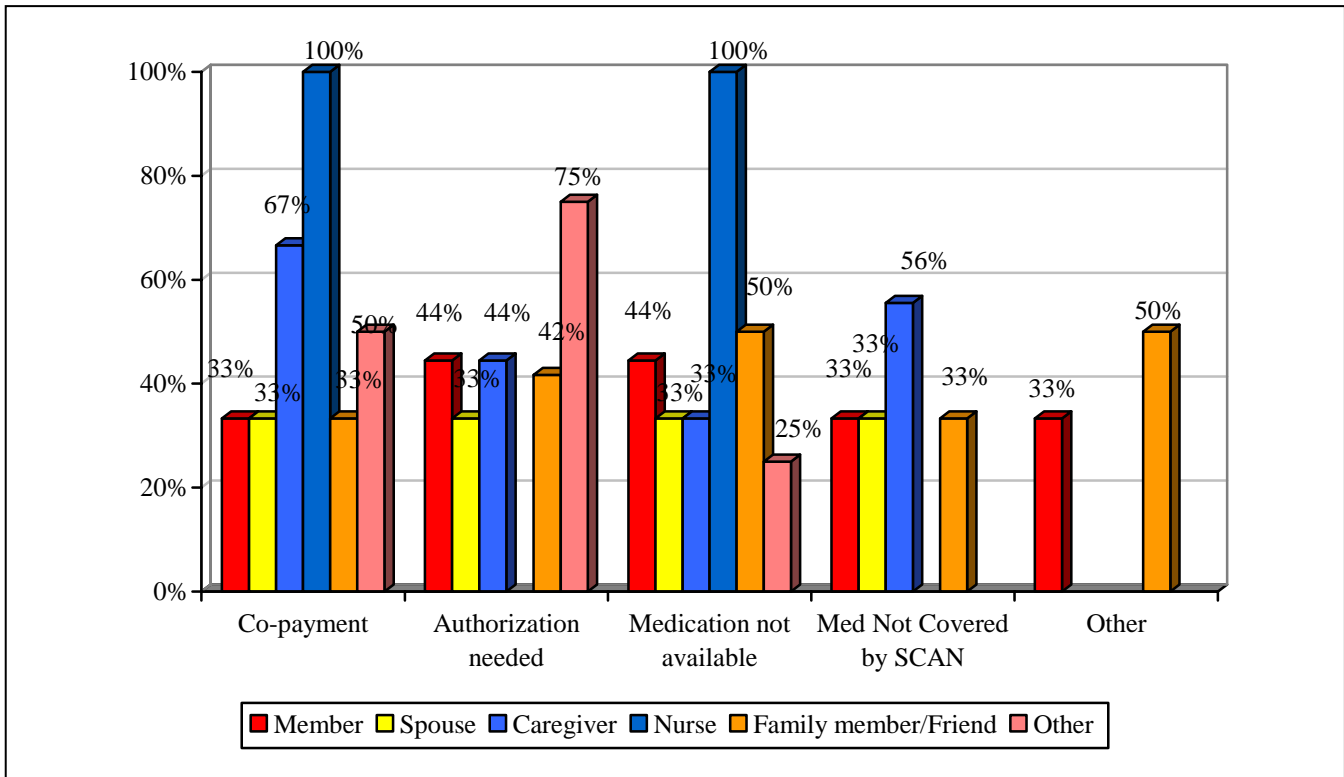
Nursing facility base = 14, (2009), 1 (2010)

*2010 based to those having medications paid for by SCAN

□ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.16b (By who completed survey) If yes, was there a problem with:



Base = 9 – Member
 3 – Spouse
 9 – Caregiver
 1 – Nurse
 12 – Family member/Friend
 4 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Pharmacy Name and Address

ID	Pharmacy	Address
2266	Bashas	Crismon & Baseline Mesa, AZ
3441	Cigna	Sun City
2577	Cigna - Gilbert Clinic	4001 E. Baseline Rd 85334
3357	CVS	5050 W. Baseline Rd. Laveen, AZ 85339
2506	CVS	
2525	CVS	3990 Ray Rd Chandler, AZ
3053	CVS	75th and Bethany
1076	CVS	
2160	CVS	Greenfield Rd in Mesa, AZ
2491	CVS	Pecos: Mc Queen Chandler, AZ
2244	CVS	9152 E. Brown Rd Mesa AZ 85201
2049	CVS	Main & Horne
2243	CVS	9152 E. Brown Rd Mesa AZ 85257
1340	Frys	19th and Glendale
1054	Frys	5140 W Baseline Rd Lareen AZ, 85339
2662	Frys	
2342	Frys	554 W. Baseline Rd Mesa AZ, 85210
2429	Frys Pharmacy	Main and Greenfield Rd.
1949	Frys Pharmacy	University & Extension
1999	Fry's Pharmacy	1835 E Guadalupe Tempe AZ, 85283 480-838-0448
3658	Frys pharmacy	32nd ave. union hills
2480	Lonestar	
3510	Omni Care	3825 Galveston St. Chandler, AZ
3542	Omnicare Phoenix	6825 W. Galveston St. Ste 3 Chandler, AZ 85226
1521	Osco	Cave Creek & Union Hills (Albertsons market)
1737	Safeway RX	1334 E. Chandler Blvd. Phoenix, AZ
1772	Saliba	
1842	Saliba's Extended Care	21025 N 8th Way Phoenix AZ 85024 623-815-8965
3688	Saliba's Extended Care Pharmacy	21025 N8 Way Phoenix AZ, 85026
2695	Saliba's in house	
3251	Salitas Extended Care	21025 N. 8th way Phoenix
3051	Walgreen	51st Ave Northen Ave Glendale AZ, 85301
2348	Walgreens	1159 E. Southern Mesa, AZ 85204
1955	Walgreens	746 W. University Dr. Mesa, AZ 85201
2272	Walgreens	Ellsworth and Main St. Mesa AZ 480-380-0087
2021	Walgreens	Mesa Dr. and Brown Rd.
1220	Walgreens	
1917	Walgreens	1135 N. Mesa Dr. AZ 85201
3397	Walgreens	91st Ave & Peoria Ave
1935	Walgreens	1135 N. Mesa Dr.
1254	Walgreens	2605 E. Thomas Rd. Phoenix, AZ
2915	Walgreens	7923 E. McDowell Scottsdale, AZ
2329	Walgreens	Staphey & Southern
1302	Walgreens	Dunlap & 7th
2138	Walgreens	6002 E. Main Mesa AZ, 85205
1344	Walgreens	Carecree & Union Hills
2432	Walgreens	6002 E. Main Mesa, AZ
1998	Walgreens	1142 W. Guadalupe Rd. Mesa
1720	Walgreens	Elliot Waiver Loops and 48th St PRP A2

2711	Walgreens	44st & Indian School
3099	Walgreens #4228 623-842-1289	5125 W. Northen Ave Glendale AZ, 85301
1615	Wallekger	67 Ave Thomas
3513	Walmart	Surprise
3254	Walmart	5845 W. Bell Rd. Glendale, AZ
2151	Walmart	Greenfield & McKelly
1466	Walmart & CVS	Bell and 18th ave & Thunderbird and 19th ave.

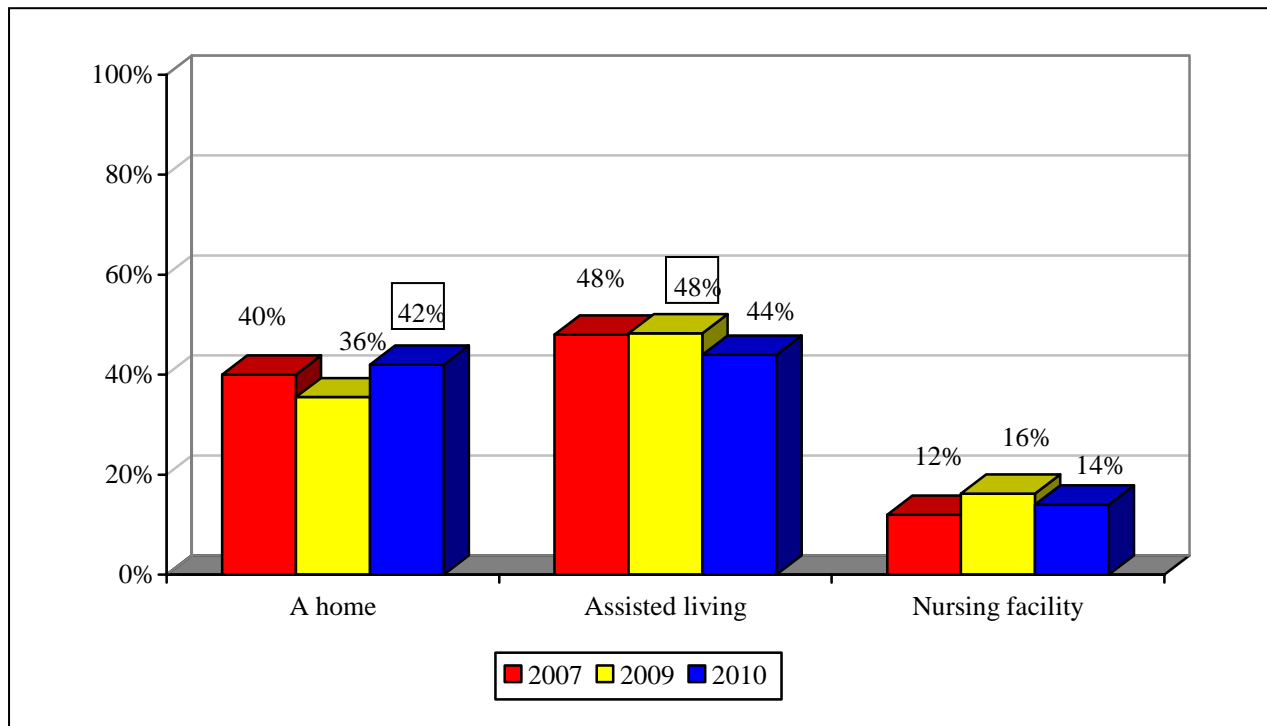
If other, please explain:

ID	Response
1254	Very poor communication
1302	My Dr. returns the fax sent to them so they can fill my order.
1340	It sometimes takes 3 days and 3 tries to get the correct flavor I can keep down. I go to Safeway for all that.
1898	I have a co-pay for only \$1.10 per prescription.
1955	Dr. don't ok it.
1999	The pharmacy employees have been extremely rude and not helpful. Sneezing and not washing hands. Tells me they have no records and charge me full price! Have had a very hard time straighten this out
2021	Not getting physician okay for refills and not keeping accurate records on who the medical care provider was.
2151	Had no problem
2272	It is the only drug I can take for the condition so I just cannot treat the condition. Get the medication cardiologist prescribed. LIVALO 2 MG
2342	It's rare that I get a full prescription so I have to keep going back.
2348	Doesn't know SCAN will pay for it.
2491	CVS took months to rectify the co pay issue.
2577	I have a drug refund from 2/1/10 and I have not received it.
2706	My meds are provided by my nursing home and I also have Health Net. Some are provided by SCAN and some by Health Net.
3251	Salitas does not use drugs and numbers that are approved by.
3254	Different reason, different answers all the time.
3357	Problem getting my Ensure.
3397	All at the same pharmacy
3542	This is where my ALC gets my meds from.

