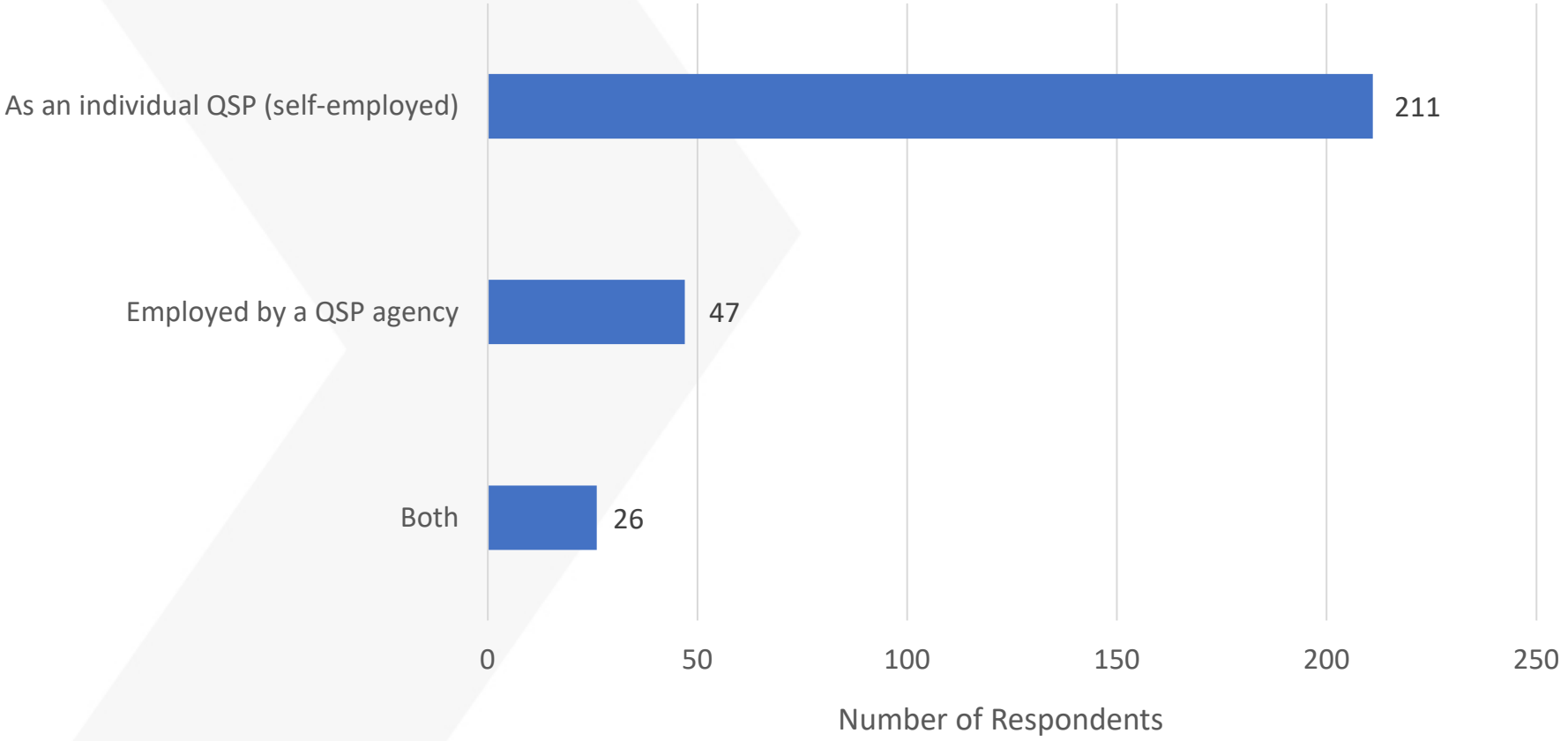
Independent QSP Survey Results

Karen Bernhardt, PhD
Research Analyst
Healthcare Workforce Group
June 9, 2022

Response Rate

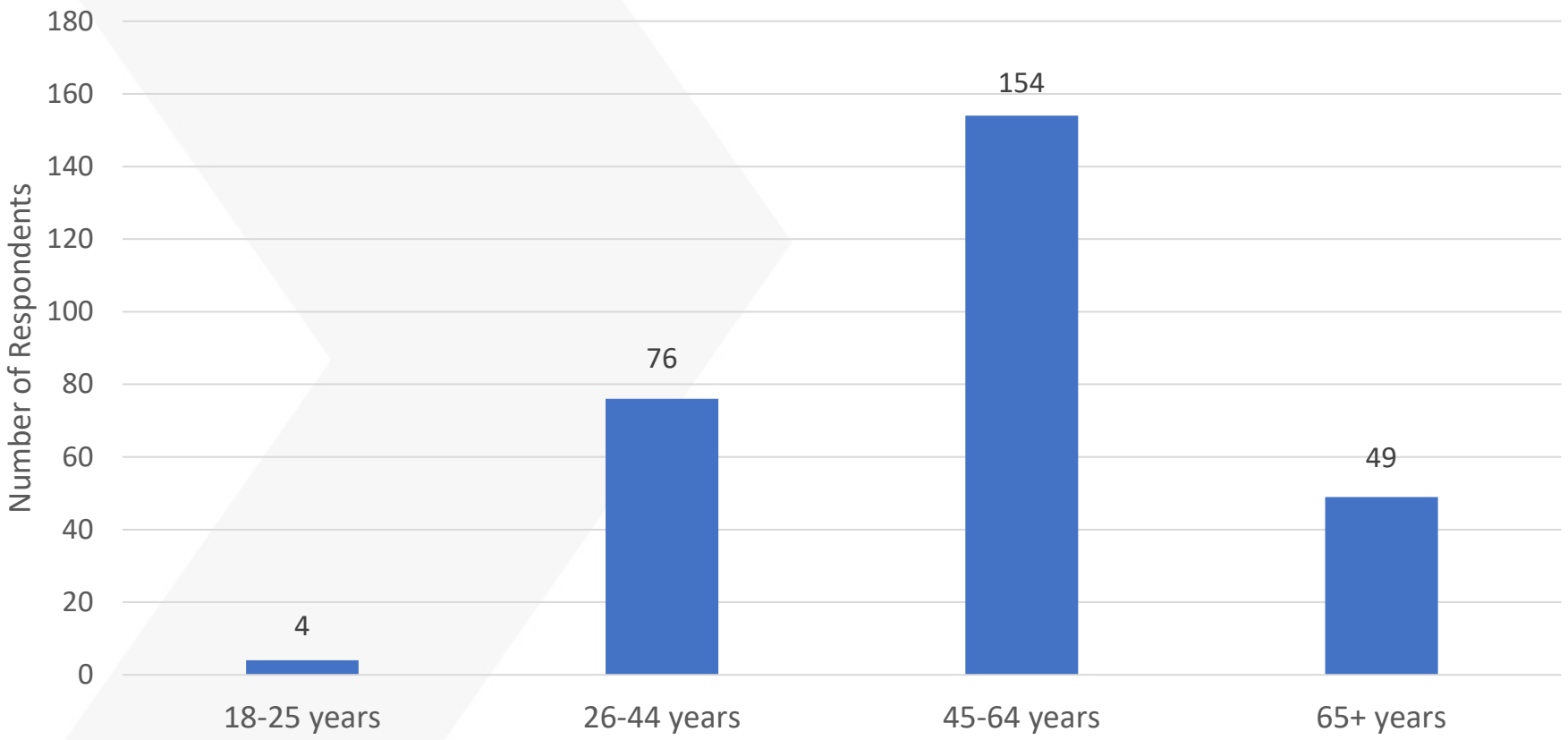
- Total records received = 290/753 (39%)
  - Qualtrics = 287, Paper copies = 3
- Number of responses used for analyses = 284
  - 6 responses removed from analyses for only responding to Q1
- Missing data were excluded using the pairwise method

Q1. How do you provide services as a QSP?



UNIVERSITY OF NORTH DAKOTA

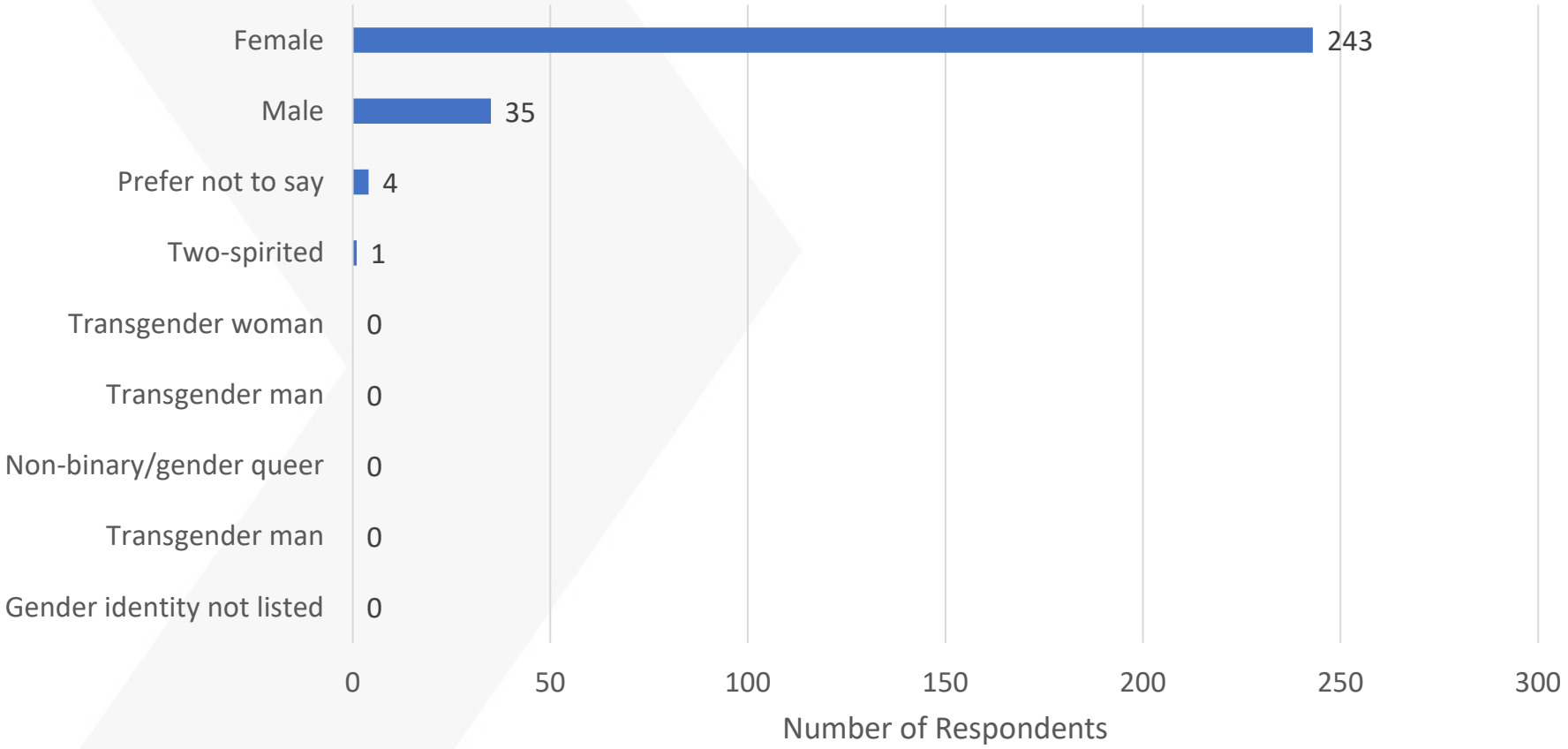
Q2. What is your age?



