

Satisfaction Survey of Long-term Care Management Centers for the Proposers

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Background and Purpose

Long-term care management combines health services, public welfare and government and civil resources. Through consultation and referral, long-term care management provides professional evaluation and transition mechanism with better accessibility and feasibility of customized care services, which can help needed proposers with disability and their families to handle the challenges in living. This study investigated the degree of satisfaction of long-term care management to clarify if the public satisfied with the manner of service of the long-term care center and their services were practical or not.

Methods

This study was tried to understand the actual service conditions of a long-term care service center. 100 subjects who lived in Miaoli were collected and investigated into satisfaction of long-term care management (Table 1). We collected information about the literatures of long-term care management centers and designed a questionnaire of satisfaction survey. The questionnaire included twelve items about satisfaction of long-term care management center.

Table 1 The basic data of subjects

| Items | Percentage | Items | Percentage |
|----------------------|------------|----------------------------|------------|
| Sex | | Welfare conditions | |
| Male | 23% | General household | 83% |
| Female | 77% | In low-income households | 14% |
| Education conditions | | Low-income households | 3% |
| Primary school | 73% | Living conditions | |
| Junior high school | 16% | Live alone | 13% |
| Senior high school | 5% | Spouse | 82% |
| College | 6% | With their families | 3% |
| Marriage conditions | | Other | 2% |
| Unmarried | 3% | Working conditions | |
| Married | 82% | Have job | 25% |
| Widowed | 13% | No job | 6% |
| Other | 2% | Resigned after illness | 63% |
| | | Reduction of working hours | 6% |

Results and conclusions:

The result found that the general degree of satisfaction of long-term care center was 57% of very good and 35% of good (Table 2). More than 80% of participants satisfied with the services of long-term care center and the manner of service of care manager, besides, more than 90% of them expressed very good and good to the general degree of satisfaction of long-term care center.

Table 2 The basic data of subjects

| Item | Very good | Good | Normal | Poor |
|------------------------------|-----------|------|--------|------|
| Mode of application | 41 | 54 | 5 | 0 |
| The number of days wait | 9 | 83 | 7 | 1 |
| Attitude | 31 | 66 | 2 | 1 |
| Services | 17 | 55 | 20 | 8 |
| Approach | 26 | 65 | 9 | 0 |
| The time to wait for service | 43 | 52 | 3 | 2 |
| Overall satisfaction | 57 | 35 | 8 | 8 |

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