About You

- Forty-two percent (42%) of the respondents currently live at home. This represents a significant increase since 2009 (36%). Significantly fewer respondents live in assisted living in 2010 (44%), compared to 2009 (48%). Only 14% live in a nursing facility.

Q.17 Where do you live?



Base = 177 – 2007
 749 – 2009
 773 - 2010

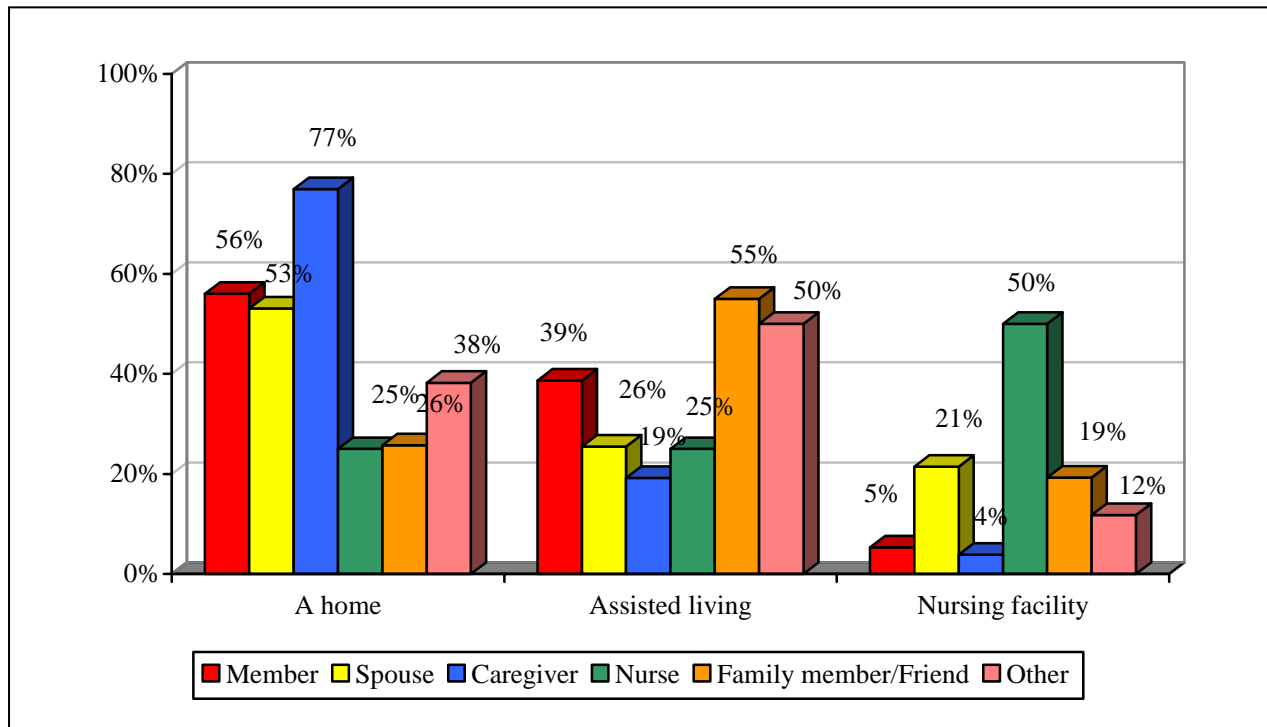
= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

2010 Breakdown

Your own home/Family or Friend's home	42.0%
<u>Assisted Living</u>	44.1
Assisted Living Center	27.3
Assisted Living Home	15.4
Adult Foster Care Home	1.4
Nursing Facility	13.8

Q.17 (By who completed survey) Where do you live?



Base = 207 – Member
 98 – Spouse
 78 – Caregiver
 4 – Nurse
 342 – Family member/Friend
 68 – Other

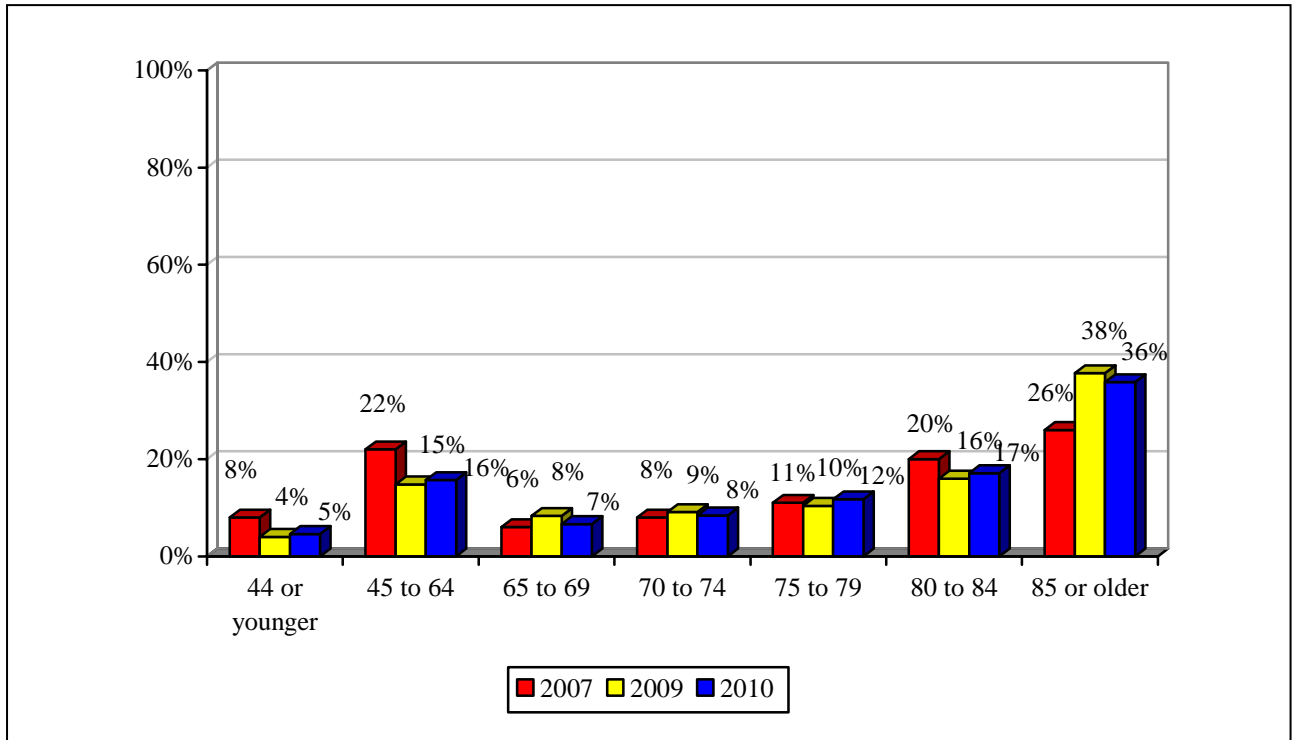
* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

2010 Breakdown

	Member	Spouse	Caregiver	Nurse	Family Member/Relative	Other
Your own home/Family or Friend's home	56.0%	53.1%	76.9%	25.0%	25.7%	38.2%
Assisted Living (Net)	38.6	25.5	19.2	25.0	55.0	50.0
Assisted Living Center	26.1	16.3	6.4	0.0	34.8	27.9
Assisted Living Home	12.1	7.1	10.3	25.0	19.0	19.1
Adult Foster Care Home	0.5	2.0	2.6	0.0	1.2	2.9
Nursing Facility	5.3	21.4	3.8	50.0	19.3	11.8

- In 2009, the average age of respondents is 75.0 years old – slightly older than the 2010 respondents (mean of 74.5 years)

Q.18 What is your age now?

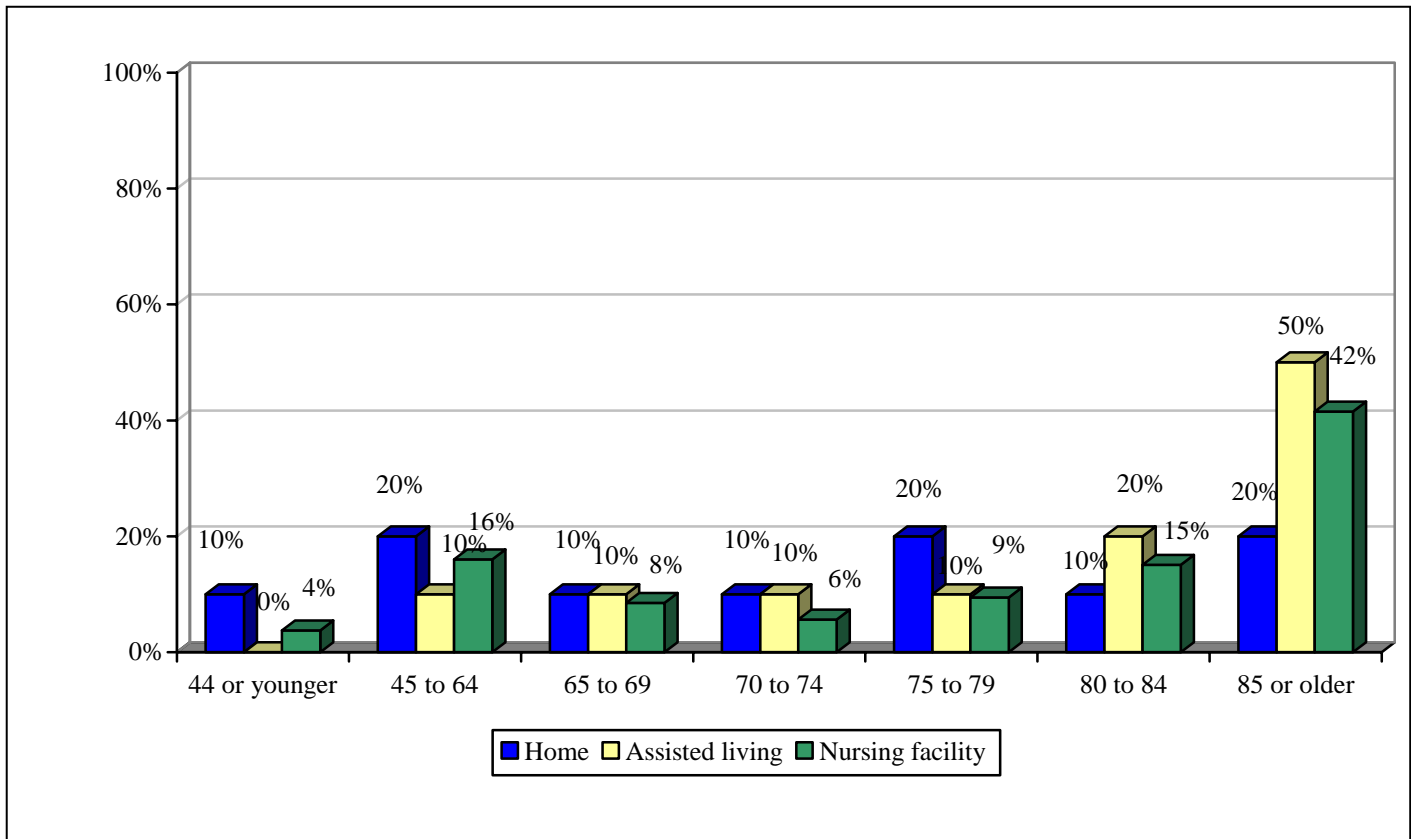


Base = 179 – 2007
 751 – 2009
 784 - 2010

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.18 (By Setting) What is your age now? (2010 only)