n = 283

UNIVERSITY OF NORTH DAKOTA

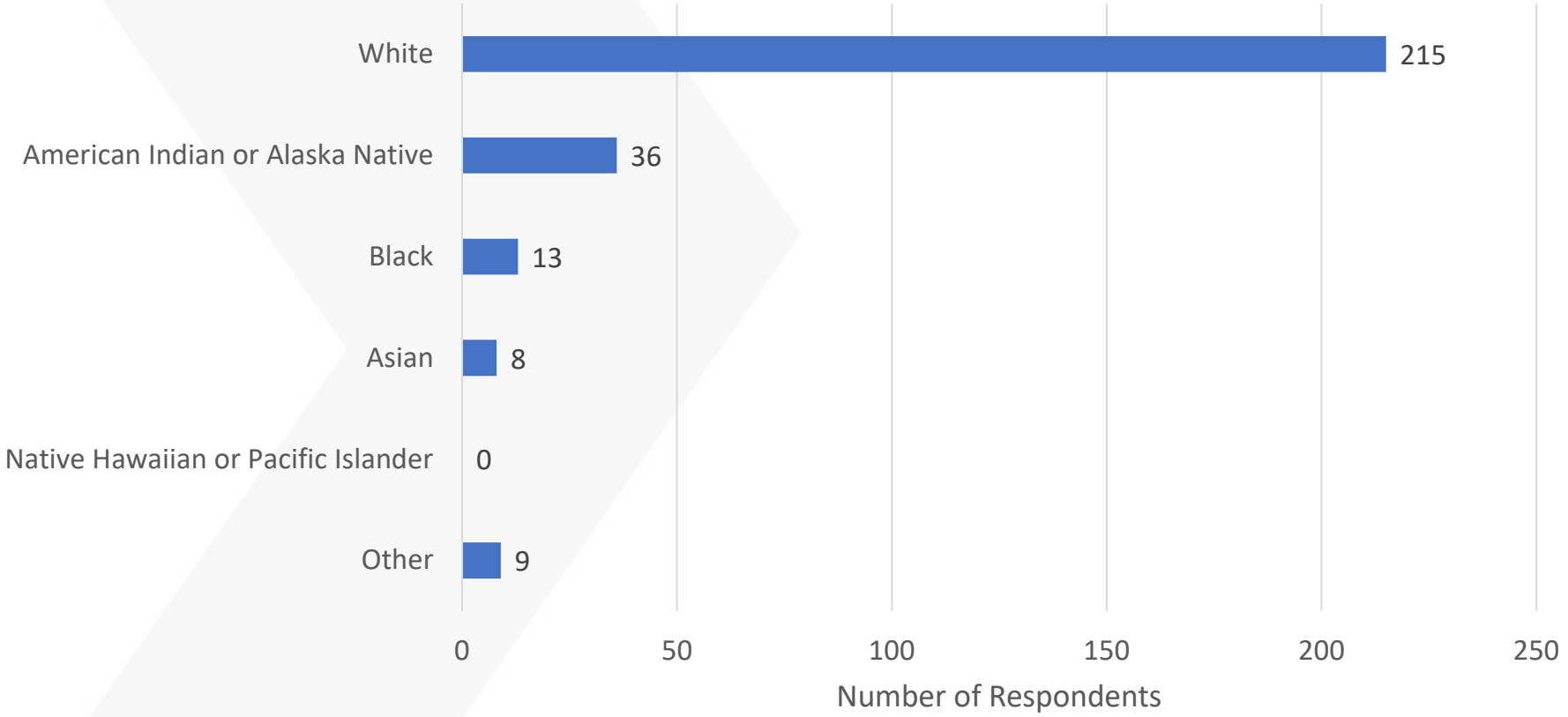
Q3. Gender



n = 283

UNIVERSITY OF NORTH DAKOTA

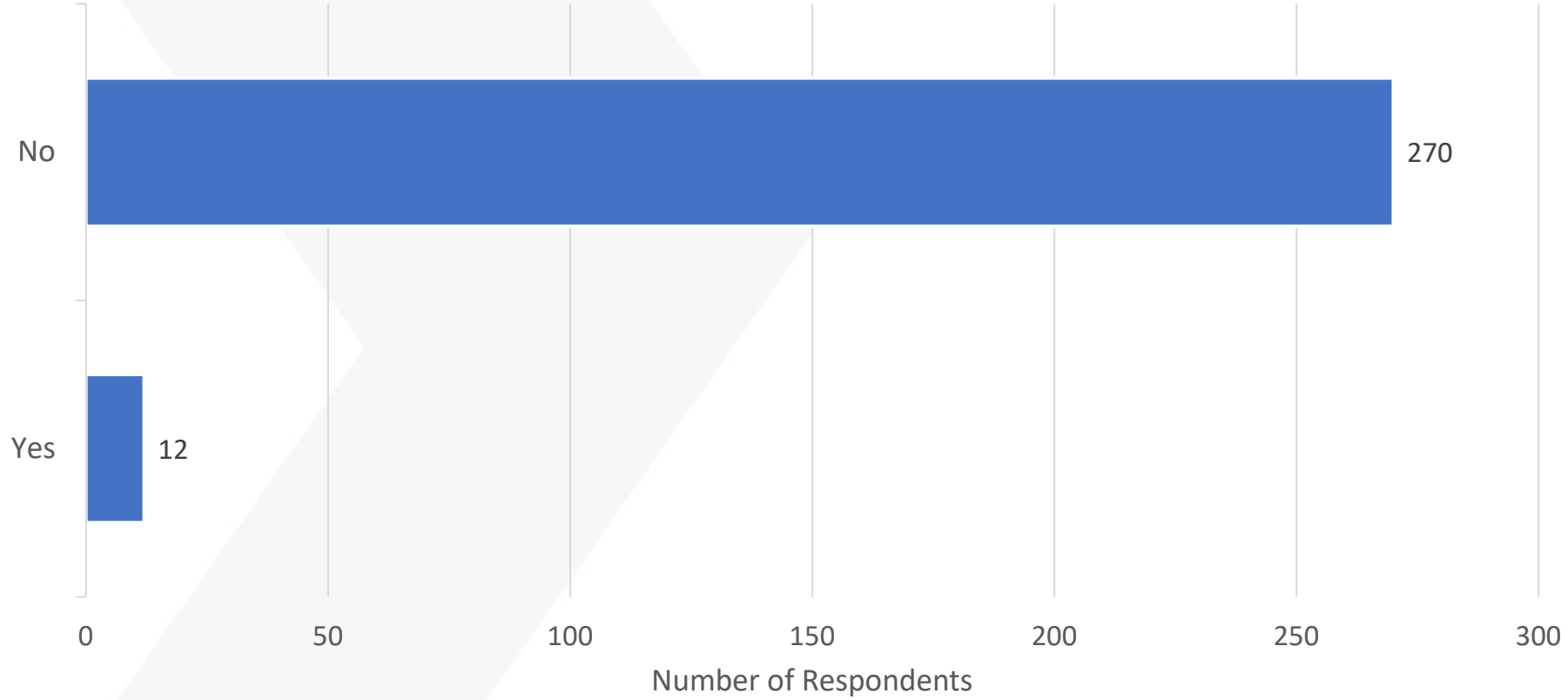
Q4. Race



n = 281

UNIVERSITY OF NORTH DAKOTA

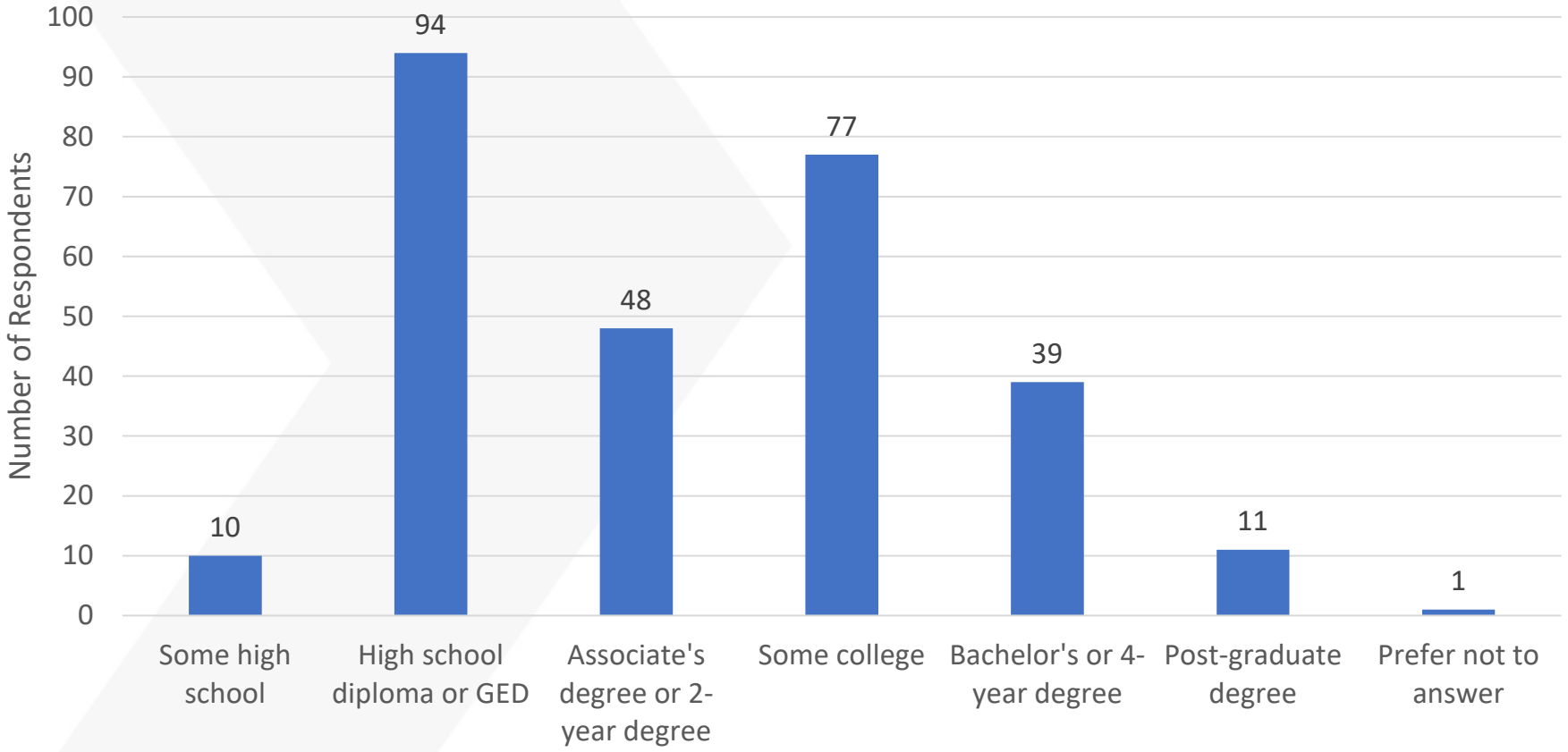
Q5. Are you Hispanic/Latino/a (or Latinx)?



n = 282

UNIVERSITY OF NORTH DAKOTA

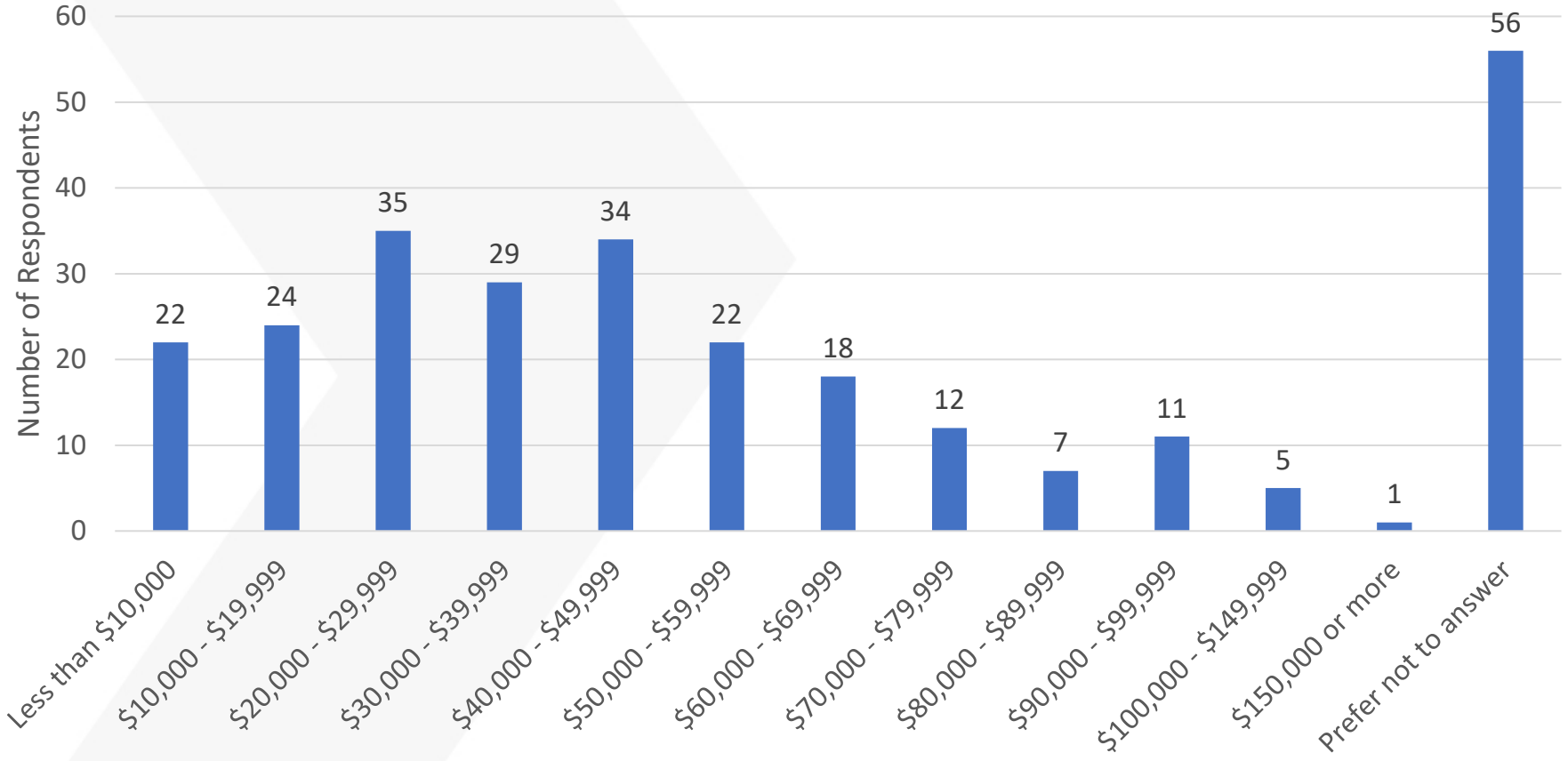
Q6. What is your highest level of education?



n = 280

UNIVERSITY OF NORTH DAKOTA

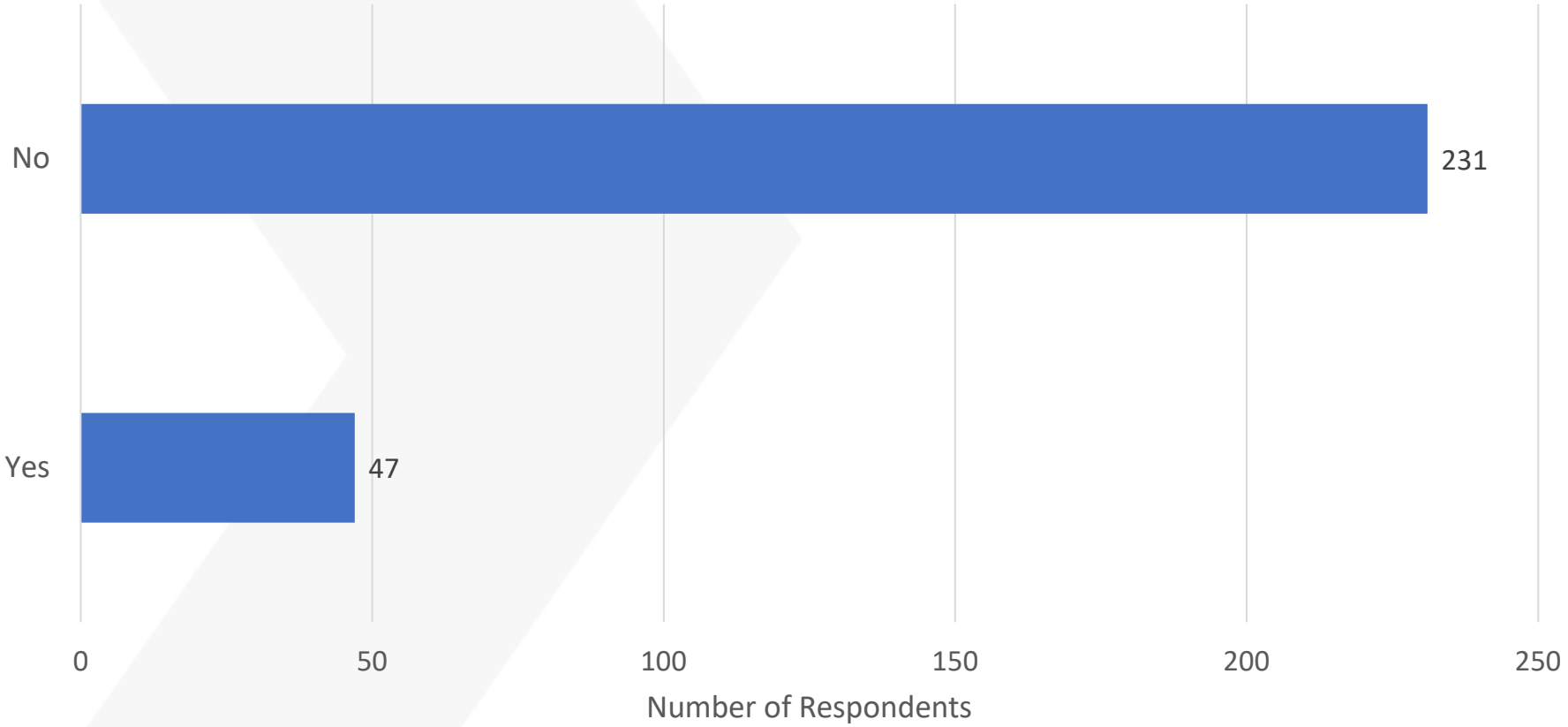
Q7. What is your annual household income?



n = 276

UNIVERSITY OF NORTH DAKOTA

Q8. Is English your second language?



n = 278

UNIVERSITY OF NORTH DAKOTA

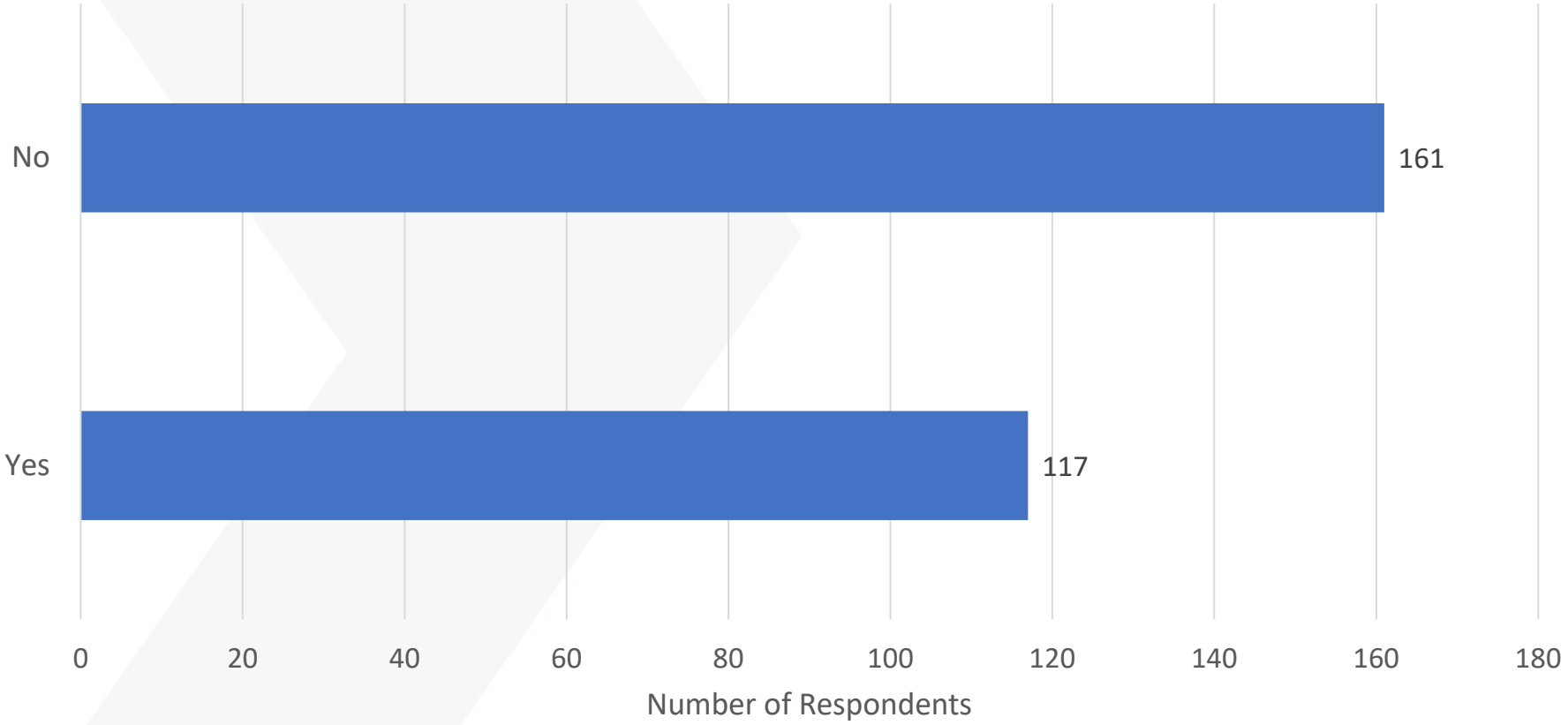
*Q9. What is your preferred language? (Check all that apply)

*Only shown to participants who answered ‘Yes’ to Q8 (n = 47)

- English = 38
- Bosnian = 3
- Arabic = 2
- Filipino = 1
- French = 1
- Italian = 1
- Korean = 1
- Lakota = 1
- Michif = 1
- Ojibwe = 1
- Russian = 1
- Sign Language = 1
- Spanish = 1
- Tagalog = 1
- Ukranian = 1
- Other = 6
  - Nepali = 3
  - Dutch = 1
  - Kurdish = 1
  - Not specified = 1

n = 46

Q10. Do you have any other jobs aside from working as a QSP?

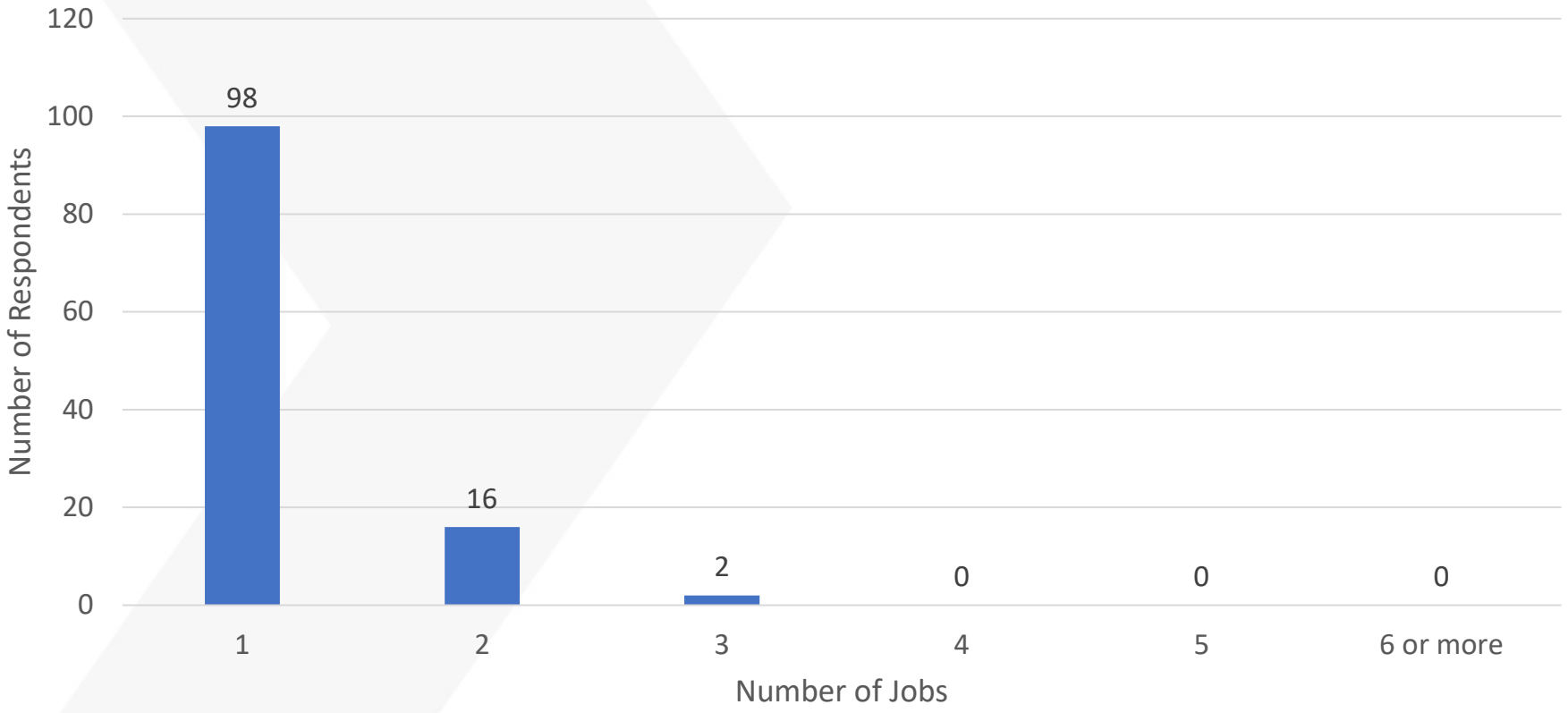


n = 278

UNIVERSITY OF NORTH DAKOTA

*Q11. How many other jobs do you have aside from working as a QSP?

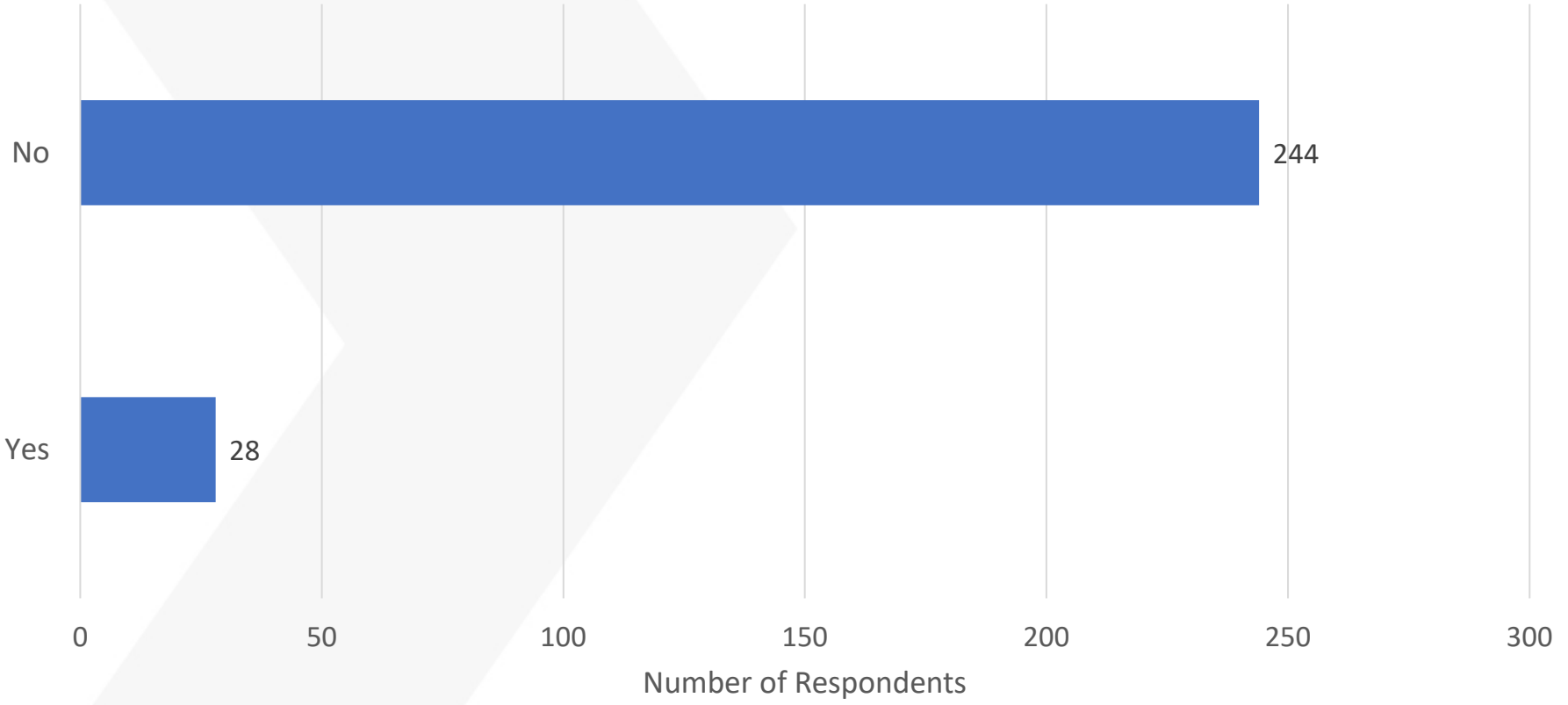
*Only shown to participants who answered ‘Yes’ to Q10 (n = 117)



n = 116

UNIVERSITY OF NORTH DAKOTA

Q12. Is English the second language of any of your QSP clients?



n = 272

UNIVERSITY OF NORTH DAKOTA

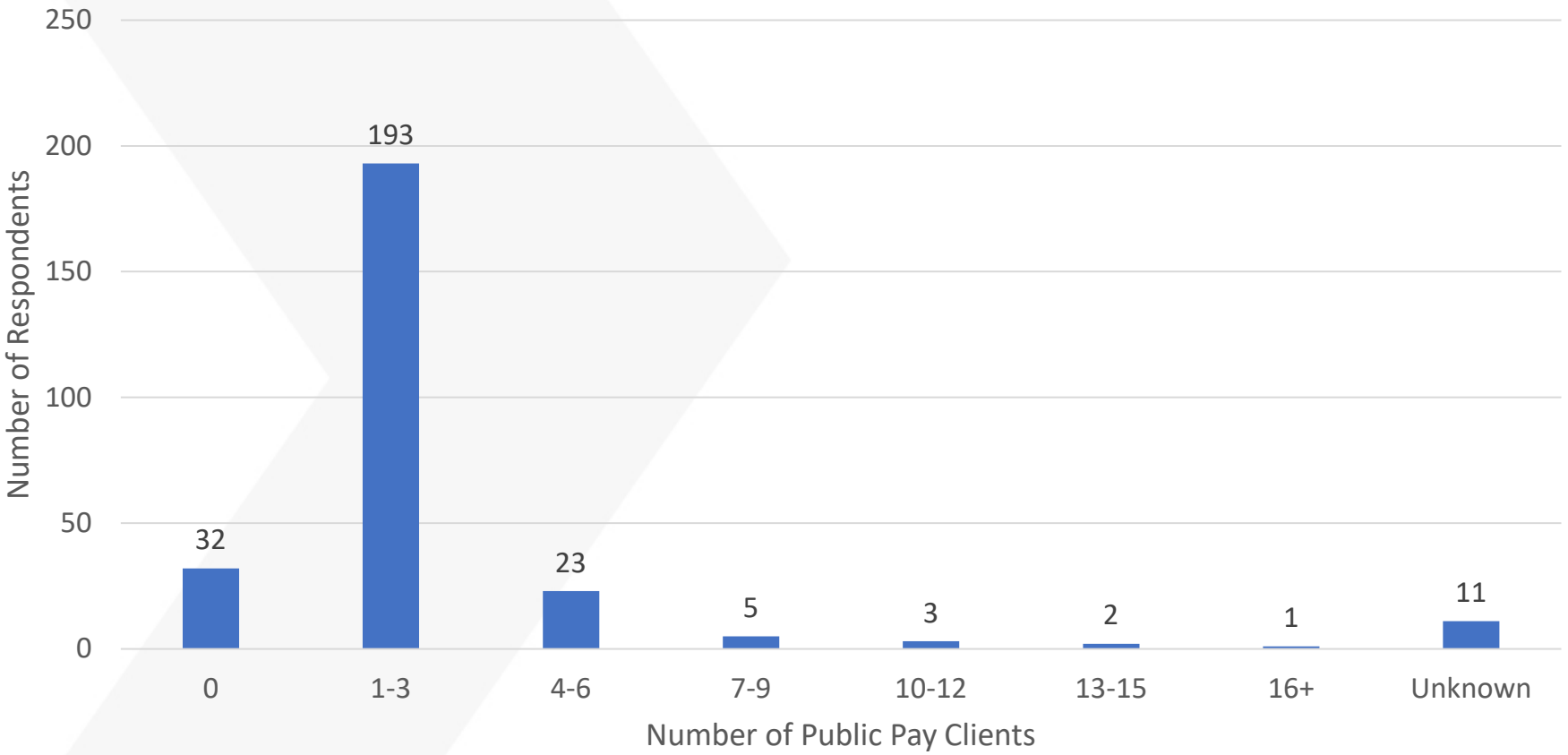
*Q13. If you have clients whose first language is not English, in what language do they prefer to speak? (Check all that apply)

*Only shown to participants who answered 'Yes' to Q12 (n = 28)

- English = 8
- Bosnian = 3
- Spanish = 3
- Ukranian = 2
- Dakota = 1
- Filipino = 1
- French = 1
- Russian = 1
- Sign Language = 1
- Tagalog = 1
- Vietnamese = 1
- Other = 5
  - Nepali = 3
  - Not specified = 2

n = 25

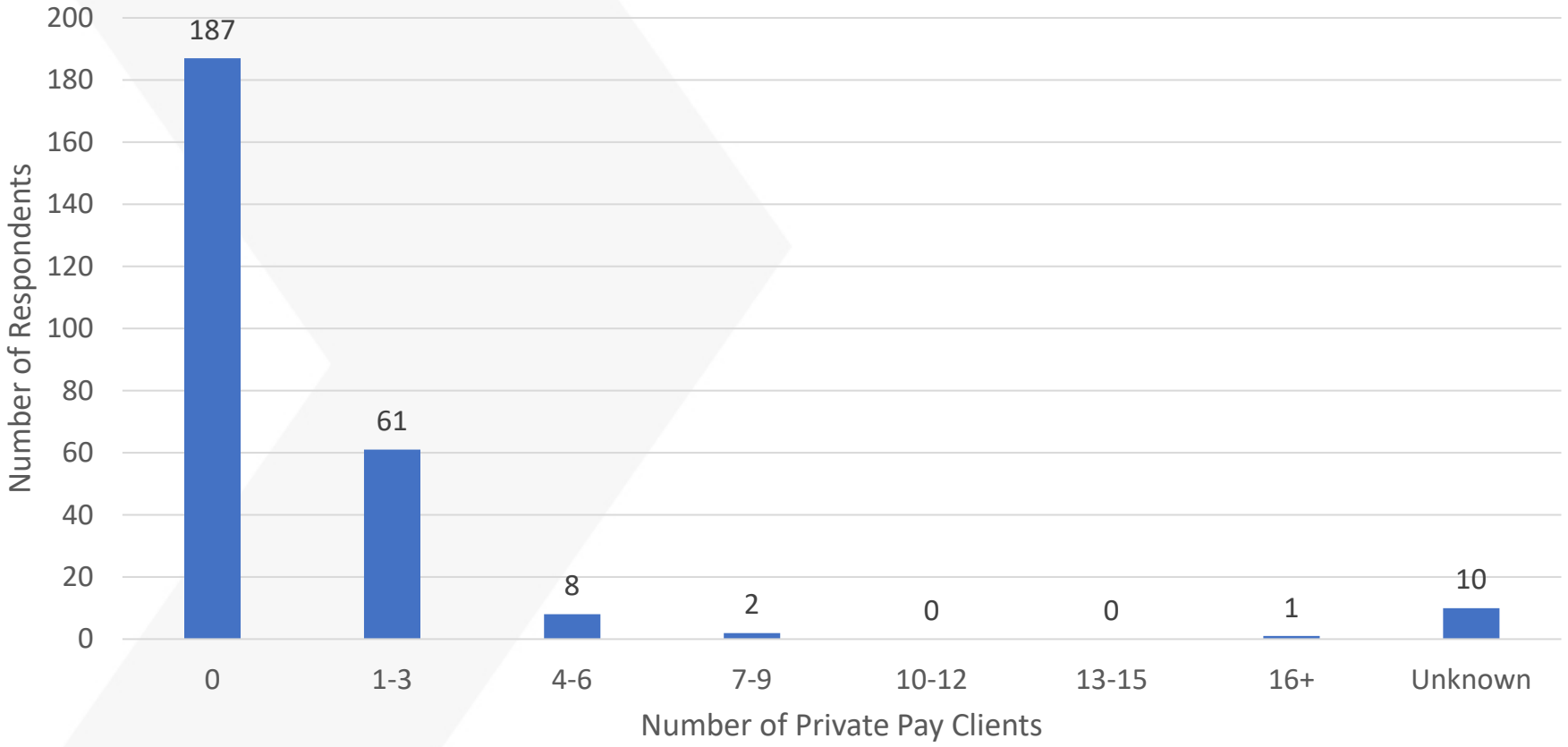
Q14. On average, how many public pay clients do you serve per month (i.e., Medicaid, SPED, etc.)?



n = 270

UNIVERSITY OF NORTH DAKOTA

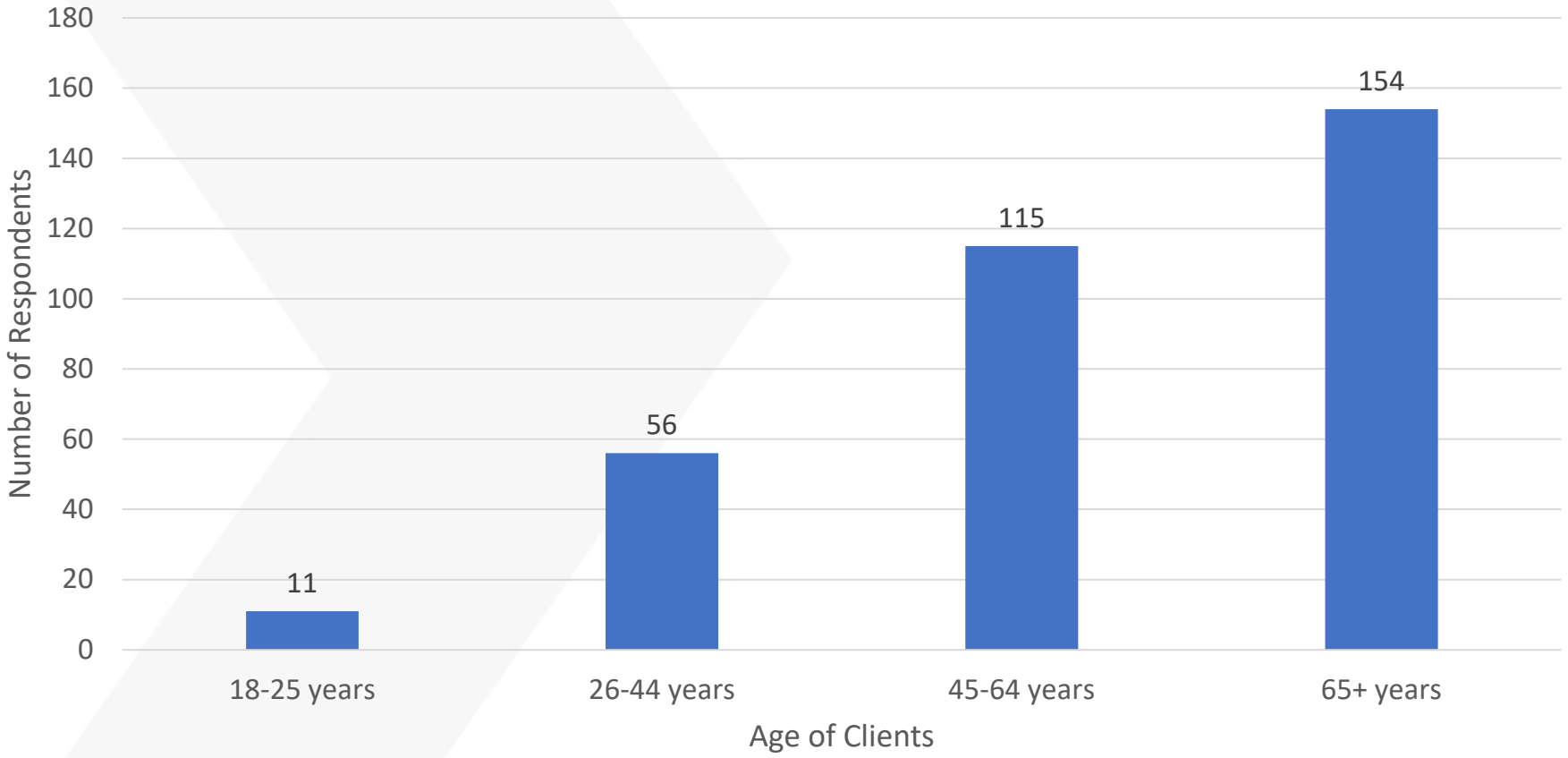
Q15. On average, how many private pay or other third party insurance clients do you serve per month (i.e., not funded by the state or Medicaid)?