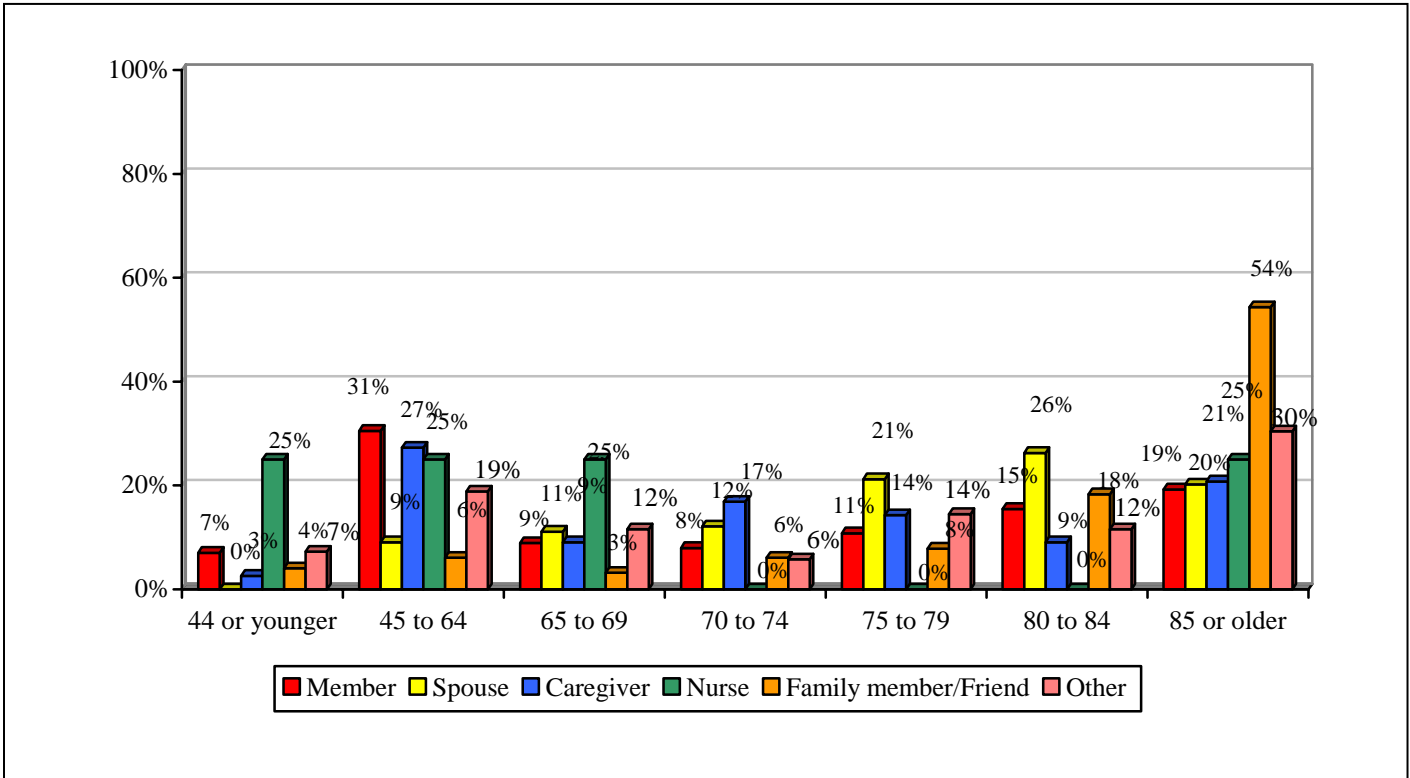
Home base = 324

Assisted living base = 338

Nursing facility base = 106

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.18 (By who completed survey) What is your age now?

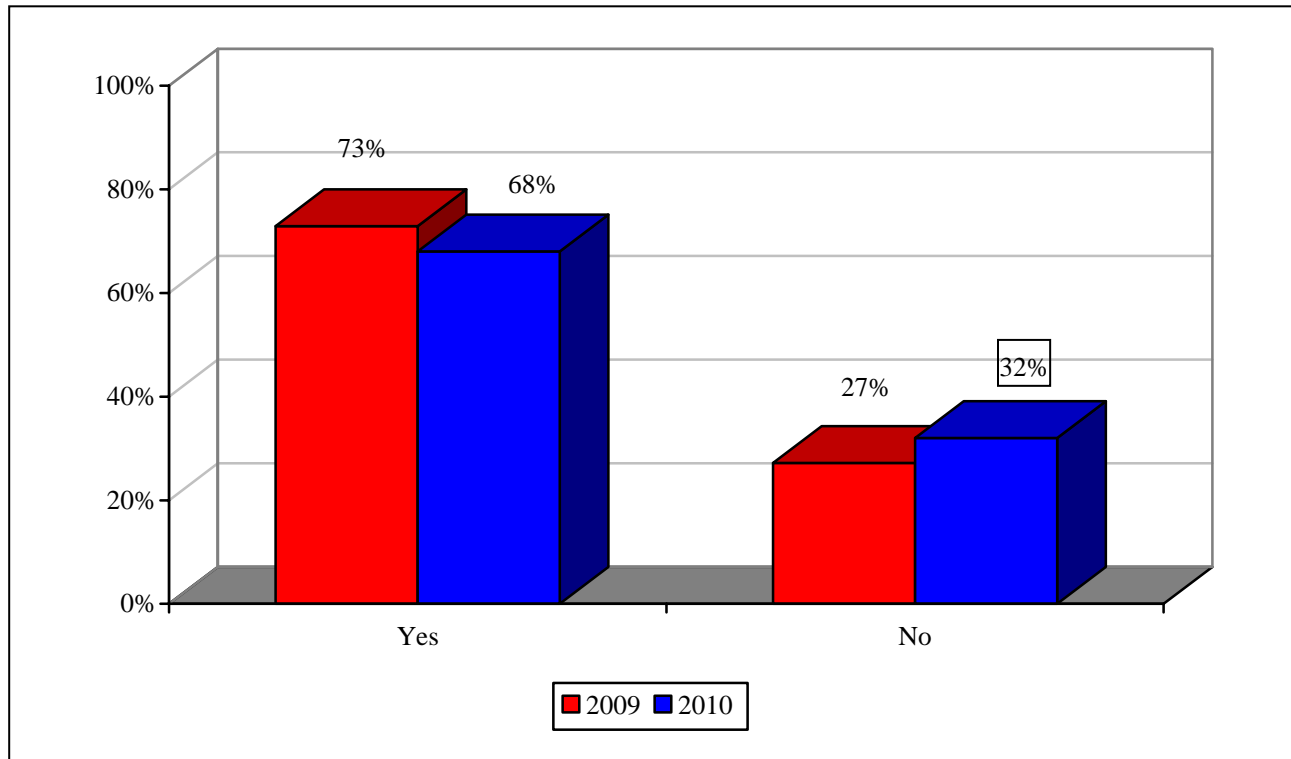


Base = 213 – Member
 99 – Spouse
 77 – Caregiver
 4 – Nurse
 344 – Family member/Friend
 69 – Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Significantly more of the 2010 respondents (32%) did not have someone help them complete the survey (27% in 2009).

Q.19 Did someone help you complete the survey?



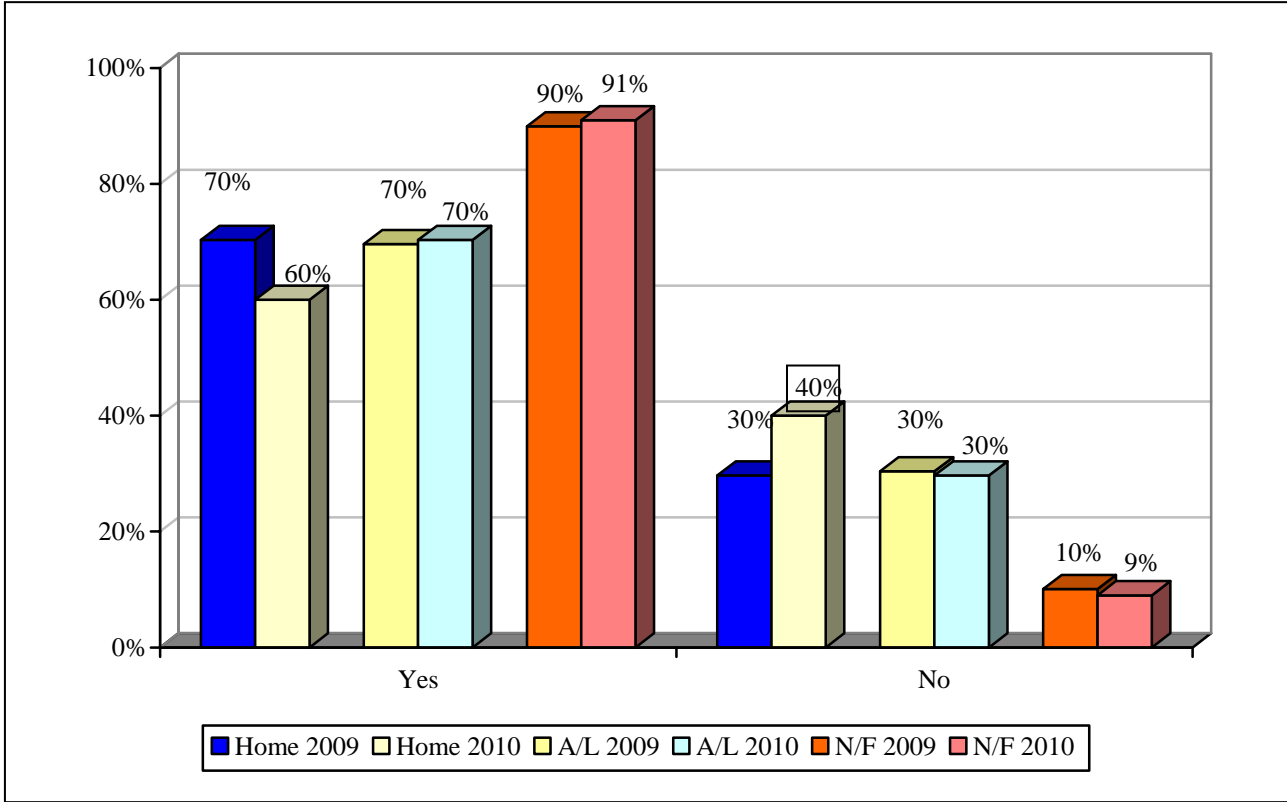
Base = 747 (2009)
775 (2010)

☐ = significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- In 2010, there is a significant decrease in the percentage of those not needing help completing the survey who live at home (40% in 2010 vs. 30% in 2009).
- In 2010, respondents living in a nursing facility (91%) were significantly more likely than respondents living at home (60%) or assisted living (70%) to have had someone help them complete the survey. In addition, significantly more of those living in an assisted living facility (70%) needed assistance compared to those living at home (60%).