n = 269

UNIVERSITY OF NORTH DAKOTA

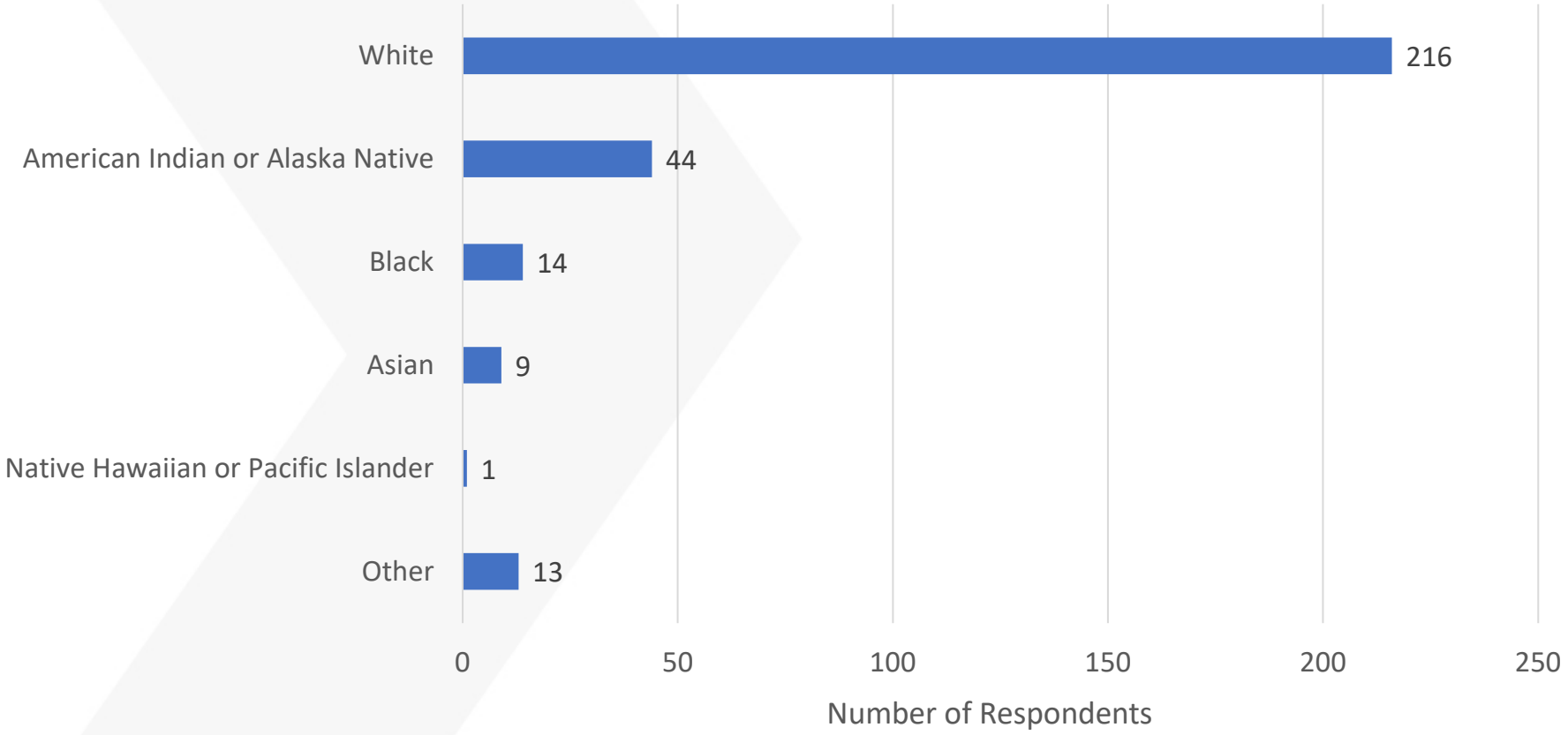
Q16. What ages of clients do you serve? (Check all that apply)



n = 266

UNIVERSITY OF NORTH DAKOTA

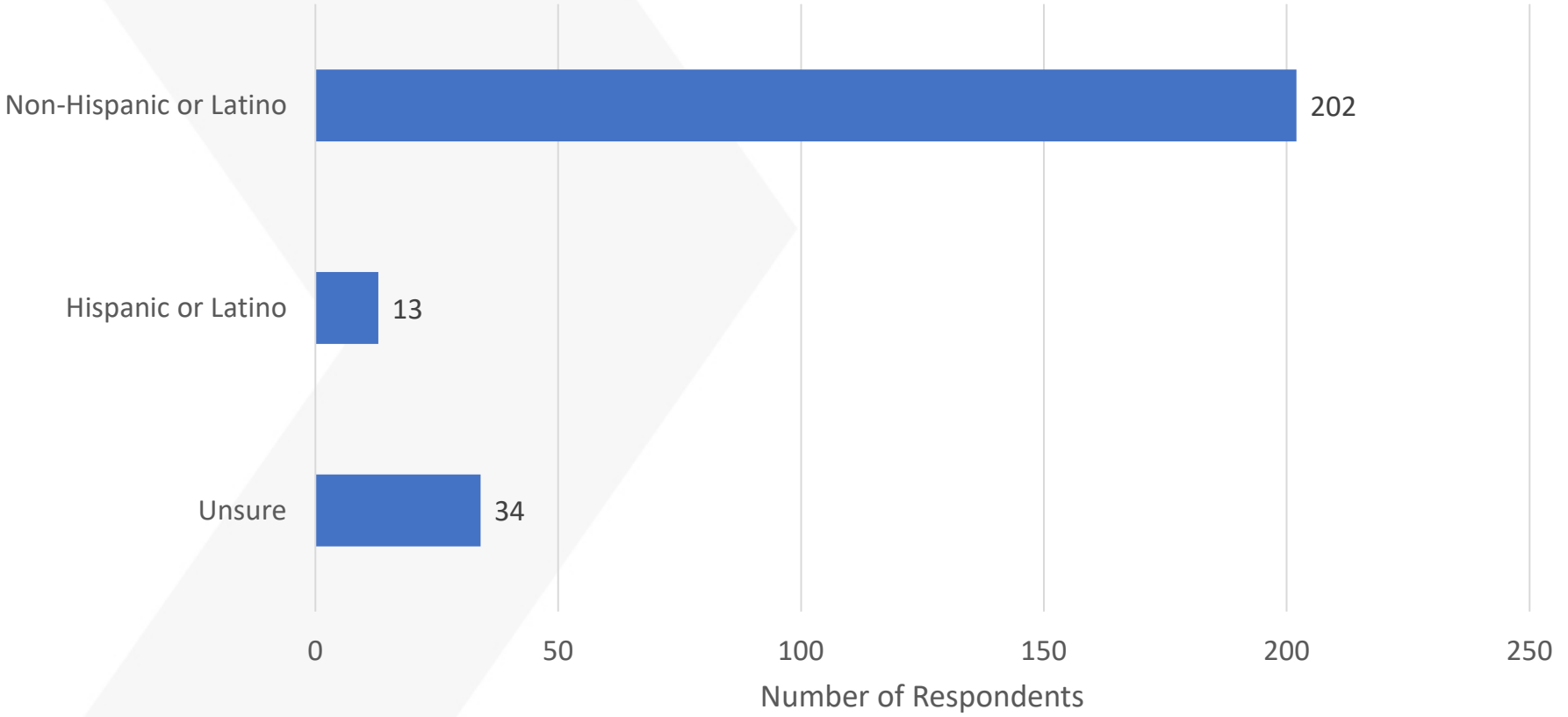
Q17. What race(s) of clients do you currently serve? (Check all that apply)



n = 284

UNIVERSITY OF NORTH DAKOTA

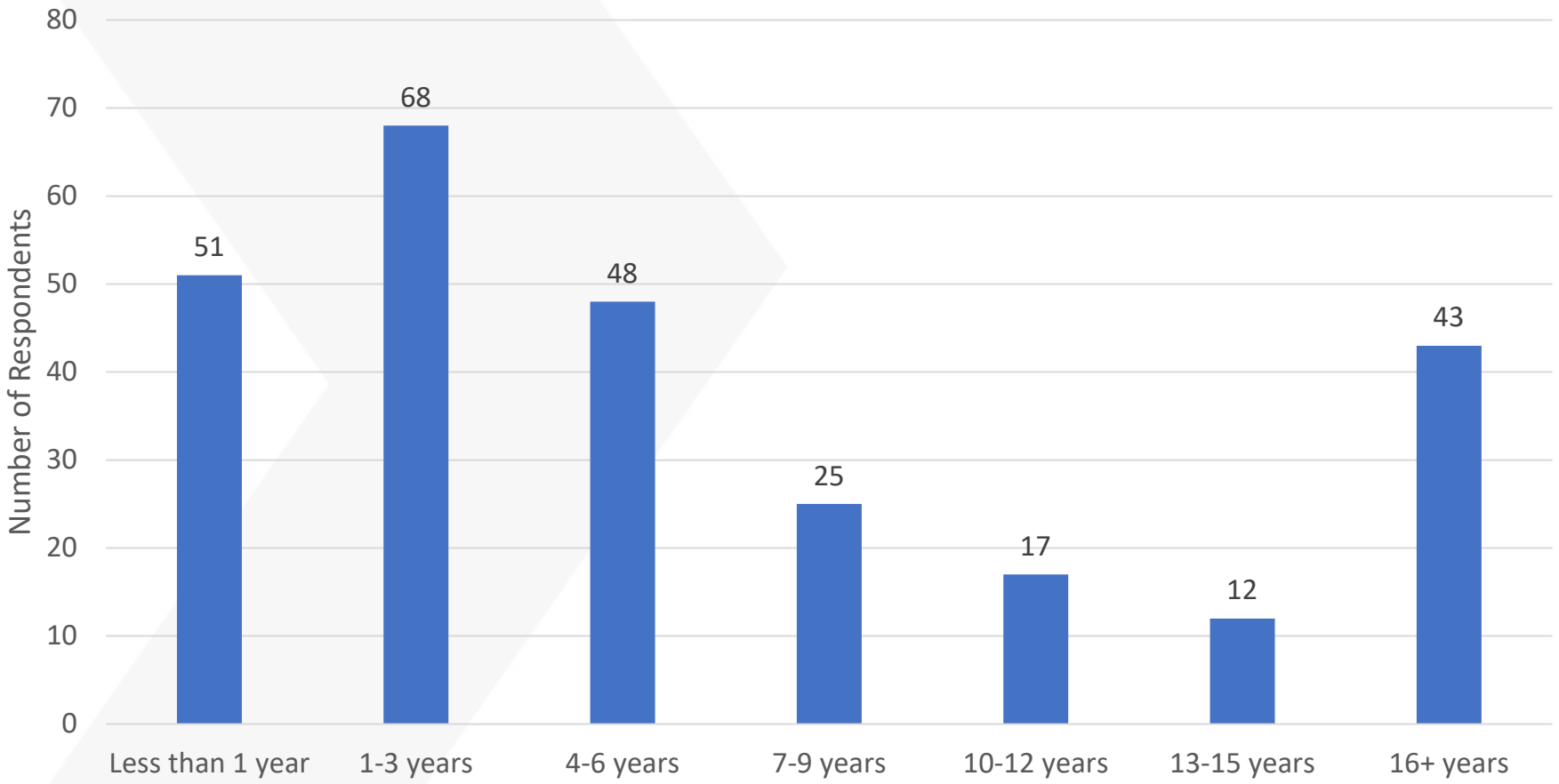
Q18. What ethnicity of clients do you currently serve? (Check all that apply)



n = 246

UNIVERSITY OF NORTH DAKOTA

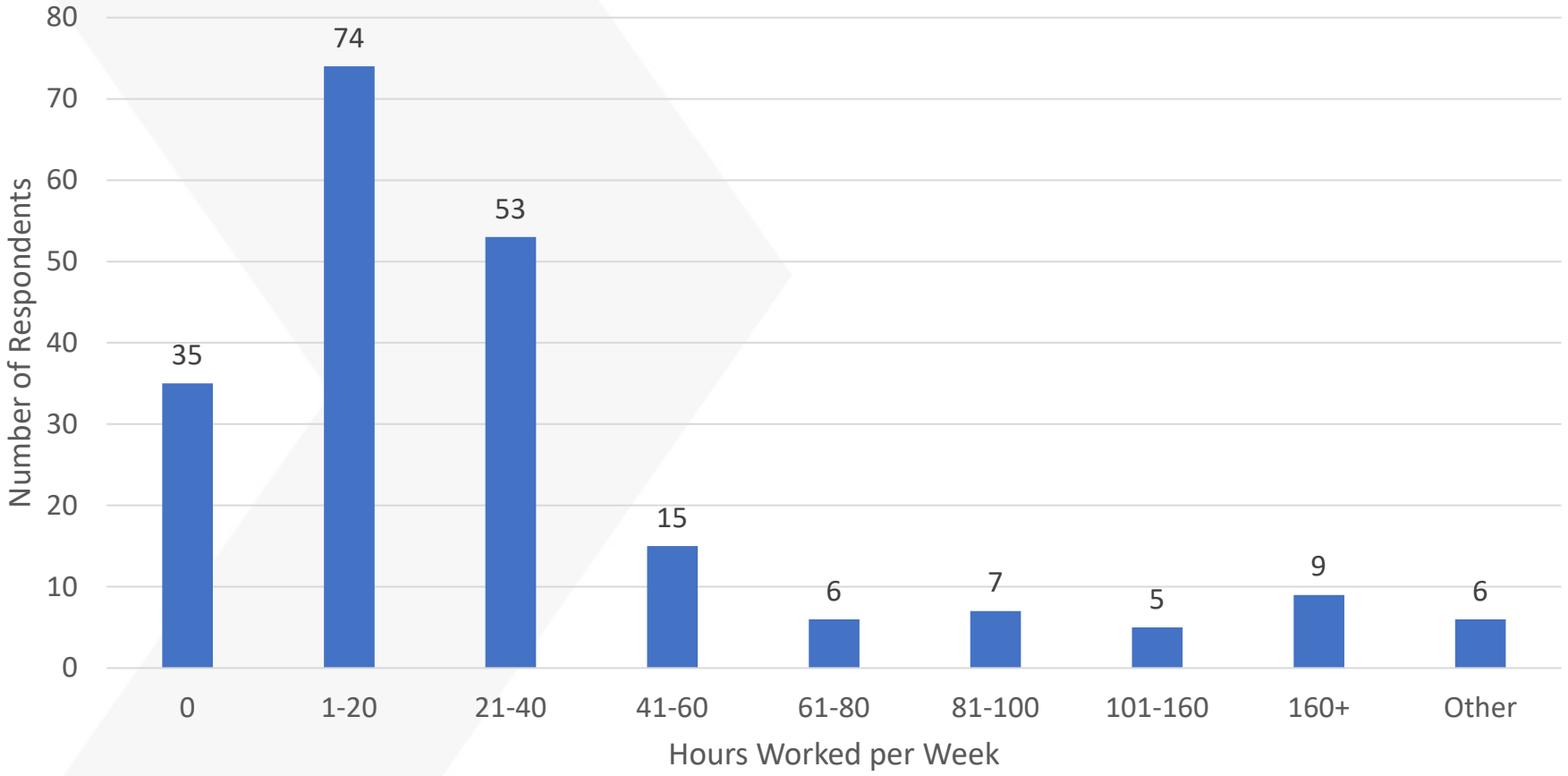
Q19. How long have you been providing QSP services?