Q.19 (By Setting) Did someone help you complete the survey?

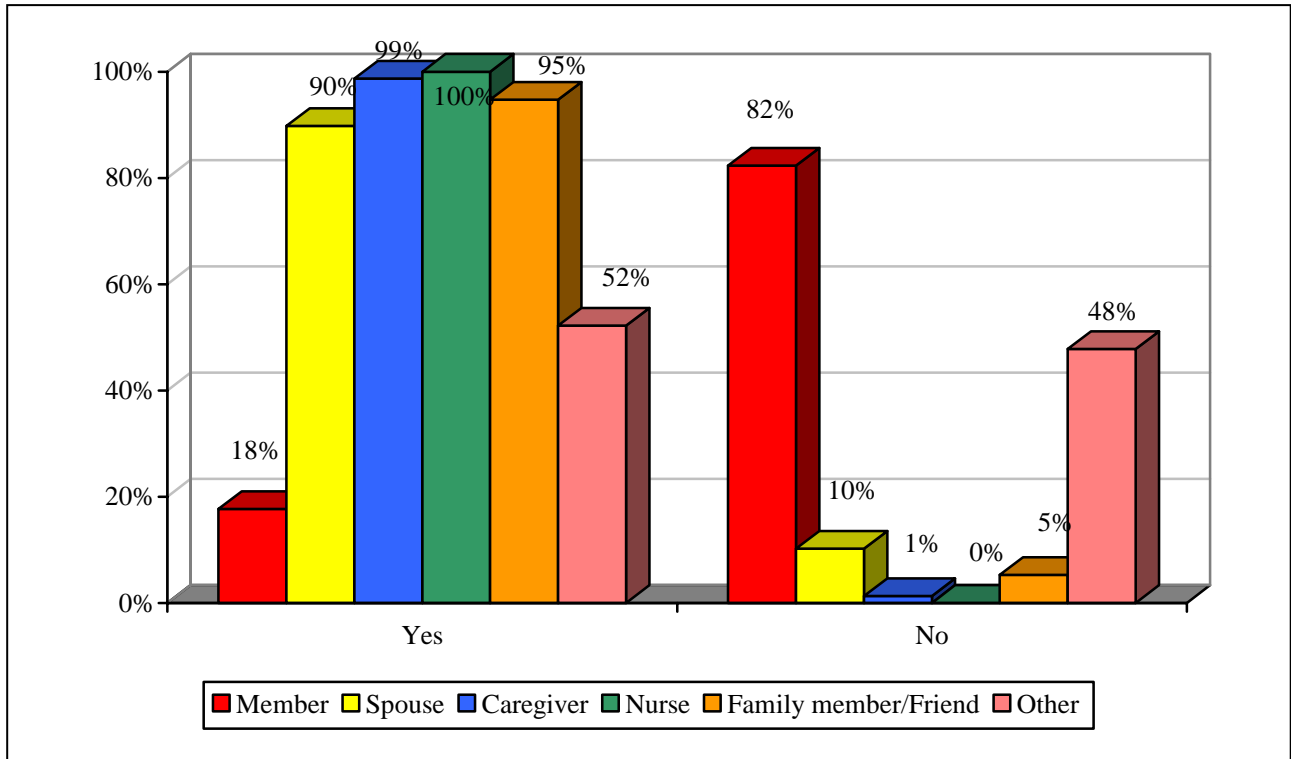


Home base = 263, (2009), 323 (2010)
 Assisted living base = 359, (2009), 330 (2010)
 Nursing facility base = 119, (2009), 105 (2010)

= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.19 (By who completed survey) Did someone help you complete the survey?

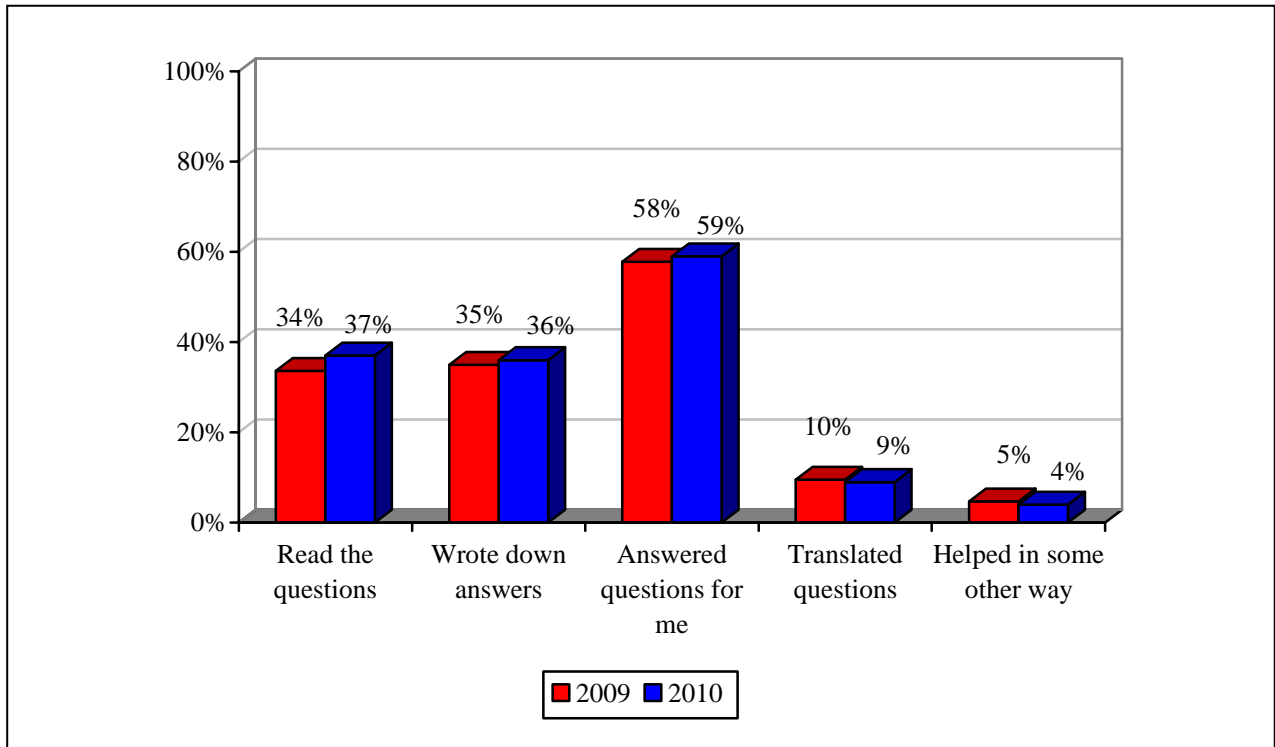


Base = 215 – Member
 98 – Spouse
 78 – Caregiver
 4 – Nurse
 343 – Family member/Friend
 69 - Other

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- There were no significant differences between the 2009 and 2010 responses.
- More than half (59%) of the respondents that received help in filling out the survey state the person that helped them answered the questions for them. Thirty-seven percent (37%) read the questions to them, 36% state that the person helped them by writing down the answers for them 9% translated the questions into their own language, and 4% helped in some other way.

Q.20 How did that person help you? Please mark all that apply.



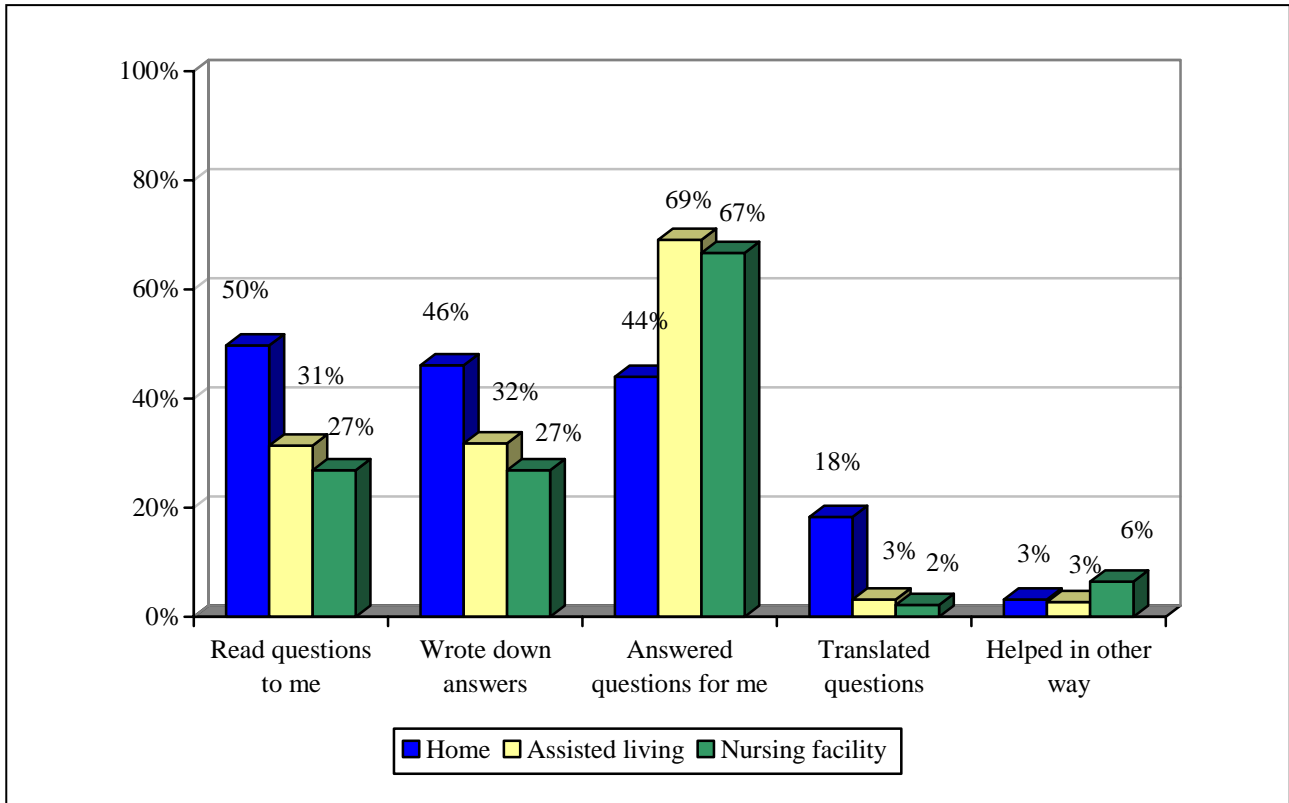
Base = 535 (2009)
509 (2010)

= significant difference 2010 vs. 2009

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

- Those respondents living in a home were significantly more likely to have had someone read the questions to them (50%), write down the answers they gave (46%), and translate questions (18%) in comparison to respondents living in assisted living or in a nursing facility.
- Significantly more respondents living in assisted living (69%) and in a nursing home (67%) had someone answer the questions for them than respondents living in a home (44%).