n = 264

UNIVERSITY OF NORTH DAKOTA

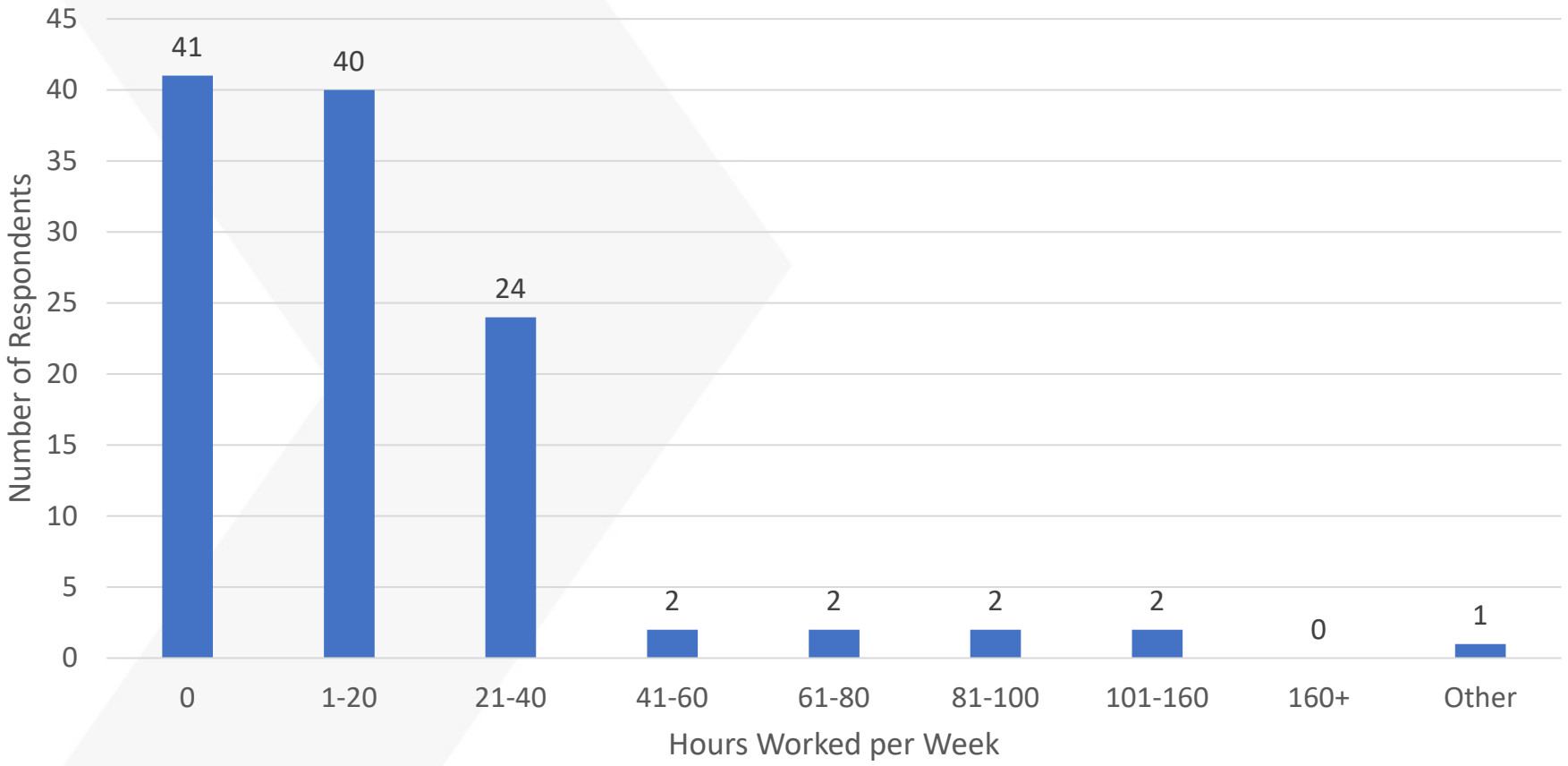
Q20. Typically, how many hours do you work per week as a QSP? (as an independent QSP)



n = 210

UNIVERSITY OF NORTH DAKOTA

Q20. Typically, how many hours do you work per week as a QSP? (for a QSP agency)



n = 114

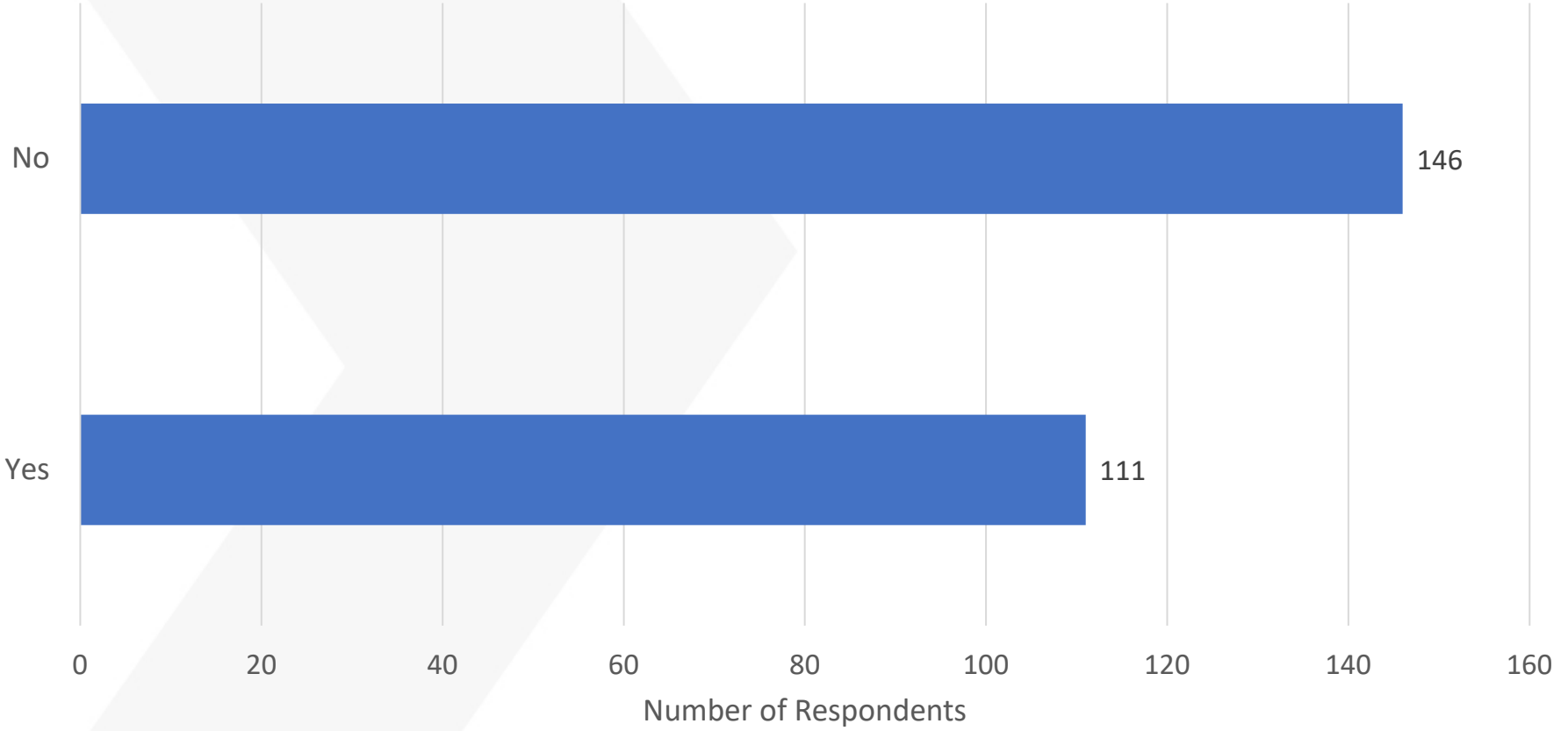
UNIVERSITY OF NORTH DAKOTA

Q21. What services do you provide to clients? (Check all that apply)

- Personal care service – SPED (15 min) = 106
- Homemaker service = 104
- Personal care service – MSP (15 min) = 54
- Non-medical transportation – local and out of town = 50
- Non-medical transportation – Escort = 49
- Respite care = 42
- Family home care = 41
- Companionship services = 36
- Family personal care = 30
- Chore – Labor (includes snow removal) = 28
- Personal care service – SPED (Daily) = 23
- Extended personal care = 19
- Adult residential service = 18
- Supervision = 18
- Personal care service – MSP (Daily) = 10
- Adult foster care = 9
- Adult day care = 8
- Personal care – Assisted living – SPED = 5
- Home delivered meals = 4
- Community supports service = 3
- Specialized equipment = 3
- Emergency response system = 2
- Environmental modification = 2
- One time transition costs = 2
- Respite care – Institutional = 2
- Supported employment = 2
- Transitional living = 1
- Case management – Other = 1
- Other = 12

n = 259

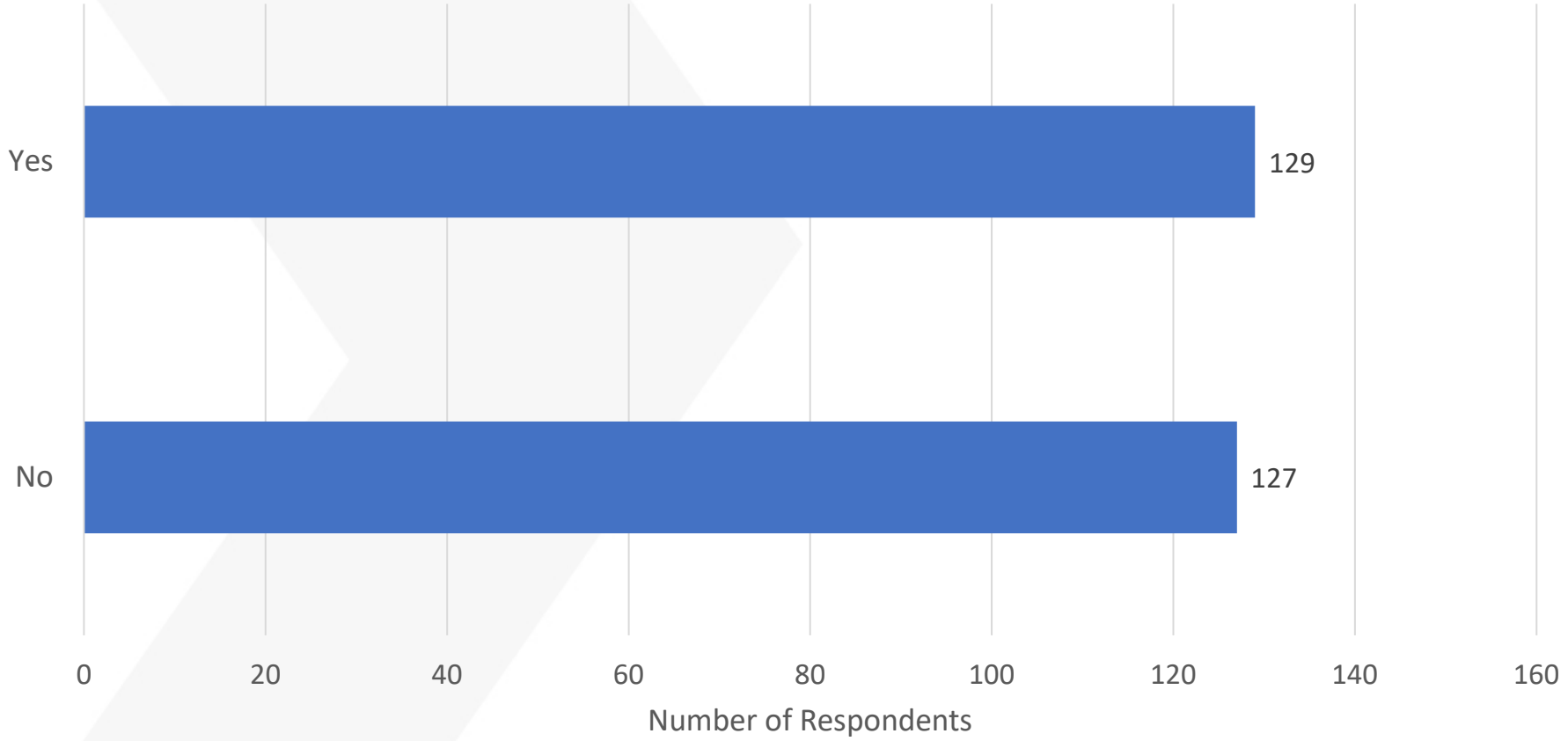
Q22. Do you live with any of the clients that you serve?



n = 257

UNIVERSITY OF NORTH DAKOTA

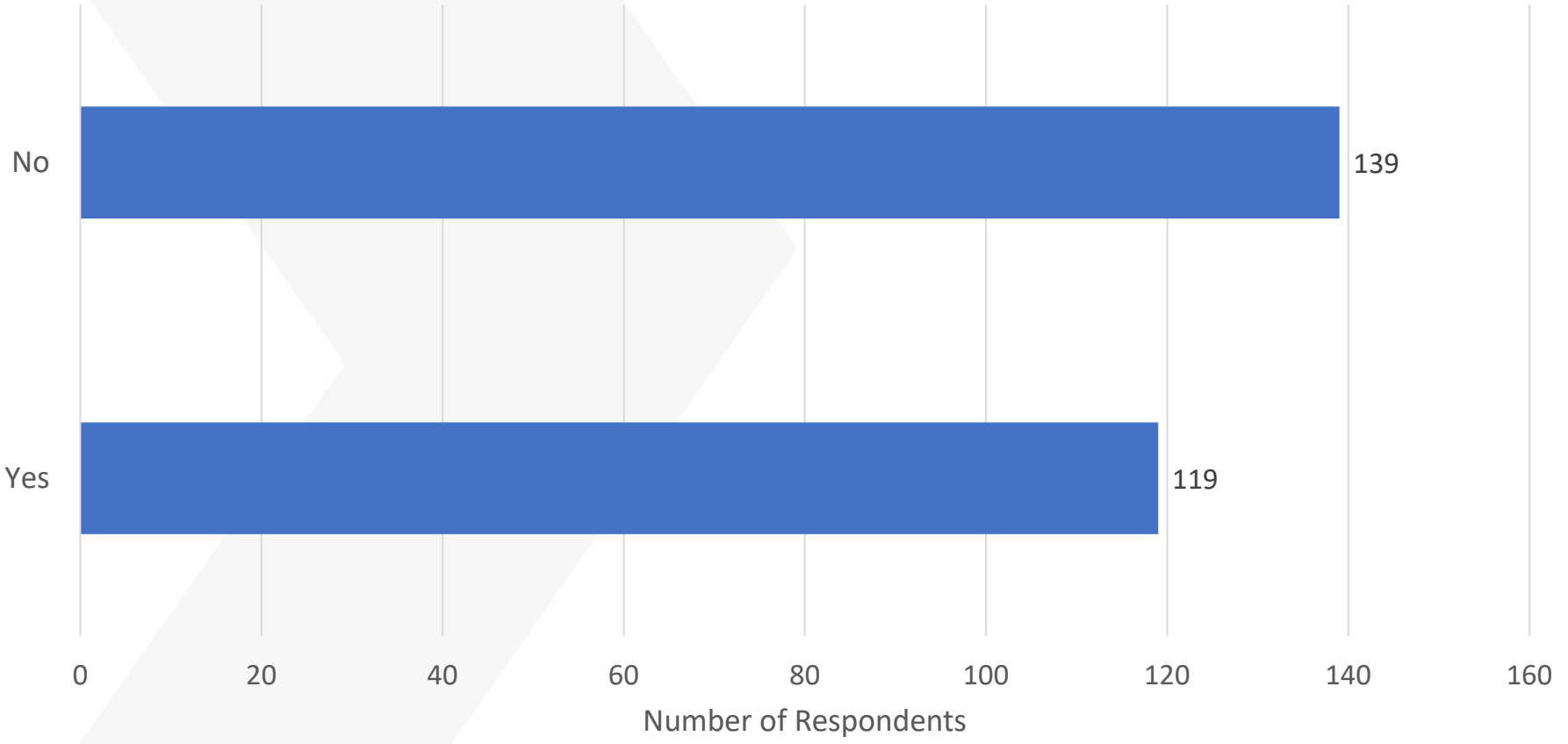
Q23. Are you related to any of the clients that you serve?



n = 256

UNIVERSITY OF NORTH DAKOTA

Q24. Did you have a close personal relationship (e.g., as a friend or a neighbor) with any of the individuals you serve that started before you became their QSP?

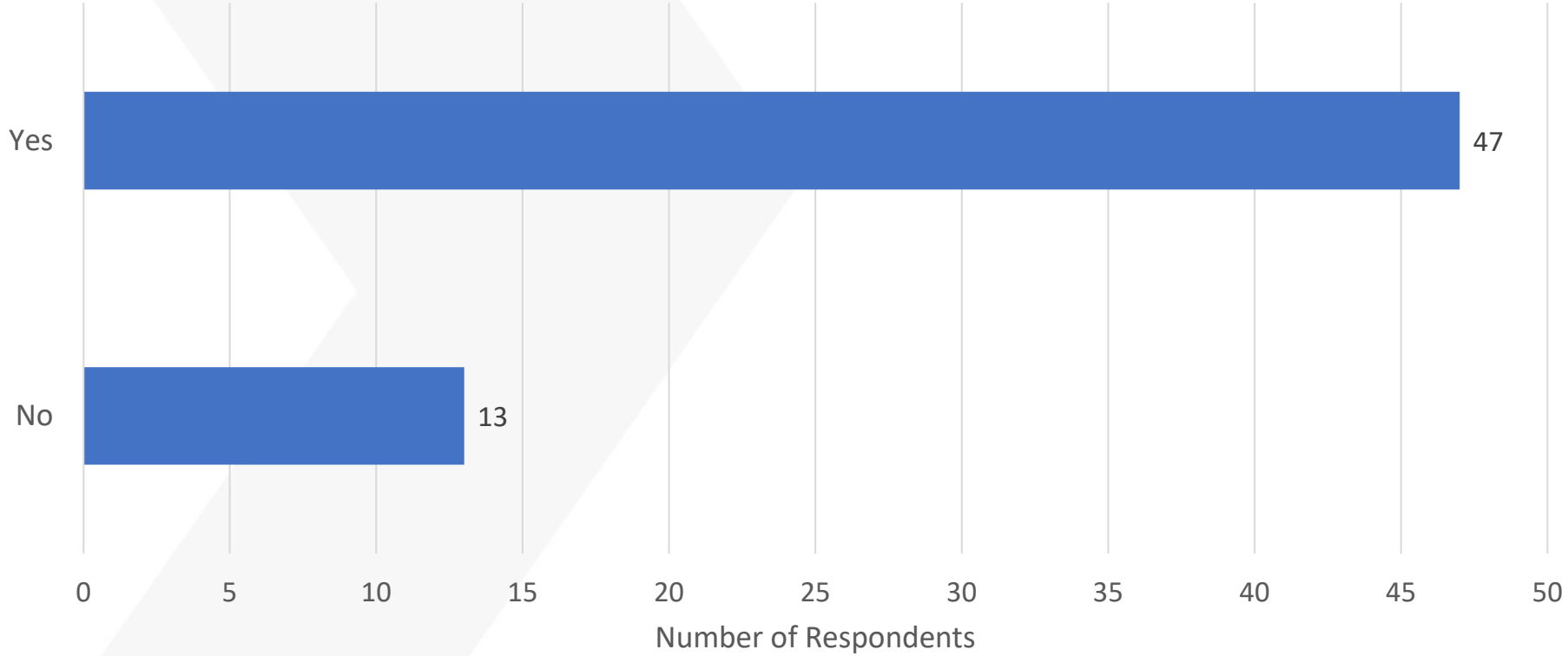


n = 258

UNIVERSITY OF NORTH DAKOTA

*Q25. Is the agency you work for able to provide opportunities for growth/education/development for their employees?

*Only shown to participants who indicated they are employed by a QSP agency (n = 73)



n = 60

UNIVERSITY OF NORTH DAKOTA

*Q26. Please describe the professional development resources, programs, and/or opportunities provided by the agency you work for:

*Only shown to participants who indicated they are employed by a QSP agency and answered 'Yes' to Q25 (n = 47)

Response Themes:

- Continuing education/training (including classes, webinars, in-services, etc.) = 12
  - Training topics include: how to better care for individuals, dementia/Alzheimer's, fraud prevention, defensive driving
- CPR/First aid = 2
- Other = 2
  - Adult care giver
  - Work with the Burleigh county

n = 16

*Q27. What would make it easier to provide opportunities for growth/education/development for the employees in the agency you work for? (e.g., reimbursement for trainings, easier training format, etc.)