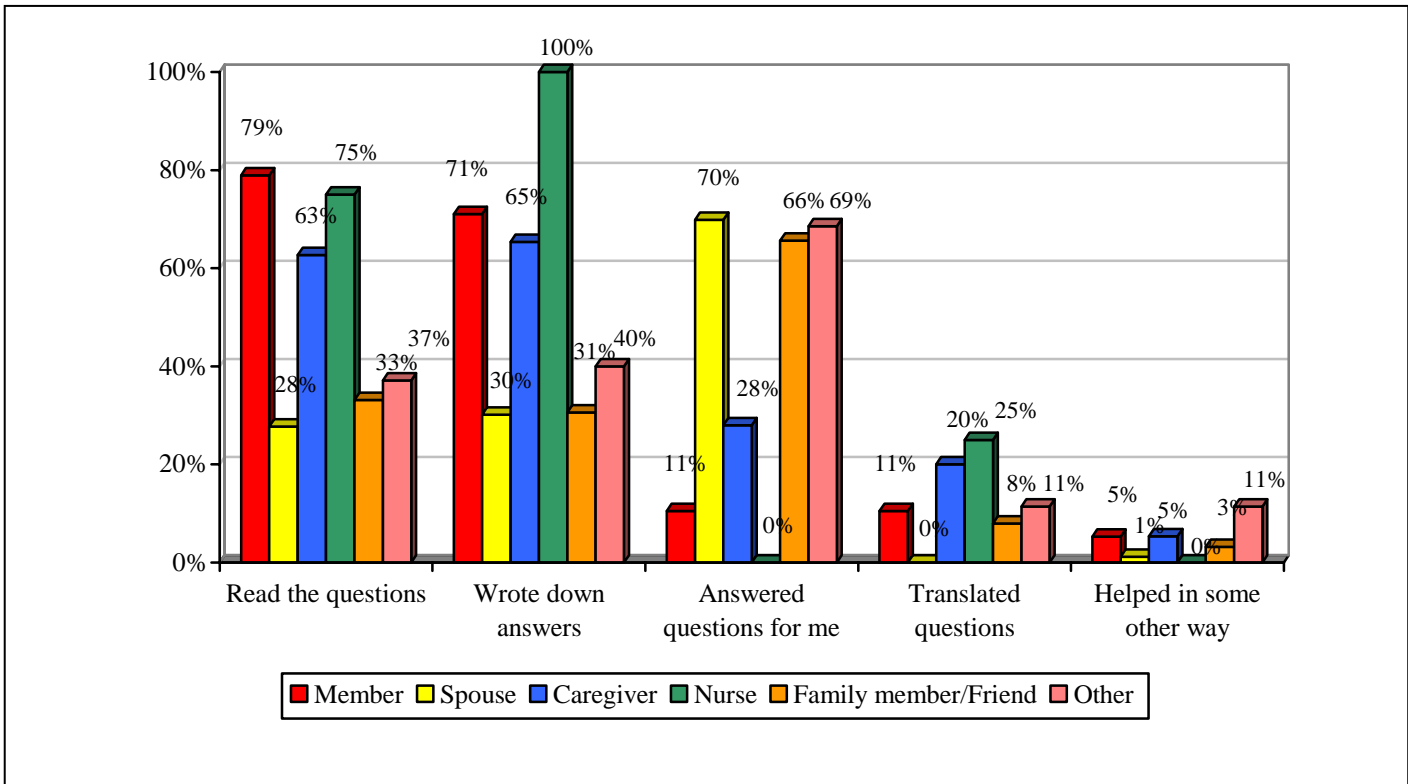
Q.20 (By Setting) How did that person help you? Please mark all that apply. 2010 only



Home base = 191
 Assisted living base = 220
 Nursing facility base = 93

* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Q.20 (By who completed survey) How did that person help you? Please mark all that apply.



Base = 38 – Member
 83 – Spouse
 75 – Caregiver
 4 – Nurse
 314 – Family member/Friend
 35 - Other

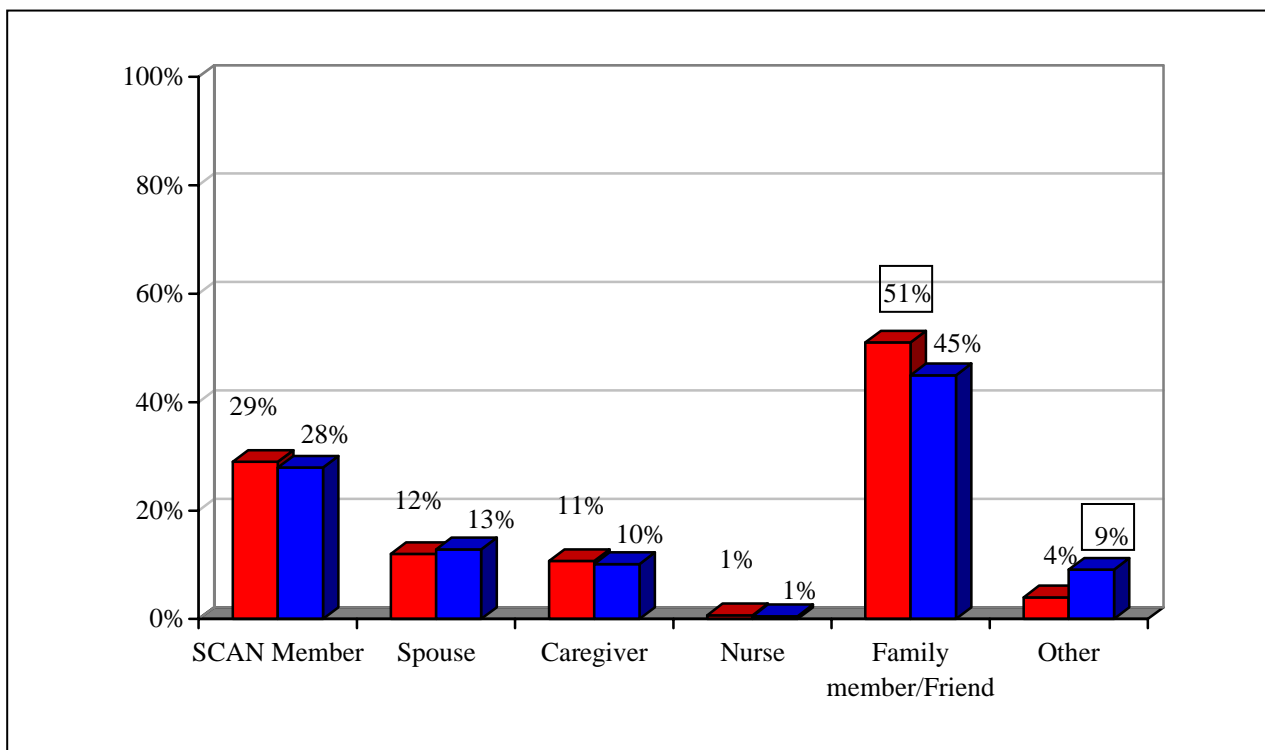
* Bars in the chart may not add up to 100% or be identical to the text due to rounding.

Helped in some other way:

ID	Response
1154	Helped me think about some questions.
1254	Patient in vegetative state.
1316	IN is my caregiver.
1374	Sever dementia.
1432	Sign
1451	My mother, the Scan member has short term memory deficit and therefore I as her MPOA and son filled in the answers for her.
1521	My caregiver helps me with everything.
1615	Daughter and Caregiver
1914	Explain in a simple way though explaining what it means.
1998	My mother is legally blind. Unable to read, has dementia.
2125	Completed survey for her. Rosemary has dementia. I am her daughter and attend to her care.
2151	I did it myself
2332	I answered what I knew about. Dad couldn't answer these even if I read them to him.
2389	Did this online for me.
2433	Explain questions to patient.
2494	Wrote comments
2529	Fill out entire app for her.
2593	Relative answered questionnaire at home.
2596	P.O.A. answered all questions.
2635	By my wife. (POA)
2803	I read questions to my sister but basically answered the questions myself due to her confusion.
2938	Gwendolyn has Alzheimer's could not do this survey.
3051	I'm her POA everything
3220	My son helps me because I don't know anything.
3309	I am the power of attorney.
3314	I complete as POA for my mother.
3357	Explained what it means.
3465	Daughter answered
3486	Judith cannot hold a pen, write or read. We worked through the questions together.
3509	No one helped.
3514	Help with the computer.
3559	Spouse filled out all questions - patient has Alzheimer's disease.
3579	I am the husband and caregiver for my wife. She has memory loss and Parkinson's.
3708	Patient is 95. Does not hear well and cannot comprehend. Also has dementia.
3749	A friend that visits two times a week.
3781	Dad was not able to do this.

- In 2010, significantly fewer “family members/friends” (45%) helped the respondent fill out the survey, compared to 2009 (51%). Also, significantly more “others” helped the respondent complete the survey (9%, compared to 4% in 2009).
- Less than half (45%) of the surveys were completed by a family member or friend, 28% by the SCAN Member, 13% by the spouse, 10% by the caregiver, 1% by the nurse, and 9% of the surveys were completed by an “other” person.

Q.21 The survey was completed by:



Base = 743, (2009)
770 (2010)

☐ = significant difference 2010 vs. 2009

Due to multiple responses, percentages add up to more than 100%.

Other:

ID	Response
1050	Robert Williams
1054	Daughter Debbie Pimbert
1064	Me
1108	Me
1119	Susan Woody, I am my moms caregiver.
1138	Myself
1140	myself
1162	Family member answered all questions without consulting Adele since she is incapable of responding.
1243	Self
1292	Sr. companion Jane
1319	Myself
1347	Connie L Breier
1370	Son with POA
1371	Personal Representative.
1432	Daughter
1451	Son and MPOA
1456	myself
1496	caregiver
1498	Grandaughter
1503	Self
1604	Janice Kernan
1616	self
1634	Daughter & Caregiver
1639	me and a family member
1647	Laverne Dunlap
1764	Self
1772	Daughter
1781	Harmon Herndon 480-201-1647
1800	Ex-Husband/Fiance/POA
1812	EL POA
1874	Myself
1896	Brother (POA)
1909	Myself
1942	Self
1948	POA
1955	Friend
1998	Dauther
1999	Daughter - RN
2018	I am my moms caregiver. She had a stroke and is unable to speak or write.
2117	Daughter
2140	Myself
2228	Daughter and POA
2229	Daughter
2243	Mother of Patient
2244	Mother of Patient
2320	Self
2332	Daughter in law
2389	My daughter is a nurse and filled it out for me.