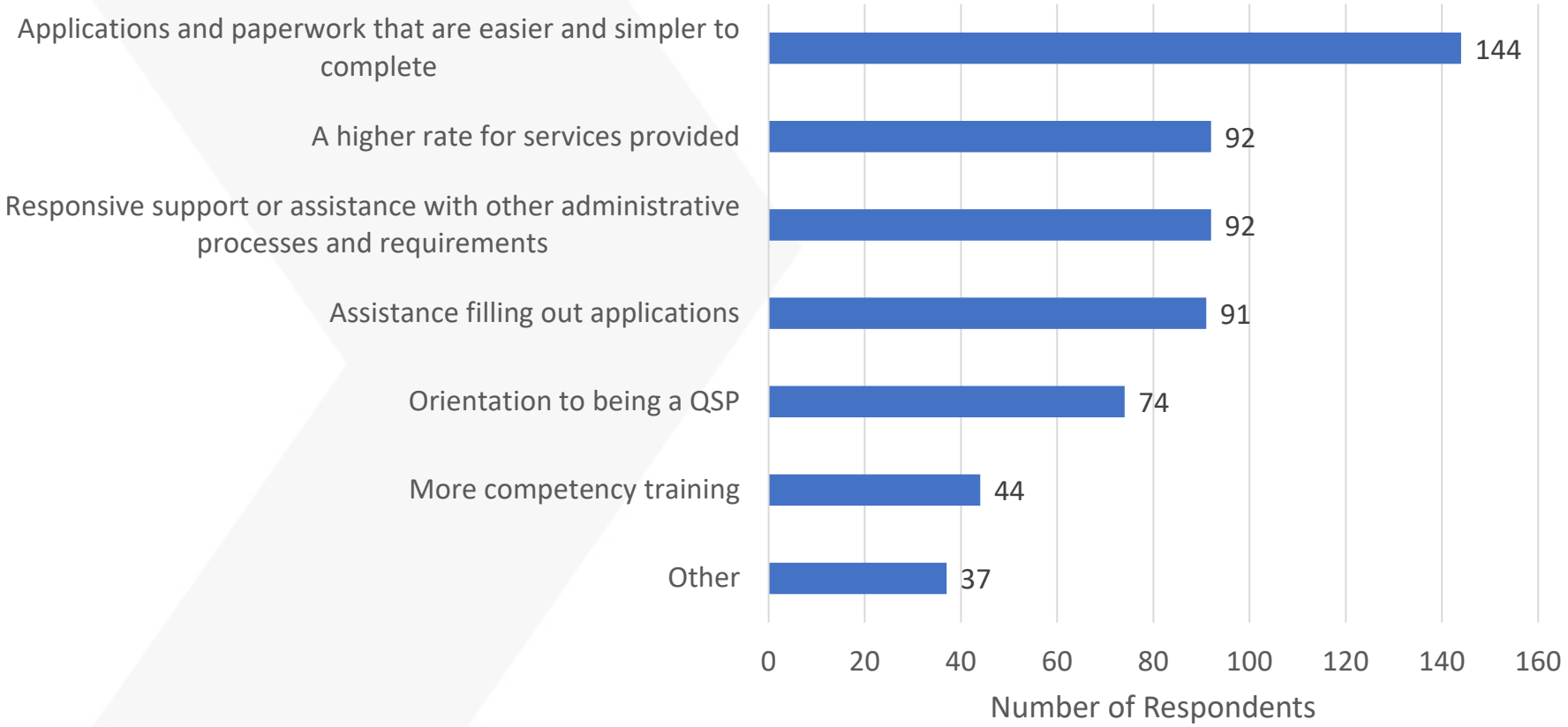
*Only shown to participants who indicated they are employed by a QSP agency and answered 'No' to Q25 (n = 13)

3 responses received:

- 1. Central Prairie Human Service Zone
- 2. Not sure how growth could really happen and education is hard because not much education on giving baths and cleaning
- 3. The whole reporting system is very difficult to understand, and not much support out there to make sure you are doing it right.

n = 3

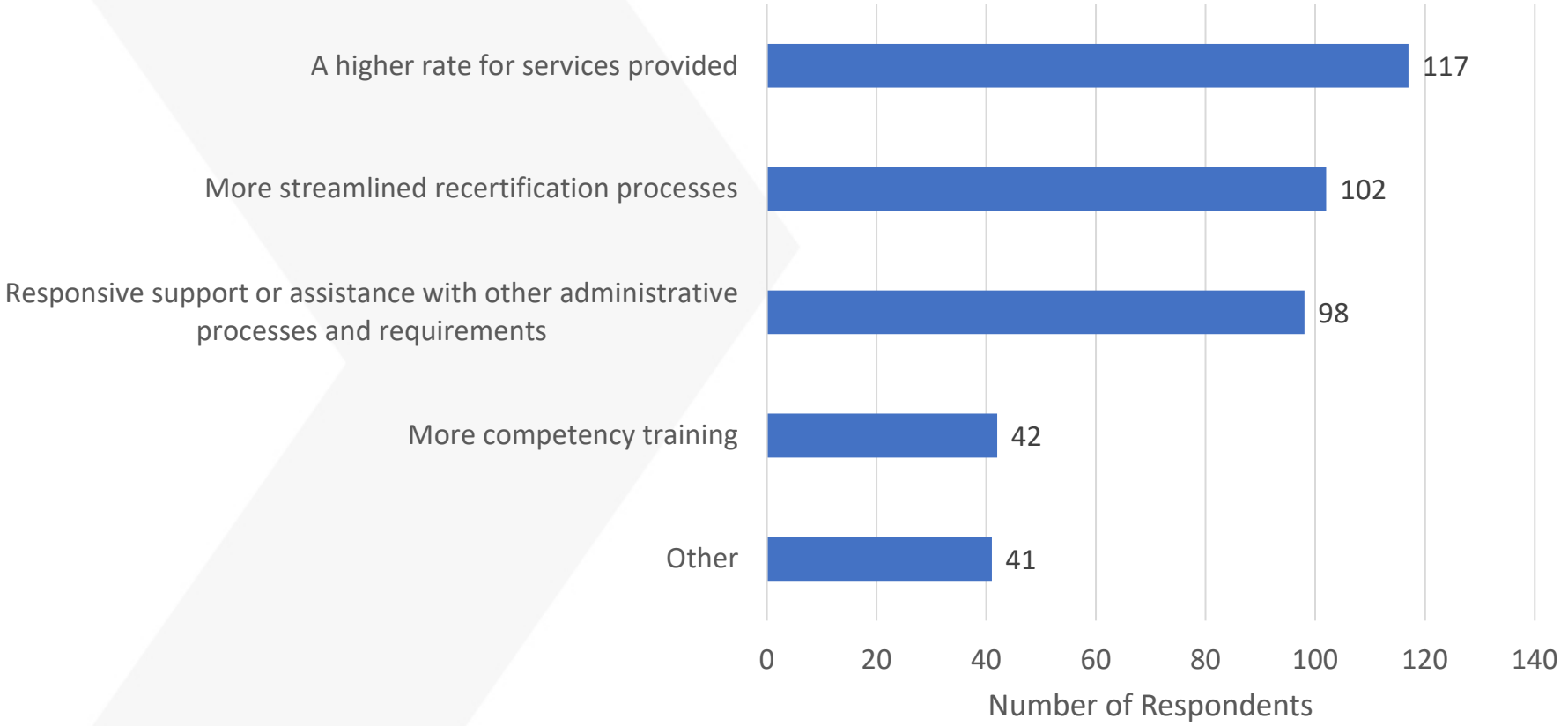
Q28. What would make it easier to become a QSP? (Check all that apply)



n = 230

UNIVERSITY OF NORTH DAKOTA

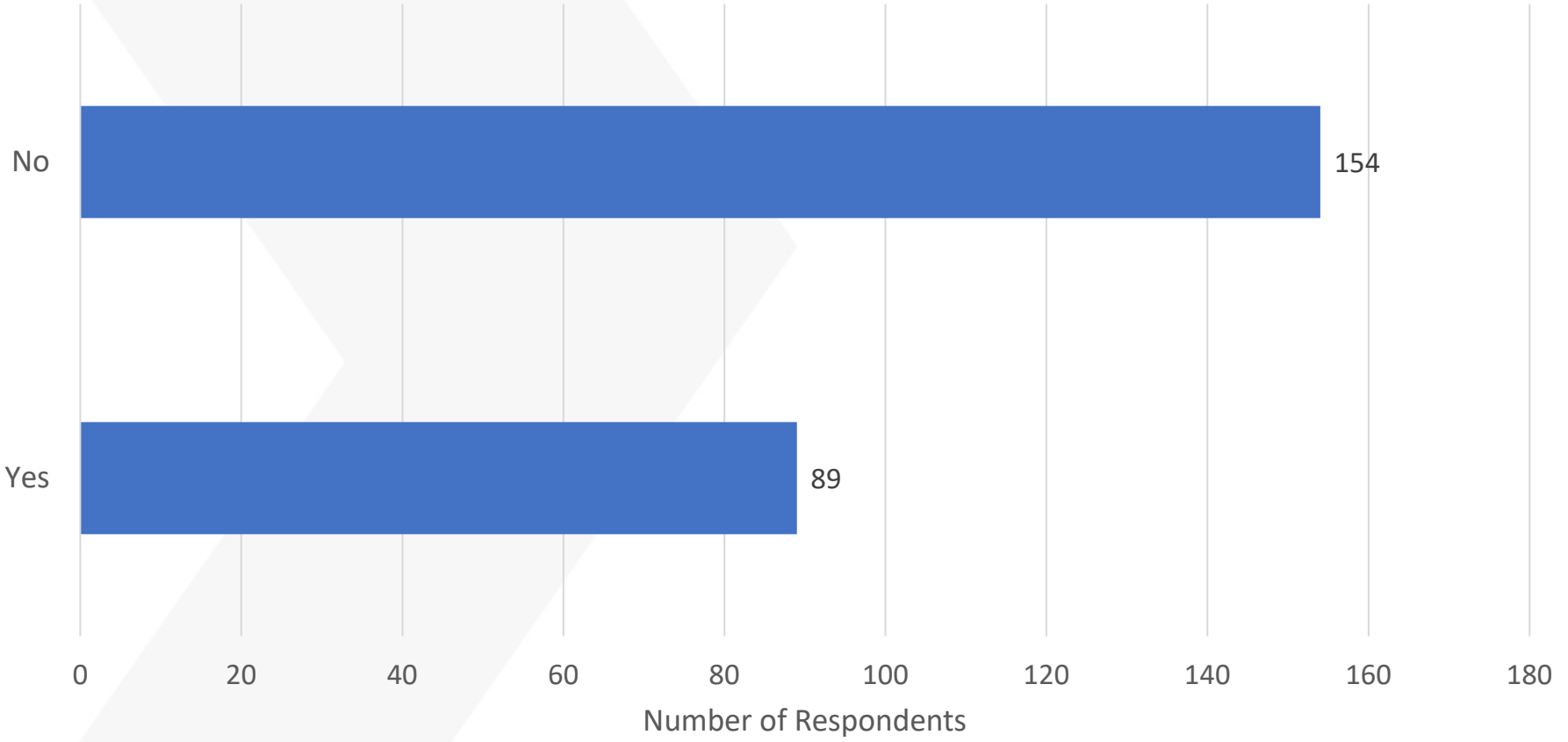
Q29. What would make it easier to stay a QSP? (Check all that apply)



n = 227

UNIVERSITY OF NORTH DAKOTA

Q30. Are there skills trainings that could help you improve or expand the services that you provide?

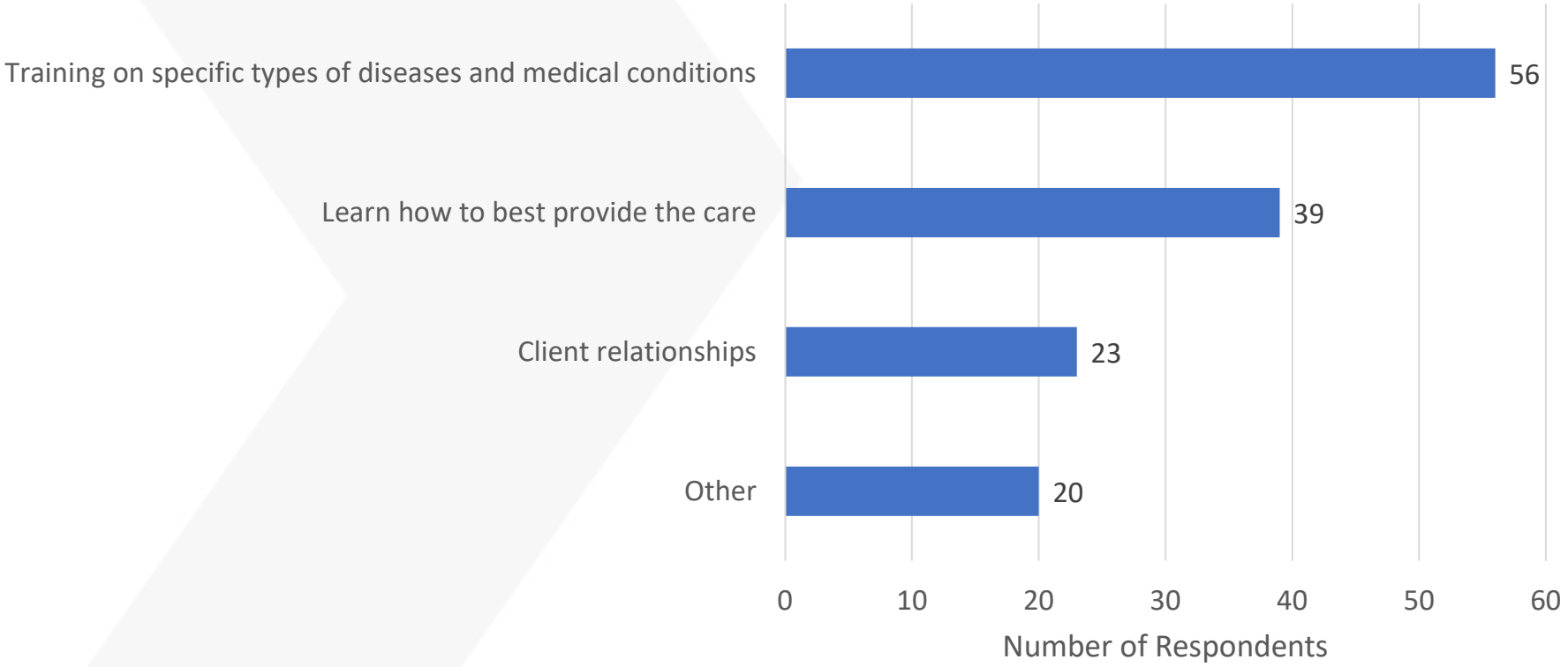


n = 243

UNIVERSITY OF NORTH DAKOTA

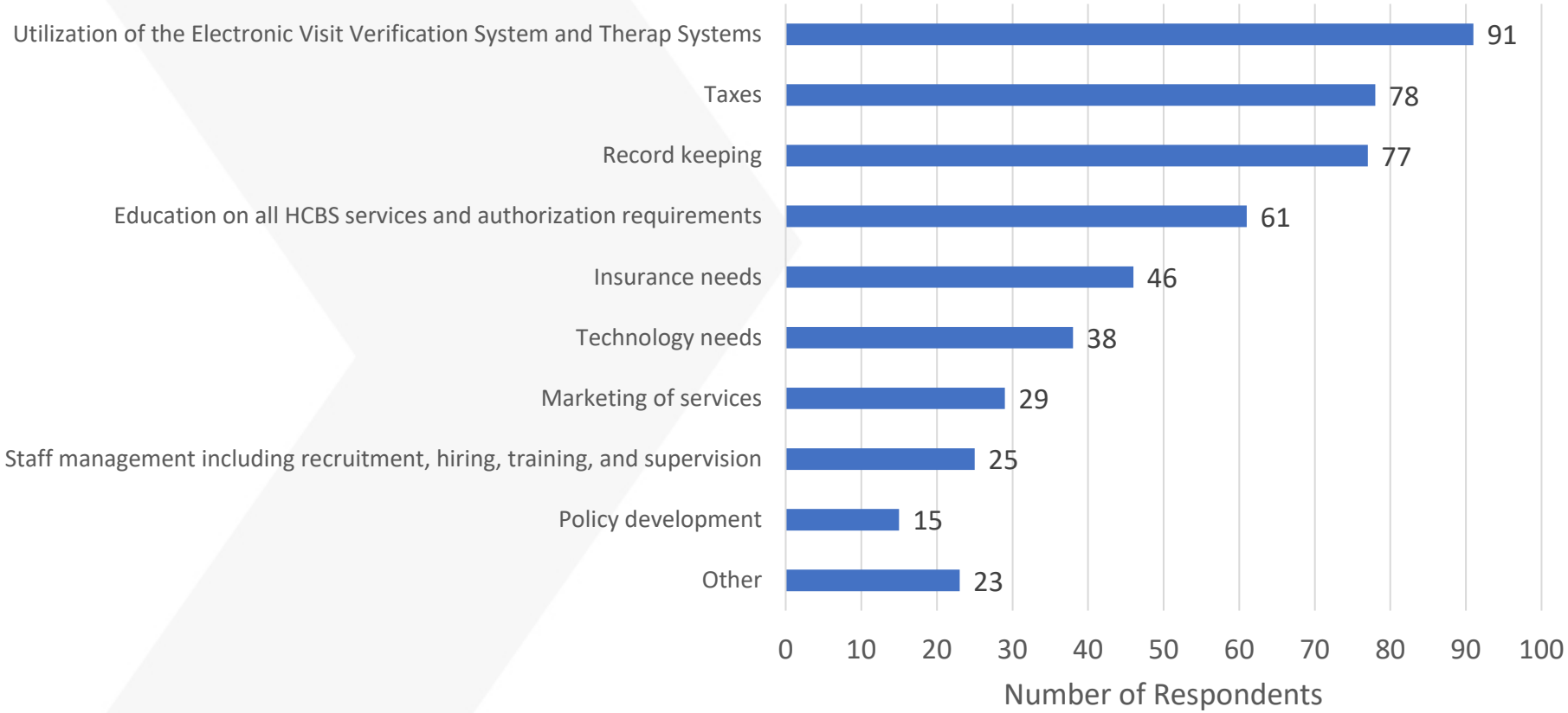
*Q31. What skill training would be helpful to you and improve or expand your ability to meet the needs of the people you provide services to at this time? (Check all that apply)