2430	Myself
2480	POA daughter
2577	Self
2596	P.O.A. Sydnee Shalita
2639	myself
2678	Myself
2784	Pauline Reed Daughter
2804	Natalie Lynn Hospice of the Valley
3051	POA
3074	Myself
3134	Retha Jordan
3183	My medical POA
3220	Son
3301	Myself
3309	Daughter P.O.A
3360	Carol Erickson POA Daughter
3386	Nobody
3397	self
3410	myself
3414	Caregiver and Family daughter.
3441	Myself
3454	Myself
3486	Power of attorney
3509	Self
3579	Anthony 623-214-0726
3587	Lloyd Dill, Trustee
3708	Daughter
3717	POA of Luz Saucedo
3740	Guardian
3741	Mother POA
3781	Daughter/Guardian
3868	POA
3880	Guardian

TABLES

Significant differences are indicated in two ways: an ↓ indicates a significant decrease since 2009, and an ↑ indicates a significant increase since 2009. Significant differences between “living environment” are noted with an “H” for Home, “A” for Assisted Living and an “N” for Nursing Facility. Significance was tested at the 90% confidence level.

Capital letter in table indicates significant difference between living arrangement.

↓↑ indicates significant difference between 2010 and 2009

Q.1 Do you have one person you think of as your personal doctor or nurse?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	178	730	711	71	259	308	82	335	294	22	115	104
Yes	82.0%	84.1%	88.3%↑	90.1%	89.6%N	93.5%AN	78.0%	86.8%N	87.1%	68.2%	67.0%	77.2%
No	18.0	15.9	11.7	9.9	10.4	6.5	22.0	13.2	12.9H	31.8	33.0	22.8H

Q.2 Since you joined SCAN, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	166	717	754	68	263	314	75	333	322	21	110	102
A big problem	13.9%	5.9%	7.4%	16.2%	5.7%	7.3%	13.3%	6.6%	6.5%	9.5%	3.6%	7.8%
A small problem	16.9	13.1	11.1	14.7	13.3	8.3↓	16.0	10.5	13.0H	28.6	20.0	15.7
Not a problem	69.3	81.0	81.4	69.1	81.0	84.4N	70.7	82.9	80.4	61.9	76.4	76.5

Q.3 Were you seen by your doctor within 45 minutes of your appointment time?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	142	586	619	58	247	305	69	267	244	14	60	55
Never	7.7%	5.5%	4.8%	10.3%	5.7%	5.2%	4.3%	3.4%	4.1%	14.3%	13.3%	5.5%
Sometimes	10.6	15.0	12.0	6.9	16.2	11.8	13.0	12.7	10.7	14.3	20.0	20.0
Usually	35.9	36.0	38.1	39.7	32.4	33.8	33.3	37.5	41.0H	35.7	45.0	52.7H
Always	45.8	43.5	45.1	43.1	45.7	49.2N	49.3	46.4	44.3N	35.7	21.7	21.8
Base	38	108	115	13	12	8	15	56	70	8	40	36
I had no visits	16.7	16.0	16.0	14.1	5.0	3.0	14.3	17.0	22.0	36.4	40.0	40.0

Q.4 Do you experience any physical barriers at your doctor's office?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	161	665	685	63	257	310	78	304	282	19	94	81
Yes	48.4%	6.5%	7.2%	52.4%	8.9%	8.4%	46.2%	3.6%	6.4%	42.1%	6.4%	6.2%
No	51.6	93.5	92.8	47.6	91.1	91.6	53.8	96.4	93.6	57.9	93.6	93.8

Q.5 Have your doctors or other health providers asked you about end of life decisions (Advance Directives, Living Will, Power of Attorney, Five Wishes)?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	142	694	726	59	256	314	68	320	302	14	106	96
Yes	52.1%	67.6%	65.0%	47.5%	62.9%	62.4%	57.4%	70.3%	63.9%↓	42.9%	73.6%	77.1%MN
No	47.9	32.4	35.0	52.5	37.1	37.6O	42.6	29.7	36.1O↑	57.1	26.4	22.9
Did not see doctors or other health providers	N/A	3%	4%	N/A	2%	1%	N/A	4%	6%	N/A	5%	7%

Q.6 Have you experienced any language barriers with your doctor or nurse in getting health services?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	172	730	766	68	261	318	81	342	330	21	116	102
Yes	7.0%	7.4%	5.9%	7.4%	8.8%	6.3%	3.7%	7.3%	4.5%	19.0%	4.3%	7.8%
No	93.0	92.6	94.1	92.6	91.2	93.7	96.3	92.7	95.5	81.0	95.7	92.2

Q.7 Do you know how to contact your SCAN case manager when you need to?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	171	749	781	67	264	324	80	356	334	22	117	106
Yes	92.4%	95.3%	95.3%	98.5%	98.1%	98.8%AN	92.5%	94.1%	94.3%N	72.7%	93.2%	87.7%
No	7.6	4.7	4.7	1.5	1.9%	1.2	7.5	5.9	5.7H	27.3	6.8	12.3AH

Q.8 When you call, does your SCAN case manager call you back the same day?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	136	609	653	59	226	298	64	288	266	12	84	75
Yes	77.2%	82.8%	85.8%	78.0%	80.1%	85.2%	79.7%	85.8%	85.3%	58.3%	81.0%	88.0%
No	22.8	17.2	14.2	22.0	19.9	14.8	20.3	14.2	14.7	41.7	19.0	12.0
Base	44	126	125	12	31	24	20	63	68	10	31	31
I did not call my SCAN case manager	17.8	17.0%	16%	7.0%	12.0%	7%	19.0%	18.0%	20%	45.5%	27.0%	29%

Q.9 Does your SCAN case manager explain things to you in a way you can understand?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	162	726	763	66	260	322	76	345	323	19	110	103
Yes	93.8%	95.5%	96.3%	98.5%	97.7%	97.8%N	93.4%	94.8%	96.9%N	78.9%	92.7%	90.3%
No	6.2	4.5	3.7	1.5	2.3	2.2	6.6	5.2	3.1	21.1	7.3	9.7HA

Q.10 Did you utilize SCAN transportation services to a medical visit?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	170	740	780	68	261	324	81	352	337	19	115	103
Yes	51.2%	47.6%	37.9%↓	42.6%	51.7%	35.2%↓	61.7%	44.9%	38.0%↓	42.1%	47.0%	48.5%HA
No	48.8	52.4	62.1↑	57.4	48.3	64.8↑	38.3	55.1	62.0↑	57.9	53.0	51.5

Q.11 Did you have any problems in getting transportation to or from the medical visit?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	83	346	293	27	133	112	48	156	127	8	52	50
Yes	44.6%	12.7%	11.9%	59.3%	15.8%	16.1%N	35.4%	9.0%	10.2%	50.0%	15.4%	4.0%
No	55.4	87.3	88.1	40.7	84.2	83.9	64.6	91.0	89.8	50.0	84.6	96.0H↑

Q.12 (By Setting In the last 12 months did the transportation provider always get you to your scheduled appointment within one hour before your appointment time?)

2009/2007: Did the transportation provider get you to your scheduled appointment on time?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	80	233	269	26	87	104	46	103	113	8	39	49
Yes	77.5%	93.1%	87.0%↓	73.1%	92.0%	83.7%↓	82.6%	96.1%	90.3%↓	62.5%	89.7%	89.8%
No	22.5	6.9	13.0↑	26.9	8.0	16.3↑	17.4	3.9	9.7↑	37.5	10.3	10.2
Base	N/A	107	23	N/A	44	10	N/A	51	11	N/A	11	1
N/A	N/A	31%	8%	N/A	34%	9%	N/A	33%	9%	N/A	22%	2%

Q.13 Were you picked up within one hour of your appointment time? (2009)

Q.13 In the last 12 months, were you ever late for an appointment due to the transportation provided by SCAN? (2010)

	Total		Home (H)		Assisted Living (A)		Nursing Facility (N)	
	2009	2010	2009	2010	2009	2010	2009	2010
Base	232	270	87	102	103	114	38	50
Yes	90.9%	17.4%	86.2%	23.5%N	96.1%	14.9%	89.5%	8.0%
No	9.1	82.6	13.8	76.5	3.9	85.1	10.5	92.0H
Base	110	20	45	9	51	11	13	0
N/A	32%	7%	34%	8%	33%	9%	25%	0%

Q.14 Were you retrieved and taken back to your place of residence within one hour of the completion of your medical appointment? (2009)

2010: Q.14- In the last 12 months did you wait more than one hour to be picked up after calling for transportation at the end of your appointment?

	Total		Home (H)		Assisted Living (A)		Nursing Facility (N)	
	2009	2010	2009	2010	2009	2010	2009	2010
Base	229	268	85	103	107	112	34	49
Yes	86.5%	33.6%	77.6%	43.7%AN	90.7%	27.7%	94.1%	24.5%
No	13.5	66.4	22.4	56.3	9.3	72.3H	5.9	75.5H
Base	111	20	46	9	49	10	15	1
N/A	33%	7%	35%	8%	31%	8%	31%	2%

Q.15 Are your medications paid for by SCAN?

	Total	Home (H)	Assisted Living (A)	Nursing Facility (N)
Base	771	320	332	103
Yes	72.0%	66.9%	75.0% ^H	79.6% ^H
No	28.0	33.1 ^A ^N	25.0	20.4

Q.16 If you went to the pharmacy did you have problems with getting your medication?

	Total		Home (H)		Assisted Living (A)		Nursing Facility (N)	
	2009	2010	2009	2010	2009	2010	2009	2010
Base	661	349	258	202	312	119	81	22
Yes	16.3%	11.2% [↓]	19.4%	13.9% ^A ^N	13.5%	7.6% [↓]	17.3%	4.5% [↓]
No	83.7	88.8% [↑]	80.6	86.1	86.5	92.4% ^H [↑]	82.7	95.5% ^H [↑]

Q.16a If yes, was there a problem with:

	Total		Home (H)		Assisted Living (A)		Nursing Facility (N)	
	2009	2010	2009	2010	2009	2010	2009	2010
Base	103	35	48	28	39	5	14	1
Co-payment	20.4%	40.0%↑	22.9%	42.9%↑	25.6%	40.0%	-	0.0%
Authorization needed	35.0	48.6	56.3	60.7AN	23.1	0.0	-	0.0
Medication not available at the time of pick-up	21.4	37.1↑	35.4	39.3N	10.3	40.0	7.1%	0.0
Medication not covered by SCAN	-	37.1	-	39.3N	-	20.0	-	0.0
Other	45.6	25.7↓	27.1	21.4	48.7	40.0	92.9	100.0HA

Q.16 Where do you live?