*Only shown to participants who answered 'Yes' to Q30 (n = 89)



n = 85

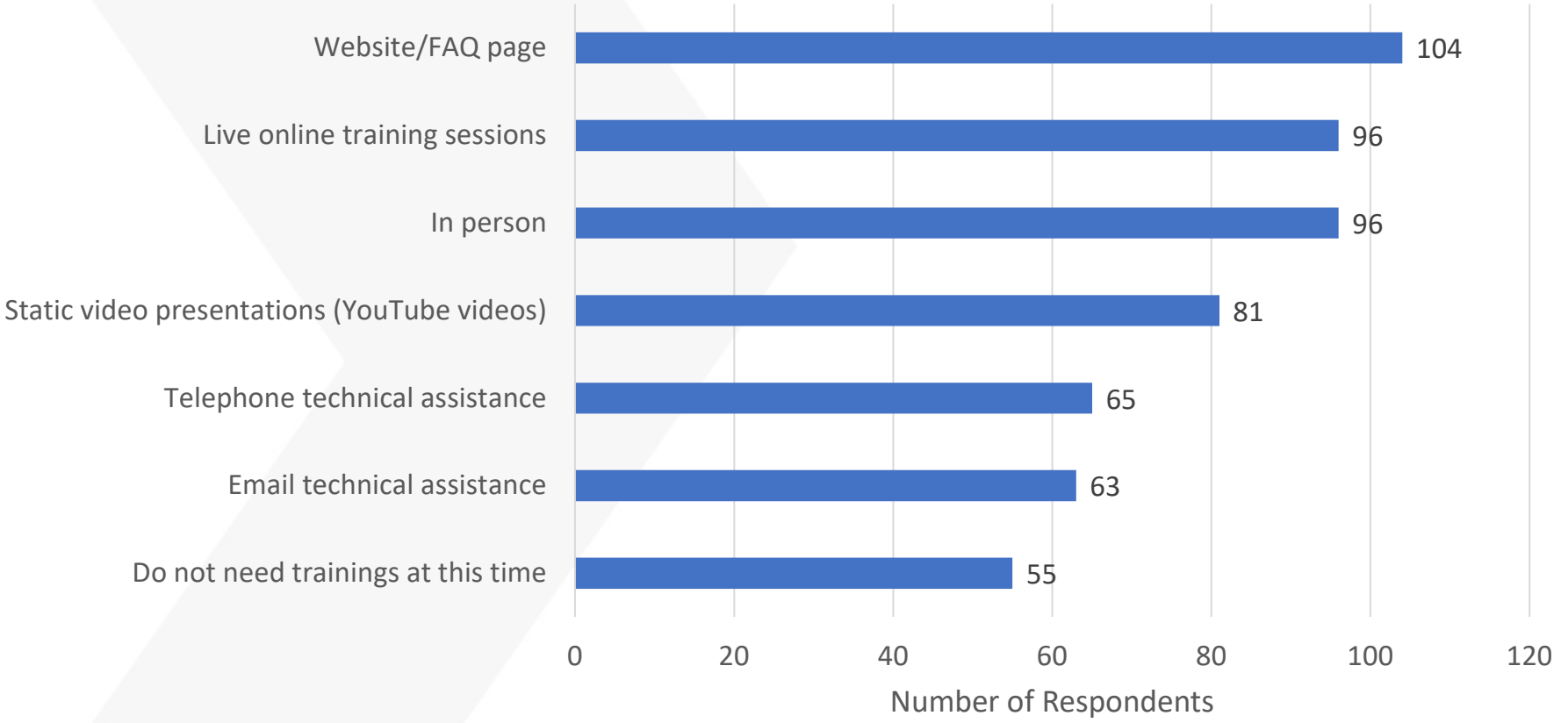
Q32. What types of training and assistance would help you to better manage your QSP business? (Check all that apply)



n = 203

UNIVERSITY OF NORTH DAKOTA

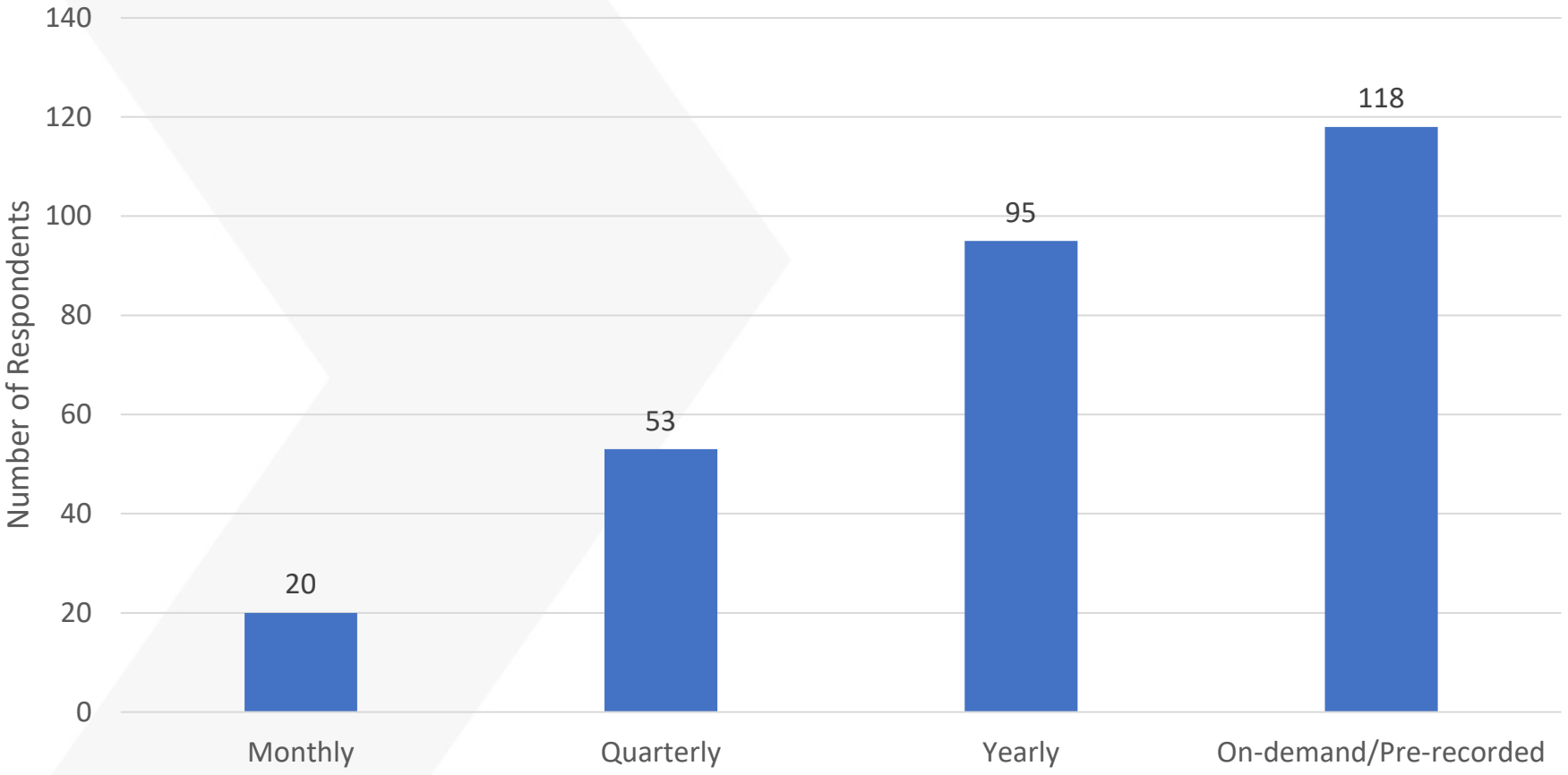
Q33. If additional information or training opportunities were provided, how would you prefer to access the information/training? (Check all that apply)



n = 238

UNIVERSITY OF NORTH DAKOTA

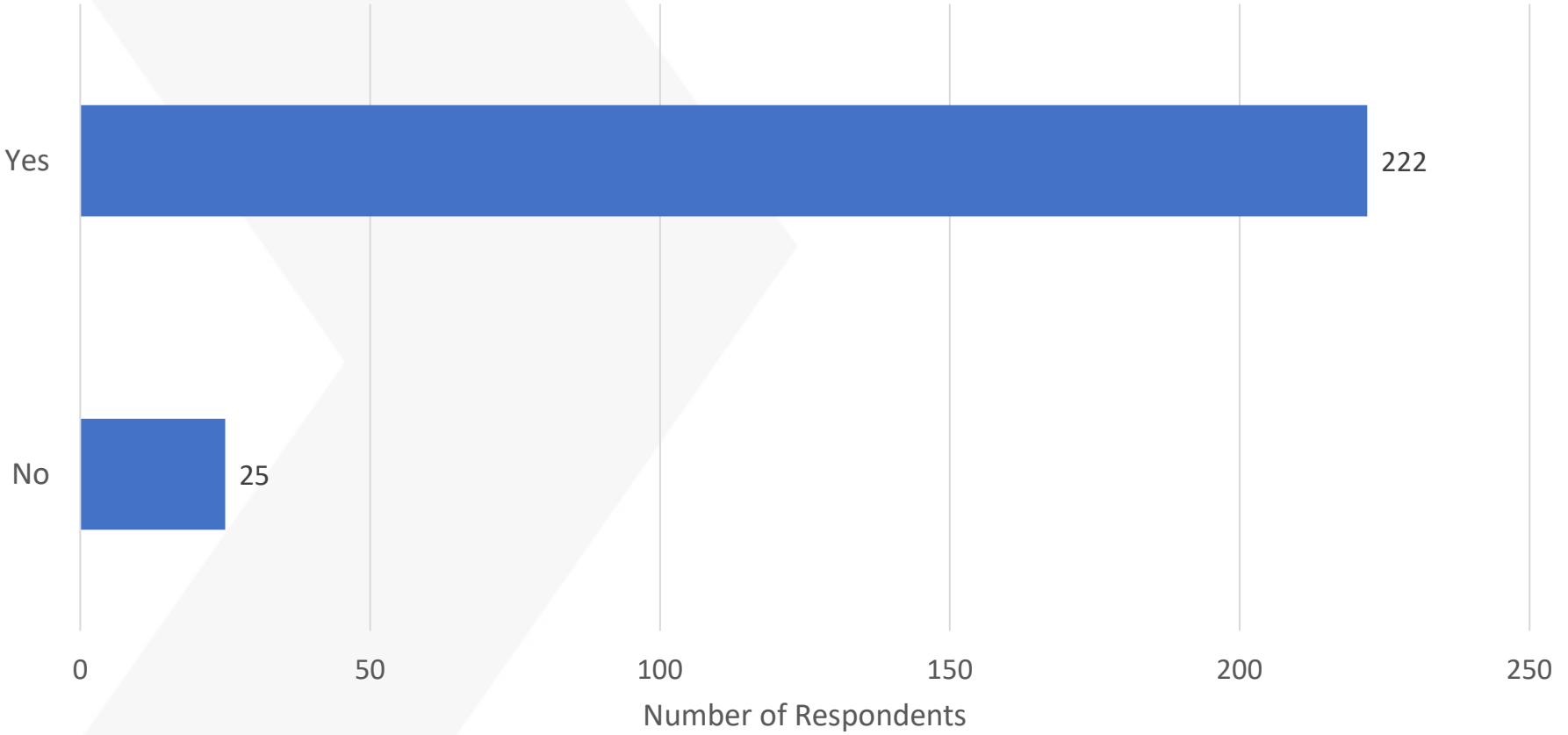
Q34. How often would you like to attend training sessions? (Check all that apply)



n = 228

UNIVERSITY OF NORTH DAKOTA

Q35. Do you have access to the technology to complete the necessary documentation and billing processes?

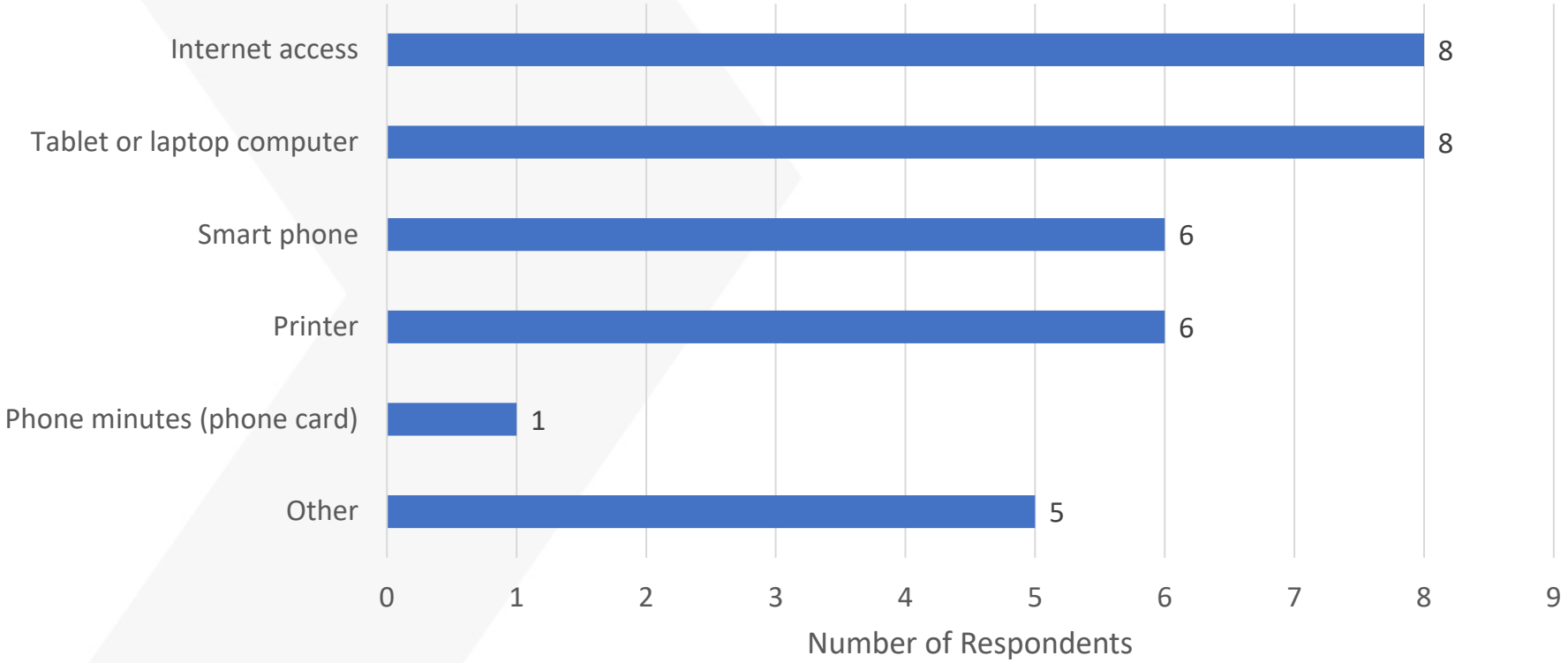


n = 247

UNIVERSITY OF NORTH DAKOTA

*Q36. What technology would help you to complete the necessary documentation and billing processes? (Check all that apply)

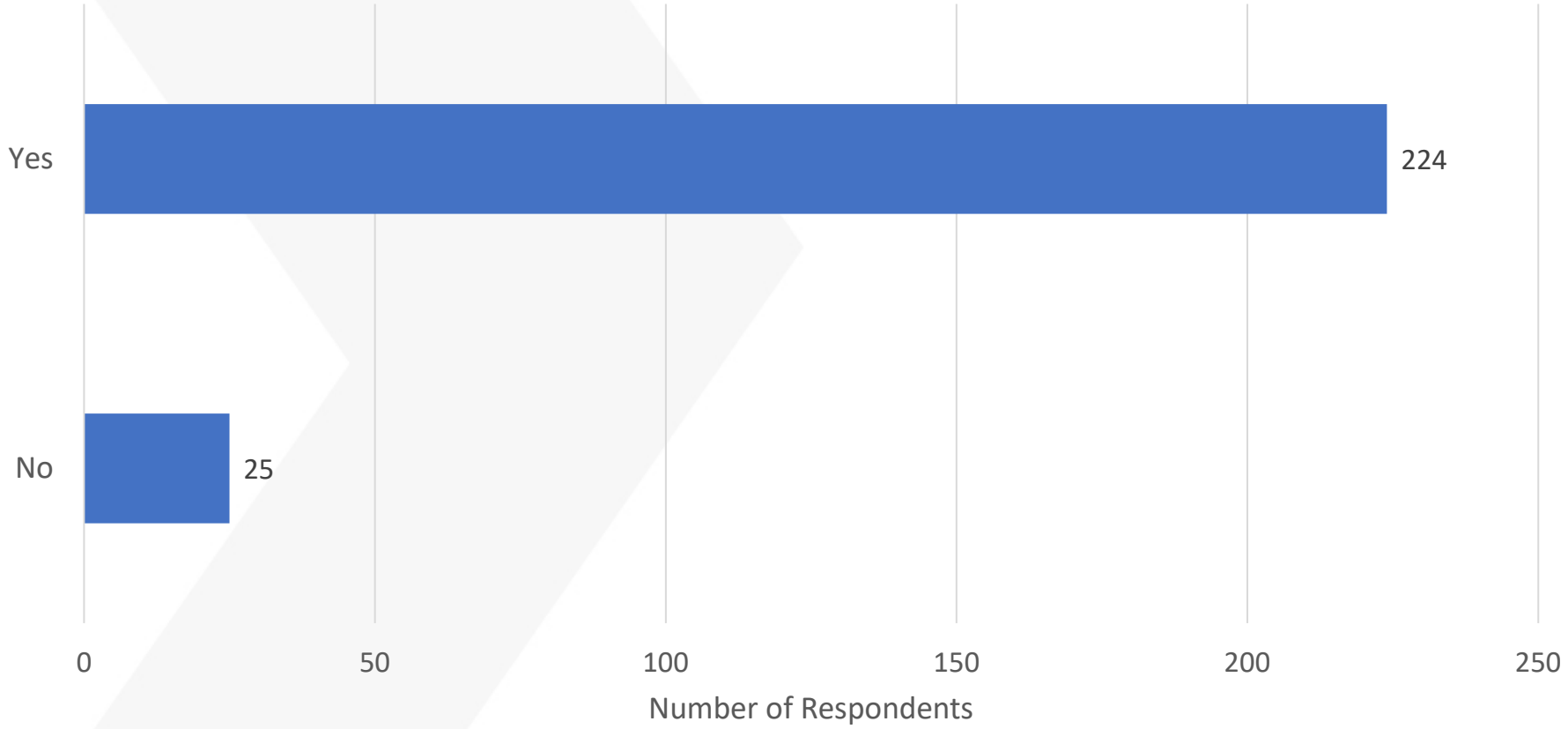
*Only shown to participants who answered 'No' to Q35 (n = 25)



n = 19

UNIVERSITY OF NORTH DAKOTA

Q37. Do you have the supplies needed to provide QSP services?

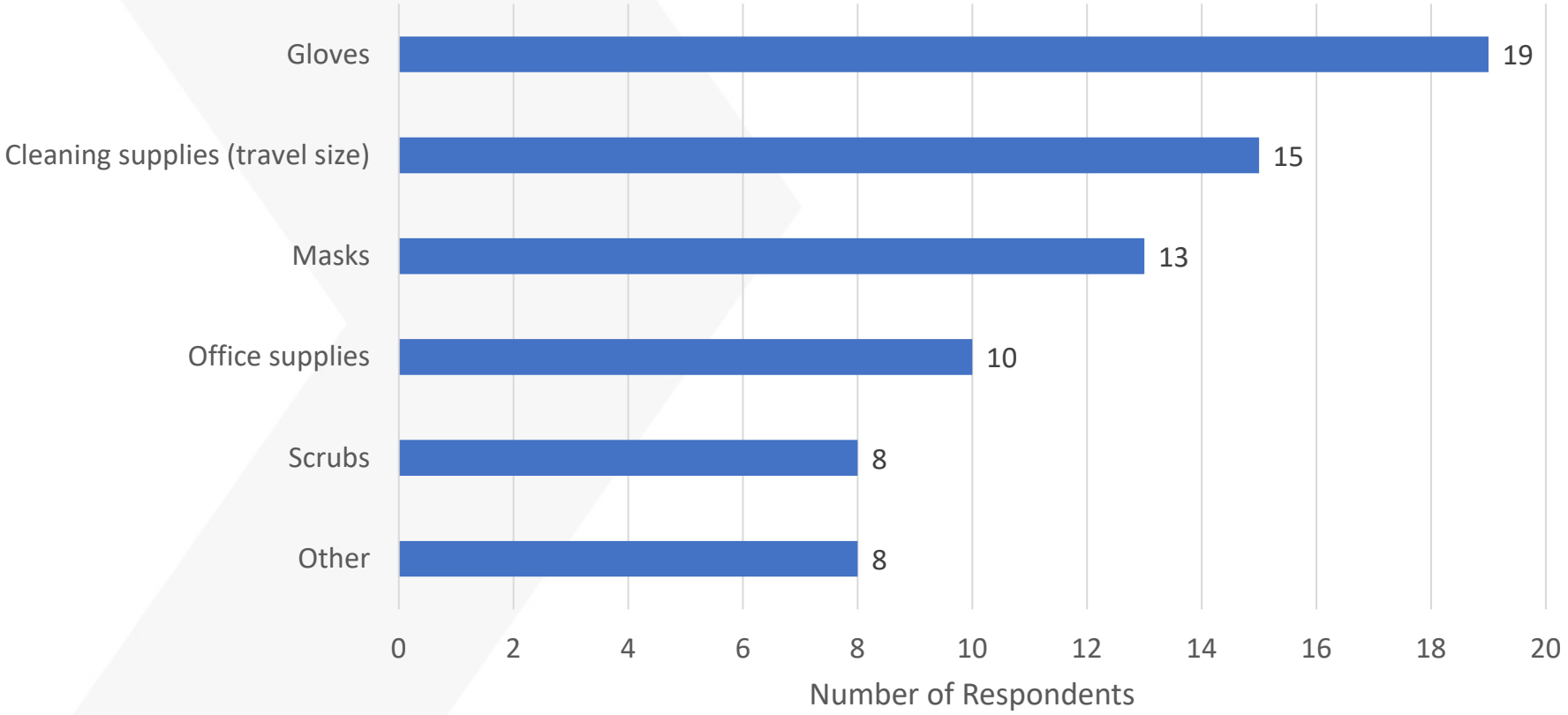


n = 249

UNIVERSITY OF NORTH DAKOTA

*Q38. What types of supplies are you lacking for providing QSP services? (Check all that apply)

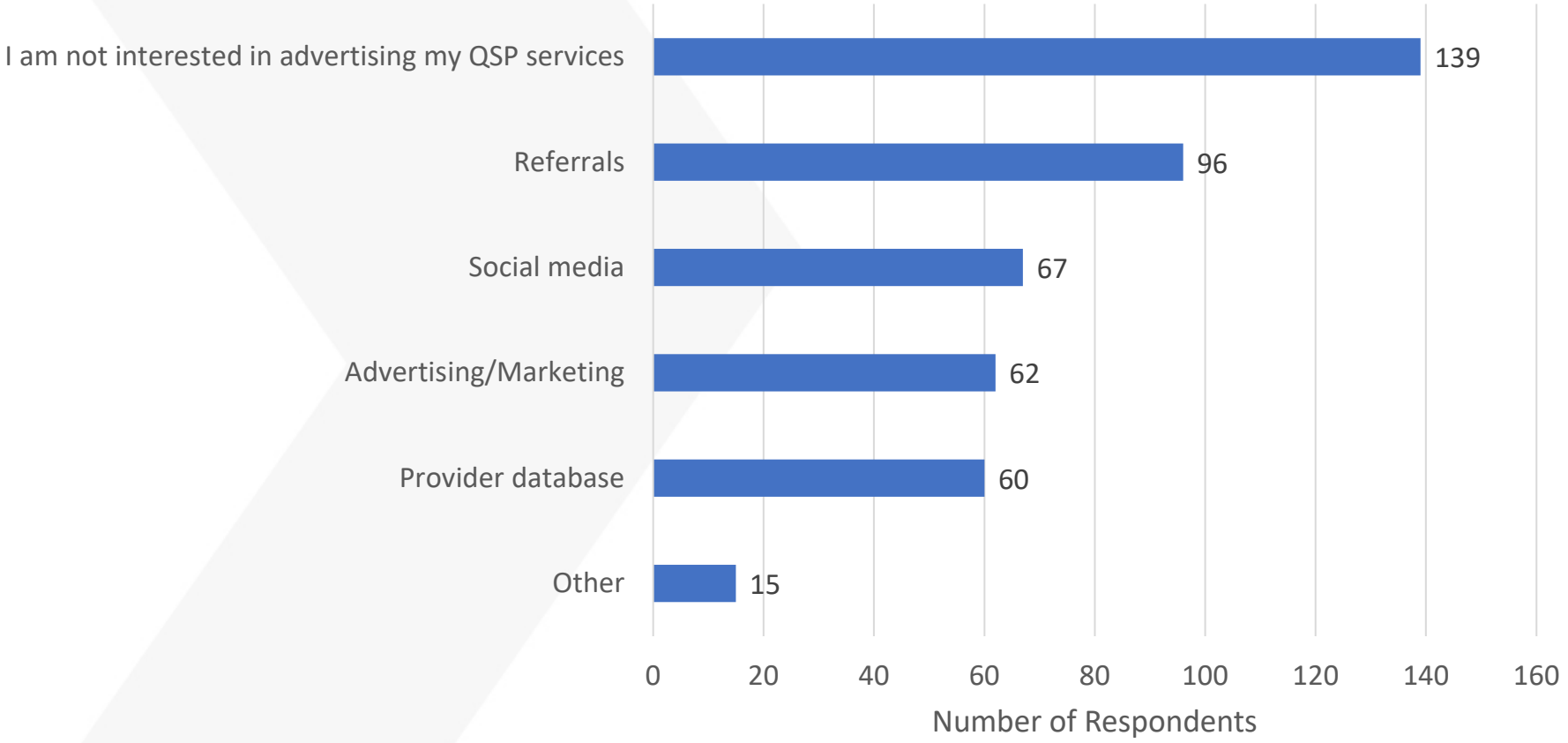
*Only shown to participants who answered ‘No’ to Q37 (n = 25)



n = 24

UNIVERSITY OF NORTH DAKOTA

Q39. What would help make people more aware of your availability of QSP services? (Check all that apply)



n = 243

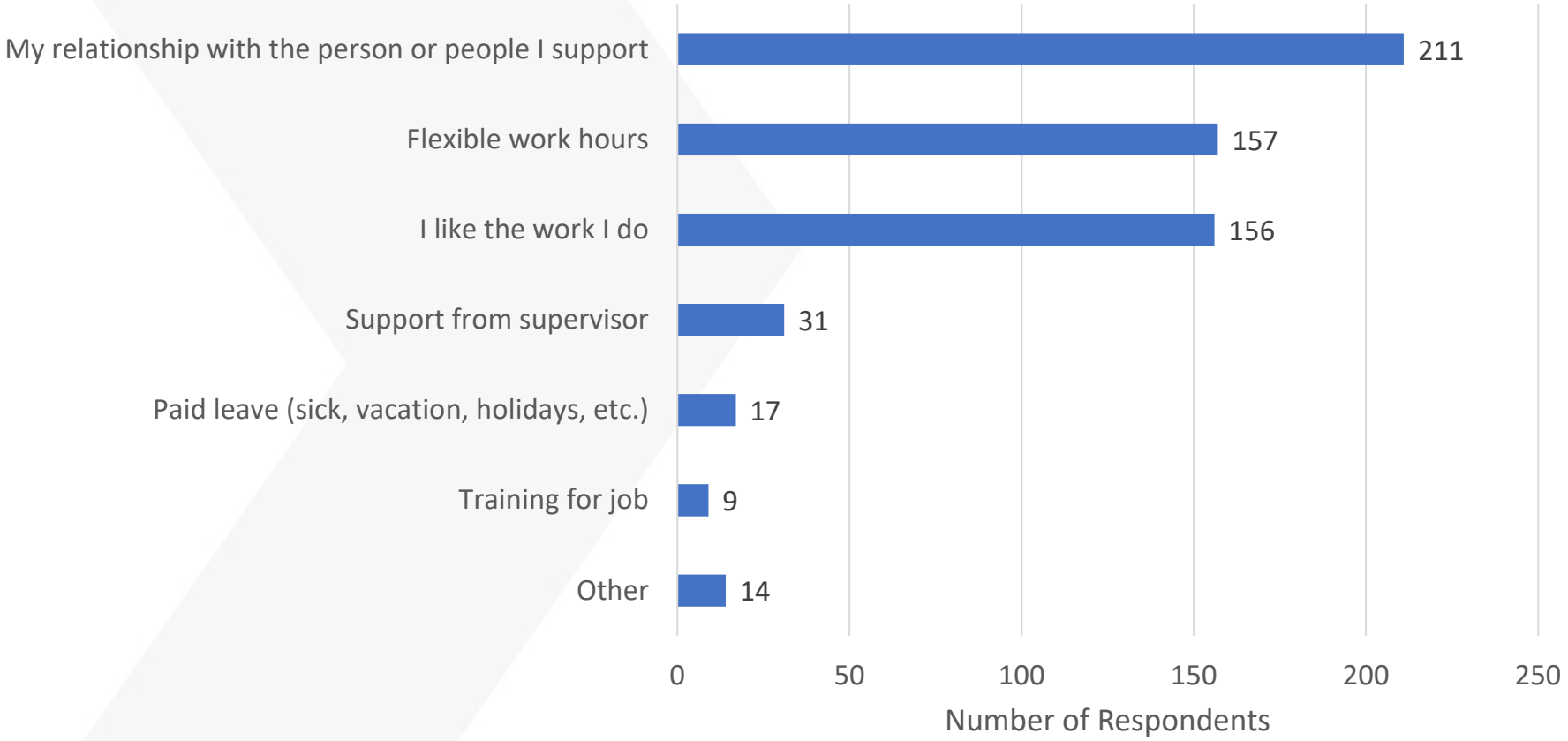
UNIVERSITY OF NORTH DAKOTA

Q40. What motivated you to enroll as a QSP?

- Response Themes:
  - Someone important to them needed care = 87
    - E.g., spouse, child, parent, friend, etc.
  - Love working with/helping people = 61
  - Keep individuals in their homes = 29
  - Saw a gap in services that QSP could fill/client need = 22
  - Self-employment and the resulting flexibility = 14
  - Needed a job/additional income = 14
  - Other/uncategorized = 25

n = 213

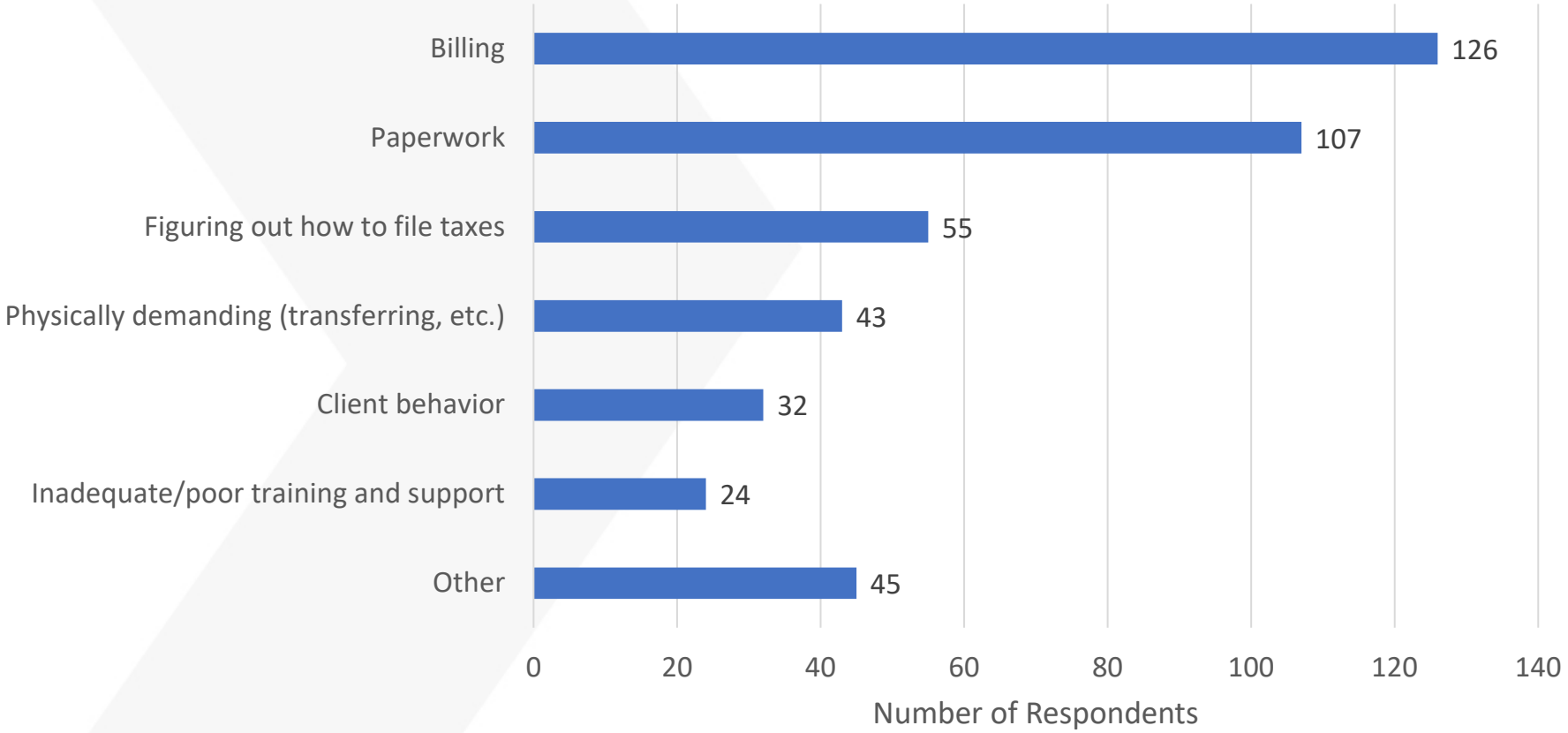
Q41. What do you enjoy about being a QSP? (Check all that apply)



n = 244

UNIVERSITY OF NORTH DAKOTA

Q42. What is the most challenging aspect of working as a QSP? (Check all that apply)



n = 225

UNIVERSITY OF NORTH DAKOTA

Q43. Do you have any additional comments?

- Response Themes:
  - Difficulty and issues with billing/payment/taxes/reporting = 24
  - Insufficient compensation/benefits = 14
  - Need help finding clients/easier process to find clients = 7
  - Love the job and the work I do = 6
  - Too much paperwork = 4
  - Communication is lacking = 4
  - Other/uncategorized = 21

n = 117