	Total		
	2007	2009	2010
Base	177	749	773
Your own home/Family or Friend's home	40.1%	35.5%	42.0%
Assisted living center (NET)	47.5	48.3	44.1
Assisted Living Center	-	-	27.3
Assisted Living Home	-	-	15.4
Adult Foster Care Home	-	-	1.4
Nursing Facility	12.4	16.2	13.8

Q.17 What is your age now?

	Total			Home (H)			Assisted Living (A)			Nursing Facility (N)		
	2007	2009	2010	2007	2009	2010	2007	2009	2010	2007	2009	2010
Base	179	751	784	71	264	324	84	360	338	22	120	106
44 or younger	7.8%	3.9%	4.6%	5.6%	6.4%	8.3%A	9.5%	2.5%	1.5%	9.1%	2.5%	3.8%A
45 to 64	21.8	14.8	15.7	31.0	20.5	22.8A	15.5	13.3	8.9↓	18.2	7.5	16.0A↑
65 to 69	6.1	8.3	6.6	11.3	10.2	7.7	0	7.2↑	5.3	13.6	6.7	8.5
70 to 74	7.8	9.1	8.4	8.5	11.4	11.1AN	8.3	6.9	6.8	4.5	10.0	5.7
75 to 79	10.6	10.4	11.7	11.3	10.6	15.4AN↑	9.5	9.4	8.3	9.1	12.5	9.4
80 to 84	20.1	16.0	17.1	19.7	15.9	14.8	20.2	16.7	18.9	22.7	13.3	15.1
85 or older	25.7	37.7	35.8	12.7	25.0	19.8	36.9	43.9	50.3H↑	22.7	47.5	41.5H

Q.18 Did someone help you complete this survey?

	Total		Home (H)		Assisted Living (A)		Nursing Facility (N)	
	2009	2010	2009	2010	2009	2010	2009	2010
Base	747	775	263	323	359	330	119	105
Yes	72.8%	68.0% ↓	70.3%	60.4% ↓	69.6%	70.3% H	89.9%	90.5% HA
No	27.2	32.0 ↑	29.7	39.6 ↑ AN	30.4	29.7 N	10.1	9.5

Q.19 How did that person help you? Please mark all that apply.

	Total		Home (H)		Assisted Living (A)		Nursing Facility (N)	
	2009	2010	2009	2010	2009	2010	2009	2010
Base	535	509	182	191	244	220	107	93
Read the questions to me	33.6%	37.3%	47.3%	49.7% AN	27.0%	31.4%	26.2%	26.9%
Wrote down the answers I gave	35.0	36.0	50.0	46.1 AN	29.5	31.8	22.4	26.9
Answered the questions for me	57.8	58.9	39.0	44.0	64.8	69.1 H	72.9	66.7 H
Translated the questions into my language	9.5	9.0	18.1	18.3 AN	6.1	3.2	2.8	2.2
Helped in some other way	4.7	3.5	5.5	3.1	4.1	2.7	4.7	6.5

Q.20 This survey was completed by:

	Total		Home (H)		Assisted Living (A)		Nursing Facility (N)	
	2009	2010	2009	2010	2009	2010	2009	2010
Base	743	770	259	319	357	331	117	105
SCAN Member	28.7%	27.9%	32.8%	36.4%AN	31.5%	24.2%↓N	8.5%	10.5%
Spouse	11.6	12.9	13.1	16.3A	7.5	7.6	20.3	20.0A
Caregiver	10.6	10.1	23.2A	18.8AN	4.2	4.5	3.4	2.9
Nurse	0.7	0.5	0.8	0.3	0.6	0.3	0.8	1.9
Family member/Friend	50.9	44.9↓	39.8	27.6↓	55.0	56.8H	65.3	62.9H
Other	4.3	9.1↑	2.3	8.2↑	5.0	10.3↑	5.1	7.6

APPENDIX

Where do you live?

ID	Q17 ALC
3661	Amatityst Arbor
2439	Ameritus of East Mesa
3662	Amethyst Arbor
3657	Amethyst Arbor
3852	Amethyst Arhor
3624	Amethyst Gardens
3197	Amethyst Gardens
3622	Amethyst Gardens
2289	Apache Junction Health Center
2259	Arbor Rose
2223	Arbor Rose
2498	Autumn Years Care Center
2502	Blue Sky Manor
1142	Casa Mia
1221	Chris Ridge
1162	Chris Ridge Village
1154	Chris Ridge Village
2792	Chris Ridge Village
1977	Christine Place
2198	Citadel
3794	Citadel Care Center
2320	Citadel Mesa
2017	Citadell
2490	Coope Village
2149	Coper Heights AZ
2076	Copper Heights
2148	Copper Heights
3016	Copper Heights
2228	Copper Village
2215	Copper village
1994	Copper village
2398	Copper Village
2379	Copper Village
3793	Copper Village
2286	Copper Village
3875	Copper Village
3777	Copper Village
3734	Copper Village
3755	Copper Village Assisted Living
3749	Copper Village Mesa, AZ
2584	Coppervillage
1693	Court at East Mesa
3833	Court Yard Towers
1896	Courtyard Towers
2011	Courtyard Towers
2156	Cypress Court at East Mesa

1420	Desert Haven 2645 East Thomas Rd Phone # 602-456-8000
3086	Desert Sky
2735	Desert Sky Health & Rehab
3087	Desert Sky Health and Rehab
3482	Desert Sky Rehab
1296	Desert Springs
1297	Desert Springs
1060	Desert Terrace
3093	Dessert Sky
1732	Dionne Assisted Living
1516	Emeritis
2466	Emeritus
2743	Emeritus
1519	Emeritus
2624	Emeritus
1512	Emeritus - Loyaltan
3556	Emeritus - Sun City West
1198	Emeritus @ Olive Grove
3559	Emeritus @ SCW
3851	Emeritus @ SCW
3701	Emeritus @ Sun City West
3813	Emeritus at Chandler
2595	Emeritus at Chandler
2946	Emeritus at Chandler
2537	Emeritus at Gilbert
3313	Emeritus at Loytalon
2330	Emeritus at the court
3812	Emeritus at Village Oaks
1756	Emeritus Chandler
1002	Emeritus Chandler
2614	Emeritus Chandler
3758	Emeritus E. Mesa
2623	Emeritus Gilbert
2911	Emeritus Memory Unit
3527	Emeritus of Arrowhead
2975	Emeritus of Chandler
2372	Emeritus of East Mesa
3367	Emeritus of Phoenix
1509	Emeritus of Phoenix
1441	Emeritus of Phoenix
1520	Emeritus of Phoenix
1515	Emeritus of Phoenix
1503	Emeritus Of Phoenix
3850	Emeritus of Phoenix (loyaltan)
3573	Emeritus of Sun City West
1860	Emeritus Sun City West
3561	Emeritus Suncity West Alzheimers Care
2390	Emertis
2930	Emiritus - Mesa

3693	Encore of Peoria
3251	Encore Senior Village at Peorra
2864	Encore Senior Village P.V
2084	Family Care Home
3502	Fantana Winds
1113	Fellowship Towers
1812	Glendale Care
3106	Glendale Care Center
2982	Grace assisted living
1935	Grand Court
1918	Grand Court
2552	Grand Court
1929	Grand Court
1933	Grand Court
2521	Grand Court Mesa
1934	Grand Court Mesa
1920	Grand Court Mesa
1252	Grand Courts
2049	Greenfield
2050	Greenfield assisted living
2051	Greenfields
2058	Greenfields
2052	Greenfields Assisted living
2066	Greenfields Assisted Living
2061	Greenfolds Assisted Living
3306	Heritage at Carefree
3687	Highland Park
1209	Highland Park Manor
1140	Hiland manor
1949	I live with my mother.
3717	Immanuel Campus of Care
3719	Immanuel Campus Of Care Manor
3301	Jay Jolley Webster
1266	Kivel Manor
1269	Kivel Manor
3177	LCC of West Glendale
2432	Legacy
2426	Legacy
2113	Legacy
2290	Legacy
3748	Legacy Retirement Residence
2428	Legacy Retirement Residence
2142	Legacy retirement residence
2125	Legacy Retirement Residence
2433	Legasy
1758	Life Care Center
3868	Life Care Center No. Glendale Az
1090	Life Care Center of So. Mountain
3149	Life Care of North Glendale

1510	Loyalton
3312	Loyalton of Phoenix
2780	Loyalton of Phoenix
3836	Loyalton of Phoenix
2866	Loyalton of Phx
3135	Majestic Villa
3386	Manor
1757	Mara Villa Care Center
2443	Mesa Christian
2380	Mesa Christian A.L.F
2480	Mesa Christian assisted living center
1909	Mesa Living Center
1900	Oasis @ Mesa Palms
1523	Paradise Life Care Center
1436	Paradise Valley Retirement
3447	Plaza del rio
2828	Plaza Health Care
2729	Ridgecrest Healthcare PHX, AZ
1215	Rose Court
2910	Scottsdale Assisted Living
2654	Scottsdale Heritage Court
2601	Soltera
1726	Solterra
2971	Solterra
3113	Springdale
3039	Springdale West
2267	Springs Dale Village Ass. Living Apts
1790	Springs Meadows
2765	Sunny Hills
1887	Sunshine Village
1820	Sunshine Village Memory Care
2117	Telford Home
2335	The Grand Court
2954	The Grand Court - Terraces
2717	The Heritage at Carefree
3587	The Heritage Carefree
1324	The Park @ 7th Avenue
1969	Tower Corridor
1868	Tramonto Assisted Living
3511	Ventana Winds
3504	Ventana Winds
3721	Ventana Winds
1404	Ventana Winds
3496	Ventana Winds
3695	Ventana Winds
3509	Ventana Winds
3542	Ventanna Winds (was Willowbrook)
2695	Villa Ocotillo
2698	Villa Ocotillo

2881	Villa Ocotillo
2696	Villa Ocotillo
2686	Villa Ocotillo
2699	Villa Ocotillo
2689	Villa Ocotillo
2925	Villa Ocotillo
3775	Villa Ocotillo
2612	Villa Ocotillo
3871	Villa Ocotillo
2678	Villa Ocotillo
1041	Villa Ocotio
3744	Willow Creek

ID	Q17 ALH	ID	Q17 AFCH	ID	Q17 NF
1789	A Family Affair	3729	All Seasons	2495	Archstone
1006	AD Prime Mesa Group Home, LLC	1108	Arizona State Veterns Home	1743	Archstone
1772	Adagio House	1803	Best Care by Elizabeth	2804	Archstone
3515	Advantage Home Care	1586	Camelview Home Care	2526	Archstone Care Center
3514	Advantage Home Care LLC	3163	Country View Estates	1745	Archstone Care Center
3730	Amber Hills	2334	Emerald Gardens	1103	Arizona State Vet Home
1859	Amethyst Arbor	1402	Family Affair	1107	Arizona Vets Home
1311	Angle Care	1936	Grand Court	2844	Avalon Care Center
1311	Angle Care	3464	Hillcrest Living	2787	Avalon Shadow Mountain
2438	Arbor Rose Mesa	3480	Joyce Mallory	1314	Capri Care Center
2956	Ark of Faith Life	3740	Maria Marta	2635	Chandler Health Care
3410	Arnold's Place	3104	Olive Foster Care	3273	Chandler Health Care
2793	Ashley's Assisted Living			2451	Chandler Health Care Center
1604	AZ State Veterans Home			1734	Chandler Health Care Center
1080	Beautiful Beginnings			3033	Chandler Healthcare
3563	Best Care			2316	Citadal
3678	Bloomfield House			2312	Citadel
2629	Blue Sky Manor			3826	Citadel Care Center
2155	Blue Sky Manor			2088	Citadel Care Center
2809	Bluebird Sanctuary Cedar			2906	Citadel Care Center
3741	Camelback			2402	Copper Village
2130	Carter Care LLC (Enrose Estates)			1475	Coronsdo
2021	Casa Del Sol			2968	Desert Cove
3724	Christian Adult Care Home			3034	Desert Cove
2112	Class Act Inc.			3856	Desert Cove Nursing Center
2140	Coper Meza			2496	Desert Cove Nursing Center
2938	Copper Crest Manor Gilbert, AZ			1491	Desert Sky Rehab
3798	Copper Village			1667	Desert Terrace
2279	Copper Village			1061	Desert Terrace Nursing Center
2278	Copper Village			2220	East Mesa
1967	Court Yard Towers			2131	East Mesa Care Center
1975	Courtyard Towers			2440	East Valley Mesa Health Center
2590	Creative Inneruisions			2553	Encore of Peoria
1414	Desert Harmony			2374	Extended family assisted living homes
1292	Desert Springs			3053	Glendale Care Center
1842	Desert Springs Care Home			3314	Glendale Care Center
1632	Divine Grace			2532	Glendale Care Center

1778	Dream Catcher			1138	Highland Manor
3425	Dream Catcher			3465	Immanuel campus of care
1631	Effective Care for Elderly Living			3440	Immanuel Campus of Care
2229	Emerald Garden			1722	La Estancia Nursing and Rehab Center
2365	Emerald Gardens			3171	LCCNG
2596	Emeritus at Chandler			3859	Legacy Retirement
1518	Emeritus at Phoenix			3205	Life Care Center of Glendale
2389	Emeritus of East Mesa			3269	Life Care Center of N. Glendale
3582	Emeritus SCW			3267	Life Care Center of N. Glendale AZ
2989	Enrose Estates			1391	Life Care Center of North Glendale
3004	Family Care Home on Ivy St.			3183	Life Care Center of North Glendale
2019	Family Care Homes			3228	Life Care Center of North Glendale
1024	Family Elder Care			1287	Life Care Center of North Glendale
1438	Footsteps assisted			1458	Life Care Center of North Glendale
2555	Gateway Ranch LLC			3172	Life care center of north glendale.
1608	Gem House			2781	Life Care Center of Paradise Valley
3095	Glenn Brad Apartments 118			1370	Life Care Center of Paradise Valley
1002	Glynis			2644	Life Care Center of Paradise Valley
1634	Glynis Assisted Living			1678	Life Care Center of So. Mt.
2617	Golden Years on Cooper			3783	Life Care Center of South Mountain
1937	Grand Court			2738	Life Care of Paradise Valley
1928	Grand Court Mesa			1902	Mesa Christian
1371	Greenway Home Care			1290	North Mountain
1838	Heavenly house			1499	North Mountain Med Center
1468	Hummingbird Gardens			2706	Osborn Health and Rehabilitation Center
2366	Jensen House			1098	Palm Valley Care Center
3300	Jolley Family AL			3466	Palm Valley Rehab and Care Center
3302	Jolley Family Assisted Living			1873	Paradise Valley Care Center
2651	La Bonita (Liann's Homes)			2955	Park Regency
2641	Las Fuentes			2767	Phoenix Mountain
2427	Legacy retirement residence.			1571	Phoenix Mountain Nursing Center
2339	Liann's homes			1552	Phoenix mountain nursing center
3360	Lidia's Care Home			3768	Phoenix Mountain Nursing Center
1508	Loyalton			3549	Plaza Del Rio
3818	Madera Assisted Living			2882	Plaza Health Care
3134	Majestic Villa			2820	Plaza Health Care
1907	Mesa Christian Rehab			3827	Plaza Health Care
2114	My Home Mesa, AZ			2822	Plaza healthcare

1791	New Life			2832	Plaza healthcare
2529	Nicholes House			1786	Ridgecrest
1844	Oasis ALH			2800	Scottsdale Nursing/Rehab
1127	Oasis Care Home			3311	Scottsdale Village Square
3057	Orangewood Assit Nursing			2571	Springdale West
2238	Red Mntn Living			1990	Springdale West
2281	Red Mountain Reflections			2436	Springdale West
1590	Rejoice			1984	Springdale West
3152	Rejoice II			2332	Springdale West
2888	Royal Palm			3543	Sun Grove Village Care Center Peoria AZ
3727	Scottsdale Adult Care			3781	Sun View Care Center and Rehab
1429	Silver Star			1891	Sun West Choice
3309	Sunbridge Estrella			3708	Sun West Choice
2883	Sunny Hill Adult Care			3562	Sun West Choice Healthcare
2637	Sunnyhill Adult Care			1647	Suncrest
2638	Sunnyhill Adult Care			2200	Sunset House
2894	Sunrise Assisted Living			1374	Sunshine Village
2364	Sunset Home			1431	Sunshine Village
1048	Sunshine Village			2098	Sunshine Village
2090	Telford Home			3486	Sunview Care Center
1434	Tender Touch ALH			3491	Sunview health and rehab
2899	The Heritage at Carefree			3585	Sunwest Choice
1968	The tower Corridor			3880	Sunwest Choice Rehab
1451	Thunderbird AL			2416	The Court at East Mesa
2734	Thunderbird Asst. Living			3445	Trillium Specialty Hospital
3808	Top quality				
2772	Top Quality				
1886	Touch of Desert Class				
2291	Valley Care				
3506	Vantana Winds				
3510	Ventana Winds				
3379	Ventana Winds				
2679	Villa Ocotillo				
2685	Villa Ocotillo				
3191	Violina ACH				
2225	Wellspring II				
2582	Wellsprings				
2493	Wepare Assisted Living				

3375	Willow Creek				
2999	Yashua cedar home				

SURVEY

**2010 SCAN Long Term Care
MEMBER SURVEY**

Instructions:

This Survey asks about you and your health care. Please answer each question thinking about yourself. Your answers are very important to us. Please return the completed survey with your answers in the enclosed **postage-paid envelope by September 30, 2010**.

- Answer all the questions by putting an "X" in the box to the left of your answer, like this: Yes
- Be sure to read all the answer choices given before marking your answer.

YOUR PERSONAL DOCTOR OR NURSE

These questions ask about **your own** health care. Do not include any care you got when you stayed overnight in a hospital.

A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a physician assistant, or a nurse in your doctor's office.

1. Do you have one person you think of as your personal doctor or nurse? 6-
- 1 Yes -2 No -3 Not sure
2. Since you joined SCAN Health Plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? 7-
- 1 A big problem -2 A small problem -3 Not a problem

If a problem, please describe the problem: _____

3. Were you seen by your doctor within 45 minutes of your appointment time? 8-
- 1 Never -2 Sometimes -3 Usually -4 Always -5 I had no visits
4. Do you experience any physical barriers at your doctor's office? (Handicapped parking spaces, wheel chair access, etc.). 9-
- 1 Yes -2 No

If yes, please explain: _____

5. Have your doctors or other health providers asked you about end of life decisions (Advance Directives, Living Will, Power of Attorney, Five Wishes)? 10-
- 1 Yes
-2 No
-3 Did not see doctors or other health providers

6. Have you experienced any language barriers with your doctor or nurse in getting health services? 11-

-1 Yes -2 No

If yes, please explain: _____

CASE MANAGEMENT

7. Do you know how to contact your SCAN case manager when you need to? 12-

-1 Yes -2 No

8. When you call, does your SCAN case manager call you back the same day? 13-

-1 Yes -2 No -3 Did not call my SCAN case manager

9. Does your SCAN case manager explain things to you in a way you can understand? 14-

-1 Yes -2 No

OTHER HEALTH SERVICES

10. In the last 12 months did you utilize SCAN transportation services to a medical visit? 15-

-1 Yes -2 No (If no, please go to question # 15)

11. In the last 12 months did you have any problems in getting transportation to or from the medical visit? 16-

-1 Yes -2 No

If yes, please explain: _____

12. In the last 12 months did the transportation provider always get you to your scheduled appointment within one hour before your appointment time? 17-

-1 Yes -2 No -3 Not applicable

13. In the last 12 months were you ever late for an appointment due to transportation provided by SCAN? 18-

-1 Yes -2 No -3 Not applicable

14. In the last 12 months did you wait more than one hour to be picked up after calling for transportation at the end of your appointment? 19-

-1 Yes -2 No -3 Not applicable

15. Are your medications paid for by SCAN?

20-

- 1 Yes
- 2 No (If no, please go to question #17)

16. If you went to a pharmacy, did you have problems with getting your medication?

21-

- 1 Yes
- 2 No (If no, please go to question #17)
- 3 I have not gone to the pharmacy (Please go to question #17)

If yes, please provide the name and address of the pharmacy

Pharmacy Name: _____

Pharmacy Address: _____

If yes, was there a problem with: (Please mark all that apply)

22-

- 1 Co-payment
- 2 Authorization needed
- 3 Medication not available at the time of pick-up
- 4 Medication not covered by SCAN
- 5 Other (Please specify): _____

ABOUT YOU

17. Where do you live?

23-

- 1 Your own home/Family or Friend's home
- 2 Assisted Living Center (Name of Center : _____)
- 3 Assisted Living Home (Name of Home: _____)
- 4 Adult Foster Care Home (Name of Home: _____)
- 5 Nursing Facility (Name of Facility: _____)

18. What is your age now?

24-

- 1 0 to 44
- 2 45 to 64
- 3 65 to 69
- 4 70 to 74
- 5 75 to 79
- 6 80 to 84
- 7 85 or older

19. Did someone help you complete this survey?

25-

- 1 Yes -2 No (**If no**, please go to question # 21).

20. How did that person help you? Please mark all that apply

26-

- 1 Read the questions to me
-2 Wrote down the answers I gave
-3 Answered the questions for me
-4 Translated the questions into my language
-5 Helped in some other way - Please describe:

21. This survey was completed by:

27-

- 1 SCAN Member
-2 Spouse
-3 Caregiver
-4 Nurse
-5 Family member /Friend
-6 Other _____

Optional—Name & phone number of person filling out survey

Thank you for your time and assistance!